



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: 12-AUG-2008  
Repository:   
Reference No.: 10237858

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: SKOWHEGGAN State: ME Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]  
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an [Redacted] name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 8/22/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number: 1G2WK52J82 [Redacted]  
Make: PONTIAC Model: GRAND PRIX SE Model Year: 2002  
Date Purchased: 8/31/03 Dealer's Name and Telephone Number: Nights Chevrolet 74-3371  
Original Owner: [Redacted] Dealer's City: Skowhegan, ME State: ME Zip Code: 04976  
Engine: 3.1 No. Cylinders: 6 Cylinders Fuel Type: [Redacted]  
Transmission Type: [Redacted] Antilock Brakes:  Powertrain: [Redacted] Vehicle Component Code: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM  
Cruise Control:  Multiple Failure: Leaking Coolant

*Mileage 12,500* **FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 12-AUG-2008  
Failure Mileage: 12,000 - 12,500m  
Failure Speed: 0

**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: DOTM19ABC036): [Redacted]  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: 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 2002 PONTIAC GRAND PRIX SE. WHILE PERFORMING AN OIL CHANGE, THE MECHANIC DISCOVERED A COOLANT LEAK AROUND THE INTAKE MANIFOLD GASKET. THE VEHICLE IS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 08V118000 (ENGINE AND ENGINE COOLING). THE CURRENT MILEAGE WAS 30,723 AND FAILURE MILEAGE WAS 12,000. *12,500 miles when caught.*  
*For this past winter I brought my car to the dealer and the "low level" light was on. He let the hood and told me I had plenty of coolant. I went on my way.*  
*2002 Pontiac Grand Prix SE*

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.

# VIC'S AUTO REPAIR

15 French Street  
Skowhegan, Maine 04976  
(207) 474-3118

NAME [REDACTED]

ADDRESS

CITY

DATE 8-12-08 CUST. ORDER NO. WHEN PROMISED PHONE

YEAR & MAKE OF CAR-TYPE OR MODEL GRAND PRIX SERIAL NO.

LICENSE NO. MILEAGE MOTOR NO. WRITTEN BY PAUL

AMT.	PART NO.	NAME OF PART	SALE AMT.	DESCRIPTION OF WORK	AMOUNT
1		OIL FILTER	400		
5		QTS OIL	1495		
		COOLANT	998	LOF	1800

(Leaking coolant around intake manifold gasket.)

*cash paid*

GAS, OIL & GREASE		CHECK BELOW		LABOR ONLY	
GALS. GAS		LUBRICATE		LABOR ONLY	1800
QTS. OIL		CHANGE ENGINE OIL		PARTS	2893
LBS. GREASE		TRANSMISSION		ACCESSORIES	
TOTAL PARTS ▶	2893	DIFFERENTIAL		GAS, OIL & GREASE	
ACCESSORIES - TIRES AND TUBES		WASH		MISC. MERCHANDISE	
		POLISH		SUBLET REPAIRS	
		TOTAL GAS, OIL & GREASE ▶		TAX	145
		AUTHORIZED BY		TOTAL ▶	4838
TOTAL ACCESSORIES ▶					

ESTIMATES ARE FOR PARTS AND LABOR

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage sale repair or while road testing

PAY THIS AMOUNT ↑

# HIGHT

CHEVROLET BUICK PONTIAC GMC, INC.

29 MADISON AVE. P.O. BOX 40  
SKOWHEGAN, MAINE 04976  
PH 207-474-3371 • FAX 474-5678  
1-800-660-2438



**GM** Goodwrench Service Plus

CUSTOMER NO.	ADVISOR RONALD KUHLMAN	TAG NO. 170	INVOICE DATE 08/21/08	INVOICE NO. PNCS115673
RESIDENCE PHONE	LABOR RATE 77.00	MILEAGE 30,723	COLOR WHITE/	STOCK NO.
BUSINESS PHONE	YEAR / MAKE / MODEL 02 / PONTIAC / GRAND PRIX	DELIVERY DATE 05/28/02	SELLING DEALER NO.	DELIVERY MILES
COMMENTS	VEHICLE ID. NO. 1G2WK52J82	R.O DATE 08/20/08	REPRINT# 1	MO: 30723

TOTALS	TOTAL LABOR....	360.00
*****	TOTAL PARTS....	174.46
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL SUBLET...	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL G.O.G....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL MISC CHG.	11.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	9.23
	<b>TOTAL INVOICE \$</b>	<b>554.69</b>

THANK YOU FOR YOUR BUSINESS!!  
PARTS DESIGNATED WITH AN ASTERICK (\*) INDICATES LIMITED LIFE  
TIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

A finance charge of 1 1/2% per month  
(18% per year) will be assessed on all  
outstanding balances after 30 days.

*Thank You!*

WE APPRECIATE  
YOUR PATRONAGE

*Ypd. 8/22/08  
ck#*

SERVICE DEPT. HOURS:  
MONDAY - FRIDAY  
8:00 A.M. TO 5:00 P.M.  
SATURDAY  
8:00 A.M. TO 12:00 P.M.

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 SKOWHEGAN, MAINE 04976  
 PH 207-474-3371 • FAX 474-5678  
 1-800-660-2438



**GM Goodwrench Service Plus**

CUSTOMER NO.	ADVISOR <b>RONALD KUHLMAN</b>	TAG NO.	INVOICE DATE <b>08/21/08</b>	INVOICE NO. <b>PNC5115673</b>
	YEAR / MAKE / MODEL <b>02 / PONTIAC / GRAND PRIX</b>	MILEAGE <b>30,723</b>	DELIVERY DATE <b>05/28/02</b>	STOCK NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O DATE <b>08/20/08</b>	REPRINT# <b>1</b>
				MO: <b>30723</b>

JOB# 1 CHARGES  
 LABOR # 1 20BUZ HEATING / COOLING HOURS: 5.00 TECH(S): 195 360.00  
 COOLANT LEAK INTAKE AREA  
 REPLACED UPPER AND LOWER INTAKE GASKETS. CHANGE OIL AND  
 FILTER AND BLED COOLANT.  
 NOTE: RECOMMEND REPLACEMENT OF ALL COOLING SYSTEM HOSES AND  
 COOLING SYSTEM FLUSH DUE TO CONTAMINATION  
 TESTED BATTERY PER CUSTOMER REQUEST/ OK AT 12.84V/610CCA  
 PARTS AND LABOR FOR COOLANT HOSES AND THERMOSTAT  
 APX: \$425.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	19169127	GASKET KI 3-270	66.84	66.84
	2	10154775	GASKET 0.423	21.63	43.26
	1	10189205	SEAL 1.097	9.32	9.32
	1	10477565	SEAL 1.639	5.10	5.10
	1	PK47	FILTER & OIL	18.25	18.25
	1	25010792	FILTER 1.836	****	****
	5	12345615	OIL 5W30B 8.800	****	****
	1	12346290	COOLANT 8.800	25.07	25.07
	1	12378556	CLEANER 8.800	6.62	6.62
TOTAL - PARTS				174.46	174.46

JOB# 1 TOTALS  
 LABOR PARTS 360.00  
 PARTS 174.46  
 JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 534.46

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00
JOB # A	SS	SHOP SUPPLIES		10.00
TOTAL - MISC				11.00

A finance charge of .11% per month  
 (18% per year) will be assessed on all  
 outstanding balances after 30 days.

*Thank You!*

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 SATURDAY  
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