



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received **2007 AUG 29 PM 12:40**
25-JUL-2007
Repository
Reference No.
10197432

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City TWO HARBORS State MN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date **8/11/07**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G2AL15F17[REDACTED] Make PONTIAC Model G5 Model Year 2007
Date Purchased 11-APR-07 Dealer's Name and Telephone Number SONJU MOTORS Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City TWO HARBORS State MN Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 221300 SEATS:FRONT ASSEMBLY:HEAD RESTRAINT
Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-APR-2007 Failure Mileage 100 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash Yes No Fire Yes No
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2007 PONTIAC G5. THE CONTACT STATED THAT THE HEAD REST BECOMES UNCOMFORTABLE WHEN DRIVING LONG DISTANCES. THE CONTACT'S LOWER BACK TOUCHES THE SEAT, BUT HER UPPER BACK DOES NOT. THE DEALER WAS NOTIFIED AND STATED THAT IT CANNOT BE REPAIRED BECAUSE THE VEHICLE WAS DESIGNED IN THAT FASHION. THE CURRENT MILEAGE WAS 4,000 AND FAILURE MILEAGE WAS 100.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
Two Harbors, MN [REDACTED]
August 14, 2007

NHTSA
Office of Defects Investigation NVS-210
400 7th Street SW
Washington, DC 20590
Attn: Cynthia Glass

Dear Ms. Glass:

Here is the description of the problem:

I noted after driving the vehicle a short time that my back would begin to bother me on longer distances. The design of the headrest does not allow a person's upper back to have any support.

Not only that, but in an accident, I believe it would be harmful because there is no back support. Please see enclosed photo; I used something straight to demonstrate the extreme forward position of the headrest.

I have purchased a seat insert and have used a small pillow so that I have support and my head can still touch the headrest. The only adjustment of the thing is up and down about an inch, which I've tried.

I believe this design is ridiculous and dangerous. Of course, Pontiac put nothing in writing when I took it to the dealer. The salesman I dealt with says Pontiac refuses to change or allow removal of the headrest. I am enclosing a copy of the request I made to the dealer.

Thank you.

Sincerely,
[REDACTED]

Enclosures

cc: General Motors



Sonju Two Harbors LLC

1100 7th Avenue
 Two Harbors, MN 55616-1154
 Phone: 218-834-2181
 Fax: 218-834-5546
 www.sonju.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
8/15/07	6035981/1
R/O Close Date	Status
8/15/07	Pre-Invoice
Mileage In	Mileage Out
3929	3929
Service Advisor / Tag #	
Michael Hein/*W*	
Vehicle Identification Number	
1G2AL15F17	
Delivery Date	In-Service Date
4/11/07	4/11/07
Color	License Number
YELLOW	

TWO HARBORS, MN		Work Phone	
		Home Phone	
Year	Make	Model	Body
2007	PONTIAC	G5	COUPE
77311764			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: WOULD LIKE A DIFFERENT STYLE HEADREST FOR DRIVER'S SEAT Caused by NO OTHER DESIGN IS AVAILABLE FOR THIS VEHICLE. NO MODIFICATIONS CAN BE PERFORMED AS THIS IS A SAFETY RELATED DEVICE. ADVISED CUSTOMER. Work performed by TIM PEARSON (048)</p>	Warranty

<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."</p> <p>DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>	LABOR	.00	
	PARTS	.00	
	DEDUCTIBLE	.00	
	SUBLET	.00	
	SHOP SUPPLIES	.00	
	HAZARDOUS MATERIALS	.00	
	SALES TAX OR TAX I.D.	00000000	.00
	SPECIAL ORDER DEPOSIT	.00	
	DISCOUNTS	.00	
	TOTAL DUE	.00	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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