



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

28-APR-2008

MAY 19 AM 7:39

Repository [ ]

Reference No.

10225864

OWNER INFORMATION (Type or Print)

Name [Redacted]

Address [Redacted]

City CIRCLEVILLE

State OH

Zip Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address [Redacted]

Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an answer, your name or address to the vehicle manufacturer. Signature of Owner [Redacted] Date 05/06/08

VEHICLE INFORMATION

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

5Y2SL62854Z [Redacted]

Make PONTIAC

Model GRAND AM-VIBE

Model Year 2004

Date Purchased 11-03-03

Dealer's Name and Telephone Number COUGHLIN AUTO

Engine: No: Cylinders

Fuel Type:

Original Owner [X]

Dealer's City CIRCLEVILLE

State OH

Zip Code 43113

Transmission Type Auto

[X] Antilock Brakes [X] Cruise Control

Powertrain

Vehicle Component Code

132000 VISIBILITY:GLASS, SIDE/REAR Drivers Side Front

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-SEP-2007

Failure Mileage 75000

Failure Speed 5

Drivers Side - Window Loud pop and went off Track.

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 [X] No

Fire

[ ] Yes [X] 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 2004 PONTIAC GRAND AM. WHILE DRIVING 5 MPH AND OPERATING THE DRIVER SIDE FRONT WINDOW, THE CONTACT HEARD A GRINDING NOISE AND A POP SOUND. THE FOLLOWING DAY, SHE ATTEMPTED TO PUT DOWN THE POWER DRIVER SIDE WINDOW, BUT THE WINDOW WOULD NOT GO DOWN. THE GRINDING NOISES CONTINUED. THE CONTACT WAS UNSURE IF THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER 08V162000 (VISIBILITY:GLASS, SIDE/REAR). THE FAILURE MILEAGE WAS 75,000.

Front-Drivers Side

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)

Pulling out of driveway - approx. 5 miles an hour -  
heard loud pop sound in left drivers side window -  
window went off track - could not roll window up.

ATTACH ADDITIONAL SHEETS IF NECESSARY



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



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

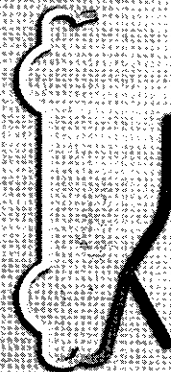
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



CUSTOMER #:

701407  
CUSTOMER COPY  
\*INVOICE\*



Coughlin Buick  
Pontiac · GMC · Cadillac · Oldsmobile  
24001 US Rte 23 South  
Circleville, OH 43113  
Toll Free: (800) 325-8434  
Circleville: (740) 474-3138  
Service (740) 420-6868  
Parts (740) 420-6899  
Bodyshop (740) 420-6840  
www.coughlinautomotive.com

CIRCLEVILLE, OH

PAGE 1

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 2042 RON VAN CLEAVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SHADOW	04	PONTIAC VIBE	5Y2SL62854Z		82064/82064		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31OCT03 DD			17:00 28APR08		75.00	COUP	28APR08

R/O OPENED	READY	OPTIONS:
07:40 28APR08	16:59 28APR08	STK:A1402 ENG:4 CYL TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LF	DOOR	GLASS	WILL NOT GO UP	ADVISE		
				1.5 L			

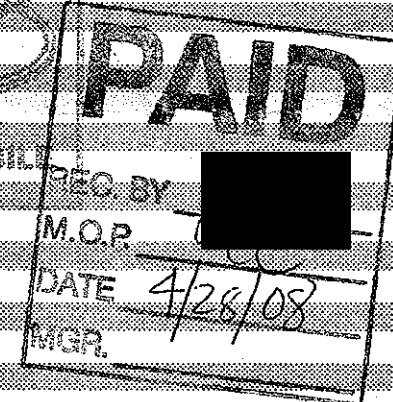
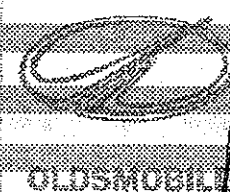
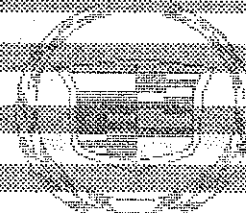
2121 PAGE, ROGER LIC#: 2121			
	CPC		112.50
	1 DD10189 GLASS		275.00
PARTS:	275.00	LABOR:	112.50
		OTHER:	0.00
		TOTAL LINE A:	387.50

82064 MOUNTING TAB BROKEN ON GLASS REMOVED AND REPLACED THE LEFT FRONT WINDOW WITH NEW

SHOP SUPPLIES	11.25
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THANK YOU FOR CHOOSING US TO SERVICE YOUR VEHICLE. COMPLETE CUSTOMER SATISFACTION IS OUR GOAL. YOU MAY BE SURVEYED BY GM IF FOR ANY REASON YOU CAN NOT MARK COMPLETELY SATISFIED, PLEASE CONTACT US IMMEDIATELY. LESS THEN COMPLETELY SATISFIED IS FAILING FOR OUR SERVICE TEAM. THANK YOU FOR YOUR SUPPORT



SERVICE HOURS  
MON - FRI 7:30 - 6:00  
SATURDAY 8:00 - 1:00

PARTS HOURS  
MON - FRI 7:30 - 6:00  
SATURDAY 8:00 - 1:00

WARRANTY STATEMENT AND DISCLAIMER:  
THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLY COSTS: We have added a minimum charge of \$.50, or 10% of the cost of labor, not to exceed \$24.95, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	112.50
PARTS AMOUNT	275.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	11.25
TOTAL CHARGES	398.75
LESS INSURANCE	35.00
SALES TAX	27.92
PLEASE PAY THIS AMOUNT	391.67

COUGHLIN AUTOMOTIVE  
24100 US RT 23  
CIRCLEVILLE, OH 43113  
TID: 01142620

04/28/08

17:02:10

**SALE**

218506063997

BATCH: 148

████████████████████  
RPPR CODE: ██████████

INVR: 000006

AMOUNT: \$ 391.67

TOTAL: =====  
\$ 391.67

CUSTOMER COPY