



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: 30-JUN-2008
Repository:
Reference No.: 10232690

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: CHARLESTON State: WV 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: 6/10/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2HX52K8W1 _____
Make: PONTIAC Model: BONNEVILLE Model Year: 1998
Date Purchased: 10/21/2001 Dealer's Name and Telephone Number: C&O MOTORS (304) 727-2921 Engine: 3800 No: Cylinders: 6 cyl Fuel Type: unleaded
Original Owner: Dealer's City: St. Albans State: WV Zip Code: 25177
Transmission Type: _____ Powertrain: _____
 Antilock Brakes Cruise Control Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 28-JUN-2008 Failure Mileage: 111520 Failure Speed: 15
BRAKE Hydraulic Lines Burst at a low speed stop.

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 1998 PONTIAC BONNEVILLE. THE CONTACT STATED THAT THE REAR BRAKE LINE, FROM LEFT TO RIGHT, FAILED AT THE REAR PASSENGER SIDE WHEEL AND LEAKED BRAKE FLUID. SUBSEQUENTLY, THE FAILURE CAUSED BRAKE FAILURE. WHILE DRIVING 15 MPH, THE BRAKE PEDAL EXTENDED TO THE FLOOR WHEN IT WAS DEPRESSED. THE SALES DEALER ADVISED THE CONTACT TO CONSULT THE MANUFACTURER. THE MANUFACTURER STATED THAT IF HE ONLY HAD 100,000 MILES ON THE VEHICLE, THEY WOULD HAVE REPLACED THE BRAKE LINE. THE CURRENT MILEAGE WAS 111,526 AND FAILURE MILEAGE WAS 111,520.

The underneath Area of the vehicle is very clean - NO RUST. Brake lines are rusted & pitted & noticed several wks prior at Antilok Unit Servo inside frame rail front drivers side of vehicle while car was being diagnosed for engine malfunction. Area around Antibrake control servo is clean & rust free, yet lines for Brake System distribution are severely scaled & pitted.

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 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)

The Pontiac Brake System failed at 15 MPH COMING TO A STOP LIGHT. It was noted when this Pontiac was on a rack 15 minutes earlier that Bottom of Pontiac underbody was very clean but most of the brake lines were rusty. The braking was nil as the pedal slowly went to floor. Reapply and pedal to floor again with no effective braking. Applied emergency brake and was slowing to a stop into intersection. No other vehicles close to intersection. Using emergency brake moved off road to check. Fluid front of rear passenger tire indicates rear brake hydraulic failure. This was the better looking of all lines. Took Pontiac home stopping several times to check. Fluid in Master cylinder - (See additional page)

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

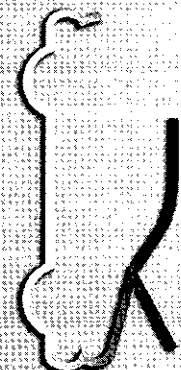
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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?



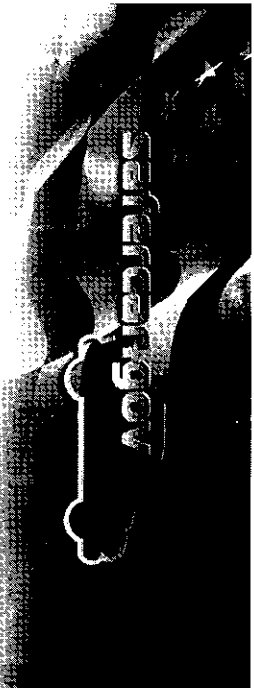
**If so:
Use the enclosed form to file a report.**

**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



Continued from complaint form...

when brake fluid level checked at home. This occurred on a Saturday afternoon, so there was no garages to go to. I usually have done all of my mechanical work when necessary, so I made a trip to the local auto parts store and bought a line and several couplings typical to GM. I could not get car up high enough by jacking, and jack stands to replace this line. The lines looked flaking and scaling at the Anti-lock servo on the driver's side front rail, noticed when we were doing diagnostics problem with engine for a problem several weeks earlier, that kept car in driveway until we took Pontiac to a friend's work place, the day the line failed.

Because car was so clean underneath, I considered this a manufacturing material defect. So I contacted GM customer service. The Representative took my information, then told me there was no recall, and because the vehicle had 11,000 miles more than 100,000; GM was sorry but they would not repair vehicle. I asked if the 10 years age had any bearing and the Rep said only the mileage had accountability, and 111,000 miles was more than General Motors 100,000 limit. I said I disagreed, was given a reference number, ended call.

Contacted C & O Motors where I purchased vehicle, and after several days was given a verbal quote of at least \$700.00.

Checked with other auto dealerships and garages and the lowest was \$300.00 labor plus material cost. Auto Garages would not finalize any estimate without seeing vehicle. We did not want to run to multiple places if the Garage we might go to, would have a higher estimate.

Didn't return complaint immediately because a repair invoice is credible evidence in this matter. Saving over a 3 month period, took the vehicle to C & O Motors, hoping they would work with me. Evidently, though they say a call was placed to a GM Rep, and left as a voicemail, no return call was received from GM Rep, and after two days they said vehicle was ready, at a price of \$1027.00 because they found all lines to look oxidizing, flaking, and spots of rust, Several lines they could not make that were a GM order item, and needed to be replaced. Of the additional expense I was not notified until completed, but because they felt they were bad, I didn't object. The estimate they made when vehicle was brought in was \$844.00, which was higher than the verbal \$700.00 three months earlier.

Unhappy that Pontiacs can be built to have a good body, and long lasting mechanical, would have materials in a Safety item such as the hydraulic brake line that can cause accidents, damages, possible deaths as a substandard. There should be a high grade material, or manufacture should be responsible for this material upkeep. How many vehicles in this X Body design prior and after have brake lines that may have failed.

The remaining front disc brake were new and working, but incapable of stopping vehicle. Excessive pressure with pedal almost full travel when moving around in driveway activated anti-lock system which overrode my pressure on what little pedal was left and wouldn't stop vehicle just moving several feet. Only emergency brake was somewhat effective, but stopping lengths were 4 times or more than normal brake system.

C & O Motors was to return all lines to me, but they did not return several that were extremely the worst, especially those from around the Anti-lock servo on the front frame rail. They have a voice mail left for RJ Miller Saturday morning 09/27/2008, at 9AM when I checked the Trunk and didn't find all the lines.

With this massive material failure in such a safety sensitive item in an otherwise clean underbody giving evidence that the steel material used was substandard and defective, and that 11,000. Miles should not have been an issue, if they would have otherwise replaced the lines at 100,000 miles. Being 11,000 miles less, was probably only 10 months earlier.

The Braking does not seem as effective now as it was previous, now that repairs are complete, but I can not afford to return the vehicle, for any further expense. After driving 10 miles all brakes and wheels are moderately warm and even temperature indicating function, but vehicle does not effectively slow, nor hard pressure on pedal make much difference, nor activates anti-lock system as it would previously. All Pads and brake shoes were new. This is something we will contact C & O Motors about, but will not return vehicle if they expect further expense on my part. The feeling is there may be air in the system, because they changed lines at master cylinder to Anti-Lock Servo, and I feel they didn't adequately bleed because of the pedal pressure increase doesn't greatly increase braking.

C & O MOTORS, INC.

202 5th St. P.O. Box 111
 SAINT ALBANS, WEST VIRGINIA 25177-0111
 Telephone (304) 727-2921
 www.candomotors.com



CUSTOMER NO.	ADVISOR RONALD MILLER	TAG NO. 4855	INVOICE DATE 09/26/08	INVOICE NO. CVCS253449
CHARLESTON, WV	LABOR RATE 75.00	LICENSE NO.	MILEAGE 111,703	COLOR SILVER/
	YEAR / MAKE / MODEL 98/PONTIAC/BONNEVILLE/4DR		DELIVERY DATE 10/20/01	DELIVERY MILES 43,435
	VEHICLE I.D. NO. 1 G 2 H X 5 2 K 8 W H		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/23/08	
RE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

WAITING ### SHUTTLE ### RENTAL ### NA ### MISC

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
					0.00
					0.00

CUSTOMER STATES BRAKE LINE BUSTED. WOULD LIKE ALL FLAKED LINES REPLACED WITH COATED. PUT OLD LINES IN TRUNK. REPLACED ALL STEEL BRAKE LINES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
JOB # 2	7		COUPLER	3.25	22.75
JOB # 2	2	12377967	FLUID 8.800	6.33	12.66
JOB # 2	5	813-5457	LINE	7.90	39.50
JOB # 2	1	813-5456	LINE	7.02	7.02
JOB # 2	3	813-5455	LINE	5.77	17.31
JOB # 2	2	302-3	FITTING	2.29	4.58
JOB # 2	3	302-4	FITTING	2.29	6.87
JOB # 2	1	25620215	PIPE 4.685	47.34	47.34
JOB # 2	1	25620214	PIPE 4.685	47.34	47.34
JOB # 2	1	813-5453	B-LINE	4.61	4.61
JOB # 2	1	813-5454	B-LINE	5.11	5.11
JOB # 2	1	8135462	LINE	3.96	3.96
			JOB # 2 TOTAL PARTS		219.05

JOB # 2 TOTAL LABOR & PARTS 969.05

TOTALS

TOTAL LABOR	750.00
TOTAL PARTS	219.05
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	58.15
TOTAL INVOICE \$	1027.20

C & O MOTORS
CUSTOMER LABOR CHARGES
 ARE BASED ON A RATE OF:
PER HOUR MECHANICAL

GUARANTEE
PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.)

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE SERVICE DEPT. HOURS
 MON. - FRI. 7:00 a.m. - 5:30 p.m.

PARTS DEPT. HOURS
 MON. - FRI. 7:00 a.m. - 5:30 p.m.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

CUSTOMER SIGNATURE

R.O. #253449
 NAME: [REDACTED]
 LICENSE #:
 DATE: 09/23/08

PAID
 SEP 26 2008
C&O MOTORS

Master [REDACTED]

C & O MOTORS, INC.

202 5th St. P.O. Box 111
 SAINT ALBANS, WEST VIRGINIA 25177-0111
 Telephone (304) 727-2921
 www.candomotors.com

253449



OPEN ON SATURDAYS 8:00AM TO 5:00PM

SERVICES

OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

REPAIR HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/14/06	215004	85551	5305	4200 5415	W W	99CVZ 07CVZ	MISC ITEMS CAMPAIGNS
10/27/01	154050	43421	4710	4200 3560	I I	99CVZ 05CVZ	MISC ITEMS ELECTRICAL
09/04/01	152305	42617	4370	4200 1318	I I	99CVZ 11CVZ	MISC ITEMS STEER&SUSPENSION

SALESPERSON NO. 4530 GARY D BLACKHURST SERVICE

VEHICLE I.D. NO. 1G2HX52K8W	YEAR/MAKE/MODEL 98/PONTIAC/BONNEVILLE/4DR	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 253449
CUSTOMER NO. 122636	SERVICE CONTRACT WESTERN NAT	DELIVERY DATE 10/20/01	DELIVERY MILES 43,435	SELLING DEALER NO.	R. O. DATE 09/23/08
COLOR SILVER/	CONTRACT NO.	EXPIRATION DATE 08/06/05	EXPIRATION MILES 89,327	TRG. NO.	
TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE 111,703
				ADVISOR NO. 4855	ADVISOR RONALD MILLER

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

RESIDENCE PHONE: _____ BUSINESS PHONE: _____

TIME RECEIVED: **07:49am** DATE/TIME PROMISED: **09/23/08 08:00pm** PRIORITY: **5**

LABOR RATE: **75.00**

APPOINTMENT
 Yes
 No

1 C 99CVZ MISC ITEMS
 ### WAITING ### SHUTTLE ### RENTAL ### NA ### MISC ###

2 C 08CVZ 1918 BRAKES
 CUSTOMER STATES BRAKE LINE BUSTED. WOULD LIKE ALL FLAKED LINES REPLACED WITH COATED. PUT OLD LINES IN TRUNK
 10.0 REPLACED ALL ~~OLD~~ ^{STEEL} BRAKE LINES

RENTAL CAR MASTER CARD VISA

YES NO CASH CHECK - UP TO \$500.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADD'L REPAIRS AUTHORIZED BY
PARTS \$ _____	PARTS \$ _____	DATE _____
LABOR \$ _____	LABOR \$ _____	TIME _____
TOTAL \$ _____	TOTAL \$ _____	

GUARANTEE
 PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. (A COPY OF THIS REPAIR ORDER INVOICE MUST BE PRESENTED.)

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION YES NO

SERVICE AGREEMENT

Warranty Co. _____

Adjuster _____ Policy # _____

Claim # _____

Auth. # _____

Amount _____

Deductible _____

Date Authorized _____



0101J253449