



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Hotline
Vehicle Safety 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 1058

Date Received

Repository ☐

Reference No.
10202611

2007 DEC 12 04-SEP-2007 AM 10:26

OWNER INFORMATION (Type or Print)

Name

Address

City

FRIDLEY

State

MN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GMDX03E21

Make

PONTIAC

Model

MONTANA

Model Year

2001

Date Purchased

9/11/01

Dealer's Name and Telephone Number

Thomas Auto Mall 763-323-3333

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Coon Rapids

State

MN

Zip Code

55448

V-6

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

09-AUG-2007

Failure Mileage

100322

Failure Speed

30mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

Number of Deaths

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).

2001 PONTIAC MONTANA BRAKE SYSTEM FAILURE. CUSTOMER STATES THAT HER BRAKE SYSTEM FAILED UNEXPECTEDLY. SHE WANTS GENERAL MOTORS TO REIMBURSE HER FOR FIXING THE VEHICLE. *KB
THE CONSUMER STATED THE BRAKE LINE LEAKED ONTO THE ELECTRONIC BRAKE CONTROL MODULE WHICH CAUSED AN ELECTRICAL SHORT. THE INTAKE MANIFOLD GASKET HAD TO BE REPLACED PREVIOUSLY ON THE VEHICLE. *JB

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.

August 22, 2007

Mr. Rick Wagoner
GM Corporation
PO Box 33170
Detroit, MI 48232-5170

Dear [REDACTED]

I recently had a situation occur with my 2001 Pontiac Montana that I was sure you would want to know about. I feel confident that you will remedy the situation in regards to our family and look into preventing this from occurring with other 2001 Pontiac Montana owners.

On August 9, 2007, while driving myself, my unborn child and my 3 small children home, my brake system completely failed. I was left frantically honking the horn and pressing the emergency brake. Because I had just turned off a busy highway into a quiet neighborhood, a major accident was avoided. Had this happened just a mile earlier, not only would there have been a major accident, but some or all of my family could have been killed. **This is a serious issue that should not be taken lightly.**

Our van had only 100,322 miles on it. This simply should not happen in this day and age. We have maintained our car and have had repairs done as needed. The brake line began leaking onto the electronic brake control module causing an electrical short.

I purchased my first car in 1995, a Pontiac Grand Am. We were happy with the performance and finally had to retire the car while the car had well over 200,000 miles. (The only major problem we had was the intake manifold gasket. We had this problem with our 2001 Montana as well. I certainly hope GM has since redesigned the system to avoid this consistent problems in their cars.) But overall, I was happy with my car.

This situation is completely different. Some or all of us could have been killed. We are currently looking to replace our Grand Am. Your response will determine whether we will continue to purchase GM vehicles in the future or if we need to switch our loyalty. We need a company that will stand behind such a serious design flaw.

The expenses we had in regards to this incident were [REDACTED] My expectation is that we be reimbursed for this amount in an efficient manner and that both you and I can thank God that no one was seriously injured or killed. I also expect you to look into protecting other families who may be close to experiencing the same thing. Attached you will find the invoice from our service center.

Sincerely,

[REDACTED]
Fridley, MN
[REDACTED]

cc: National Highway Traffic Safety Administration

September 28, 2007

Mr. Ronald B. Fields
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

Dear Mr. Fields,

Here is the detailed description of what occurred on August 9, 2007 and the action or lack thereof taken by GM.

While in a neighborhood, going no more than 30 mph, I approached a 4-way stop. My ABS light flashed on for first and only time. I made a mental note have it checked. Approximately 1000 feet later, I approached another 4-way stop with relatively few cars (thank God) and my brakes failed completely. I layed on my horn to warn other cars and used the emergency brake to stop. Thankfully, I was going under 30 mph and an accident was avoided. Had this happened just 5 minutes earlier while on a busy highway, a terrible accident would have been unavoidable. I am pregnant and had my three small children in the car. This was just short of a complete disaster.

We had the truck towed to Bona Brothers, a reputable repair shop. They explained that a brake line leaked onto the brake control module causing an electrical short (see invoice). I see this as a possible design error that they have it set up so that leaks fall on the brake control module in the first place, but who am I to say. It just seems to make logical sense.

I wrote to GM at the same time I first contacted you (see attached letter). I received a call back from Jackie Vanbeuran (spelling may be inaccurate), phone number 313-667-7153, case number [REDACTED]. Our conversation was recorded.

Although she tried to act like she was very sorry for my experience, she reiterated many times the 3 reasons that I would not get reimbursement.

1. High mileage on the car (100,322)
2. How old the car is (6 years)
3. I did not take the car to a GM dealer for repair

As far as I am concerned 100,322 miles and 6 years is NOT that much that brake systems should fail completely. As for the dealer, I took the car to Bona Brothers because of bad experience after bad experience with the GM dealers. Plus, Matt Litynski, the service manager at Bona Bros achieved the #1 top score in the nation on his ASE certification exams, relative to High Tech computer controls and electronic systems diagnosis. I believe the car couldn't have been in better hands.

I brought the fact that I felt there was a design error and she said that she would have them look at this. I would think that would have happened prior to her making the decision not to reimburse me, which she said she had the power to do. But here is the clincher, I DID NOT send her the parts or even a picture of the parts. She never once asked if I had the parts or even a picture of them. If they were going to take this serious in regards to preventing this not to happen to anyone else, I would think that would have been essential for them to have. We do have the brake control module if you would like it. I sent a picture of it (see attached).

It is one thing to choose not to reimburse me, truly no surprise, because that would suggest fault on their part, but to take no serious action into trying to prevent this from happening to others is simply unacceptable, which is why I have taken the time to document this all for you. As I said earlier, I am pregnant with three small children, so time is of the essence, but I felt this was too critical to just let it go. I hope you feel the same. Not a day goes by that I don't press on my brakes thinking, "What if they go out?", and most of the time there would be simply nowhere to go. I was extremely blessed that this situation turned out as it did.

If you have any further questions or would like the parts, please feel free to contact me. Thank you for your time.

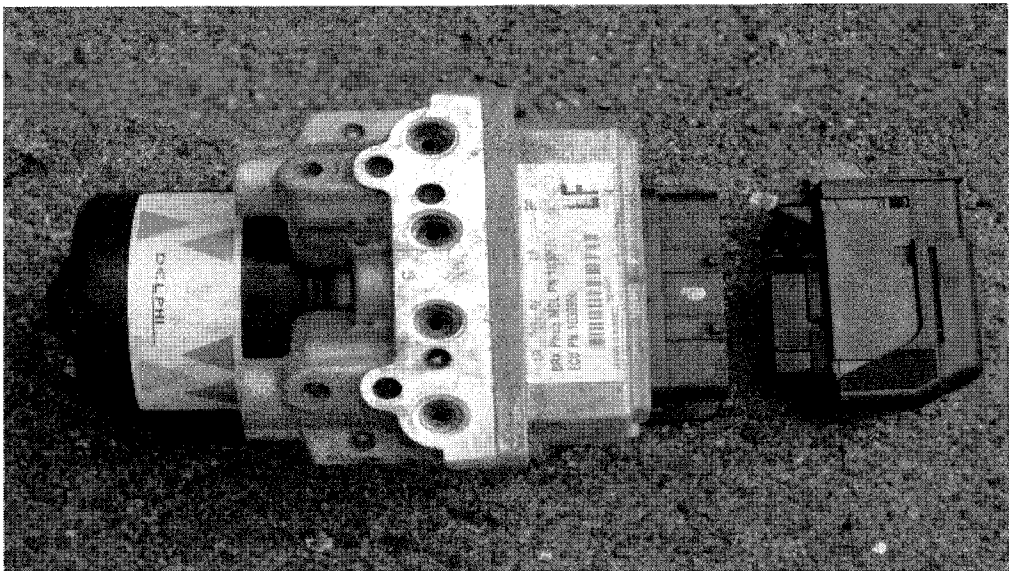
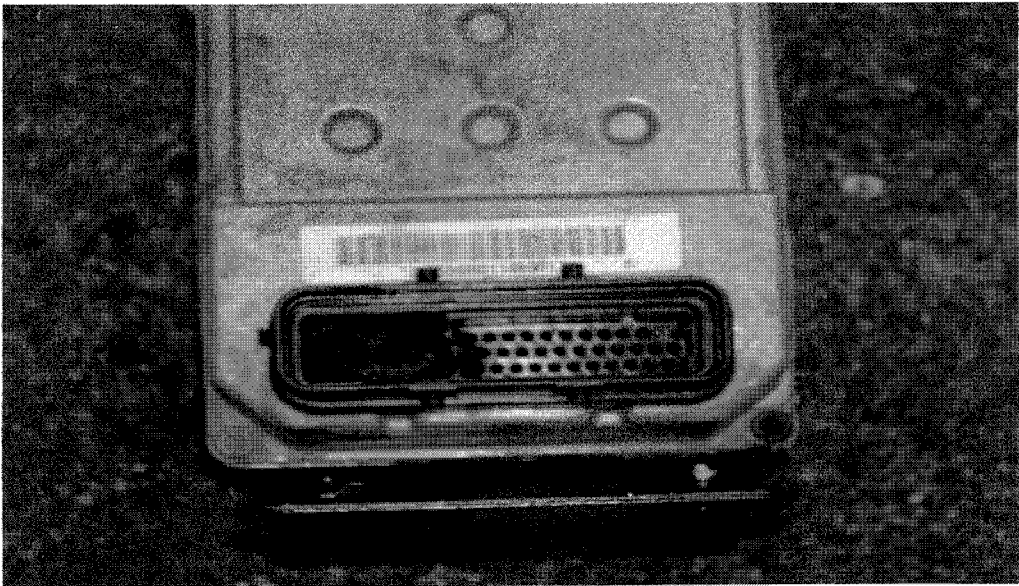
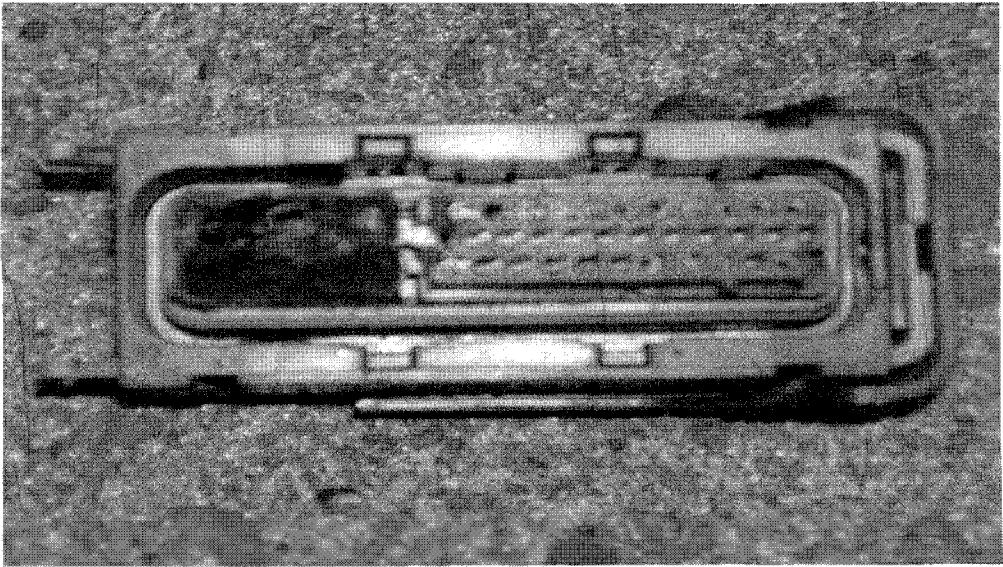
Sincerely,

[REDACTED]

[REDACTED]

Fridley, MN [REDACTED]

[REDACTED]



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).