



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

Repository

20-FEB-2008

2008 MAR -7 PM 2:39

Reference No.
10218666

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: EUREKA State: CA Zip Code: [REDACTED]

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: 1G2NES2T0M [REDACTED]
Make: PONTIAC Model: GRAND AM Model Year: 1999
Date Purchased: _____ Dealer's Name and Telephone Number: _____ Engine: No: Cylinders 16 Fuel Type: Gas
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: UNKNOWN Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 09-AUG-2007 Failure Mileage: 100000 Failure Speed: 35
Electric Throttle Control Motor Throttle Position Sensor
Powertrain Control Module Transmission Speed Sensors
Vehicle Control Module

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: 0 Number of Deaths: 0 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 1999 PONTIAC GRAND AM. WHILE DRIVING 35 MPH, THE VEHICLE COMPLETELY SHUT OFF. THE CONTACT PULLED OVER AND THE VEHICLE WAS ABLE TO IMMEDIATELY BE RESTARTED. THE VEHICLE WAS TAKEN TO A DEALER, BUT THEY COULD NOT CORRECT THE FAILURE. THE POWERTRAIN AND PURCHASE DATE WERE UNKNOWN. THE CUP RENT MILEAGE WAS APPROXIMATELY 110,000 AND FAILURE MILEAGE WAS 100,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

my vehicle shuts off while I am driving. Rate of speed: various when this happens.
The problem is getting worse & excessive in frequency. Hazard lights don't work properly.
Turn signals don't work sometimes. Engine does not run smoothly. Hesitation upon acceleration.

ATTACH ADDITIONAL SHEETS IF NECESSARY

(See Enclosures)

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

EUREKA CA 955

29 FEB 2008 PM 1 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

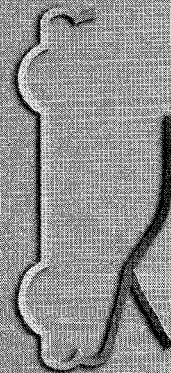
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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
Eureka, CA [REDACTED]
ph# [REDACTED]

Mr. Harvey G. Harper
1504 Buhne St.
Eureka, CA 95501

February 25, 2008

Re: 1999 Pontiac Grand AM, ID#1G2NE52T9X [REDACTED]
Registered Owner: [REDACTED]
Lienholder; Northwest Acceptance Corp./Sole Savers

Dear Mr. Harper,

Normally, any concerns I have with the operation of my vehicle, I have discussed with the dealer's service department and dealership management. Sometimes, however, despite the best intentions of everyone, misunderstandings can occur. It appears my concern cannot be resolved at that level, therefore, I need further help and request your assistance.

I believe my vehicle has a defect which could cause a crash or could cause injury, or worse. I have notified the National Highway Traffic Safety Administration in compliance with General Motors procedures. If NHTSA receives similar complaints, it may open an investigation and if it finds this defect exists in a group of vehicles, it may order a recall and remedy campaign.

The following information outlines the logistics of my vehicle and emission related defects presently occurring. In addition, you will find further details which concern service, repairs and maintenance performed.

WARNING SIGNALS AND SYMBOLS

These are warning lights I see on the instrument panel and appear in intervals.

Oil Pressure=not receiving enough oil

Air Bag=Electrical problems

Charging System=electrical charging problem/electrical problem

Trac Off=possible problem with enhanced traction system

Service Engine Soon=a monitoring operation of the fuel, ignition and emission control systems

ABS=antilock brake system

Security=passlock system is not working

ENGINE FAILURE

The engine stops while I am driving my vehicle. This occurs in intervals, however, it has become excessive in frequency. The rate of speed I am driving when this happens can vary. Driving under this uncertain condition constitutes an emergency and requires service as soon as possible.

The first time I experienced this problem was approximately one month after the day I took delivery of the vehicle, while I was driving on the freeway at 65MPH.

SERVICE

Although dealers are obligated to inspect each vehicle before delivery, it has been determined that this service was not performed.

Previously, due to defects which caused the engine overheating lamp to come on, service was required immediately. I had the vehicle towed to a nearby service facility. Upon consulting the service manager of the facility, he determined the damage was due to insufficient maintenance or lack of maintenance. No maintenance inspection was performed before delivery.

The service manager advised me after diagnosis, that due to the poor condition of the vehicle, the amount of costs for repairs and the labor it would involve to fix it, would exceed the value of the vehicle.

EXPENSES INCURRED

- Service and Repair/\$1700
- Loss of Vehicle Use/6 months
- Inconvenience
- Storage
- Loss of Time & Pay
- Loss of Employment
- Economic Loss

During the six month period my vehicle was not available for use, I had too many difficulties with transportation to work. This resulted in excessive absences which resulted in being terminated and/or fired from work.

I continued to make car payments to Sole Savers while making payments for the repairs.

ELECTRICAL SYSTEM

Add-On Electrical Equipment

Some electrical equipment can damage the vehicle. Some add-on electrical equipment can keep other components from working as they should.

ON TIME EQUIPMENT

A malfunction in the on time device, which was installed at the time of delivery by a technician at Sole Savers, caused it to disable my vehicle's engine. Because this malfunction was uncorrected, my vehicle was unavailable for use until I could start it up again. While this occurrence became excessive in frequency, I was not provided with any other transportation options, therefore, I was unable to report to work, which resulted in my loss of employment.

After approximately one year, a service technician removed the original on time device from my vehicle and replaced it with another one.

OBTAINING REPAIRS

The problem I have with my vehicle shutting off while I am driving still exists and requires service immediately, however, if it is determined that my vehicle cannot be scheduled into a Pontiac service department immediately, my vehicle is still operative and I am able to drive it until scheduling can be accomplished.

In an effort to resolve my concern quickly and informally, before I proceed with any other venue for relief available to me, I am requesting your assistance.

Sincerely,

[REDACTED]

[REDACTED]

cc: US Department
of Transportation
NHTSA