



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2009 AUG 10 1488-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

11-JUN-2009

Repository ☐

Reference No.
10273534

OWNER INFORMATION (Type or Print)

Name

Address

City

BRAINTREE

State

MA

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?
In the absence of an authorized signature, NHTSA will use the name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7/20/09

VEHICLE INFORMATION

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

1G2WP52K1YF [Redacted]

Make

PONTIAC

Model

GRAND PRIX

Model Year

2000

Date Purchased

2003

Dealer's Name and Telephone Number

COLUMBIA PONTIAC

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

HANOVER

State

MA

Zip Code

3.8 LTR

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

10-FEB-2009

2/5/09

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 110000 ELECTRICAL SYSTEM

Failure Mileage

120000

Failure Speed

0

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

Y

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 OWNED A 2000 PONTIAC GRAND PRIX. THE CONTACT STARTED THE VEHICLE AND EXITED MOMENTARILY. SHE RETURNED AND NOTICED THE VEHICLE ENGULFED IN FLAMES. THE FIRE DEPARTMENT WAS CALLED AND EXTINGUISHED THE FIRE. A FIRE REPORT WAS FILED FOR THE ELECTRICAL FIRE. THE VEHICLE WAS DESTROYED AND THERE WERE NO INJURIES. ON A LATER DATE, THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 09V116000. A CLAIM WAS FILED WITH THE MANUFACTURER. THE FAILURE AND CURRENT MILEAGES WERE 120,000.

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)

- UNDERHOOD FIRE
- VIN# 1G2WP52K1YF [REDACTED] involved in Safety Recall # 09047
- (Safety Recall letter received following incident)
- Enclosed Please Review (Burned Motor Vehicle Report From the Braintree Fire Department.
- Safety Report from Insurance Company regarding total loss of vehicle
- Safety Recall Notice from GM regarding Said Vehicle.

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

22 JUL 2009 PM 1:11

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

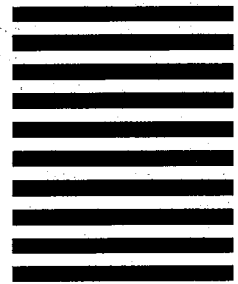
FIRST-CLASS MAIL

PERMIT NO. 1888

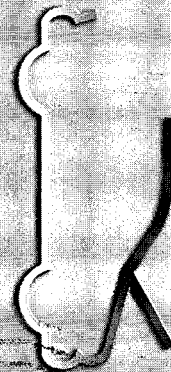
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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





6611
(fill)
1800-620-7660

Claim #
71-732-458-402

Product Allegations Dept.
will call within 5 business
Days

Braintree, MA

Dear

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 model year Pontiac Grand Prix vehicles equipped with a 3.8L V6 naturally aspirated engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your 2000 model year Pontiac Grand Prix, VIN 1G2WP52K1YF is involved in safety recall 09047.
- Schedule an appointment with your Pontiac dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

An underhood fire may be caused by drops of engine oil, from seepage or spillage, being deposited on the exhaust manifold through hard braking. If the manifold is hot enough, the oil may ignite into a small flame and, in some instances, the fire may spread to the plastic spark plug wire channel and beyond. If this occurs, there could be a fire in your vehicle and nearby property.

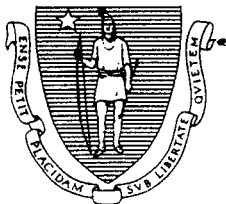
What will we do?

Your Pontiac dealer will replace the spark plug wire channel with new spark plug wire retainers. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

There are two very important precautions you should take before your vehicle is serviced:

- We strongly recommend you not park your vehicle in a garage, car port, or other structure.
- If you notice a burning odor, you should have your GM dealer inspect your vehicle immediately. The dealer will inspect your vehicle without charge.





Department of Fire Services
Office of the State Fire Marshal
P. O. Box 1025, State Road, Stow, Massachusetts 01775

Burned/Recovered Motor Vehicle Report

Fire Department: Braintree FDID#: 21040
Fire Department Response: ☐ No ☒ Yes Incident Number: 2009-532 Date: 2-5-2009

This report must be completed fully in accordance with
M.G.L. c. 175, § 113O; and M.G.L. c. 266, § 29 B.

I hereby report to the above named Fire Department that the following motor vehicle was burned in the City/Town of
Braintree, MA.

Owned by: [Redacted]
Address: [Redacted] City/Town/State: Braintree, MA Phone Number: [Redacted]

Reported by: UNKNOWN Resident @
Address: [Redacted] City/Town/State: Braintree, MA Phone Number: [Redacted]

Location of Fire: [Redacted] City/Town: Braintree, MA Date/Time of Fire: 2/5/09 9:24 A.M.
Motor Vehicle: 2000 Year: 2000 Make: Pontiac Model: Grand Prix Body Style: Sedan Color: Black
Registration Number: S44T State: MA Vehicle Identification Number: 1G2WP52K1Y1E

Was the Vehicle Registered? ☒ Yes ☐ No Keys in the Vehicle? ☒ Yes ☐ No Doors Locked? ☒ Yes ☐ No
Fire Insurance Coverage? ☒ Yes ☐ No Insurance Agent: Arnold Freeman Ins. Insurance Company: Safety Insurance

Further Information will be required by the Fire Department Form FP-33D

Oath of Affirmation

I hereby swear or affirm under penalty of perjury, that the information I have provided herein is truthful and correct.

To be signed by the owner of record: [Redacted]

Do not write below these lines - Fire Authority only.

Name of Person Taking Report: Capt. Steven Sawtelle Date/Time: 2-12-09 10:00 A.M.

Stolen Report Made? ☐ Yes ☒ No NOT Stolen Date/Time: [Redacted]

All data elements must be answered - Print Legibly
White copy - Fire Authority; Pink copy - State Fire Marshal's Office; Yellow copy - Owner/Operator

P. O. Box 55098
Boston, MA 02205-5098
1-617-951-0600
Fax: (617) 345-0896

February 13, 2009

[REDACTED]
BRAINTREE, MA [REDACTED]

Dear [REDACTED]

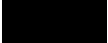
Your vehicle has been appraised and deemed a total loss. Before we can settle your claim, we need you to complete the enclosed paperwork. The settlement process is easy; simply return the completed forms in the enclosed postage-paid envelope.

We have also enclosed information about the appraised value of your vehicle. The Actual Cash Value of your vehicle has been determined by an independent licensed appraiser to provide the most accurate, up-to-date and fair market value. The final settlement amount can be found in section titled **Settlement**.

To receive your settlement, please complete and return the following:

- **Bill of Sale & Lienholder Information Release:** This document transfers ownership of your vehicle to Safety Insurance. If you have a loan, you need to provide us with the lienholder's information so that we can obtain the title to your vehicle.
- **Commonwealth of Massachusetts Registry of Motor Vehicles – Assignment and Authorization for Payoff for a Salvage Motor Vehicle:** This form gives us the legal authority to obtain the Original Certificate of Title from your lienholder. Per the Massachusetts Registry you are required to complete and sign **Part C**.
- **Original Certificate of Title:** If you do not have a loan, you are required to provide us with a properly executed Certificate of Title. Please see the enclosed instructions on *Completing the Assignment of Certificate of Title by Owner*. If you have an **outstanding loan**, your title may be located with your lienholder. Simply provide us with your lienholder's information and the signed Assignment and Authorization for Payoff for a Salvage Motor Vehicle Form. We will take care of securing the title from your lienholder.

February 05, 2009


Braintree, MA 

Claim Number: 
Date of Loss: 02/05/09
Vehicle: 2000 PONTIA GRAND

Dear Policyholder,

We acknowledge your automobile loss and have assigned the claim number indicated above.

Follow the status of your claim on-line at **WWW.INSUREANSWER.COM**
using your claim number  2 with PIN number 

If you decide to rent a vehicle and have this coverage on your policy, we recommend
Enterprise-Rent-A-Car (800-736-8222) as our preferred provider.

If you have any questions regarding this claim, please call:
Arnold Freedman Ins. Agency at (781) 963-9570

Sincerely,

Safety Insurance Company