

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received MAY 12 2010 18-MAR-2010	
				Repository ☐ Reference No. 10320710	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
LAKE WORTH		FL			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make		Model
5Y2SL63845Z			PONTIAC		VIBE
Model Year			Engine		Fuel Type
2005			3.5		
Date Purchased		Dealer's Name and Telephone Number		No. of Cylinders	
7/28/05		Schumacher		6	
Original Owner		Dealer's City		State	
☒		W Palm Beach		FL	
Transmission Type		Antilock Brakes		Multiple Failure:	
		☒ Cruise Control		Incident Date(s)	
		Powertrain		28-JUL-2005	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 090000 FUEL SYSTEM, OTHER, 060000 ENGINE AND ENGINE COOLING, 010000 STEERING				Failure Mileage	
				0	
				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: DOTM49ABC036)		☐ 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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				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 2005 PONTIAC VIBE. WHEN THE CONTACT PARKED HER VEHICLE INSIDE OF HER GARAGE, SHE NOTICED THAT OIL WAS LEAKING FROM UNDERNEATH THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE OIL PAN WAS REPLACED. ONE MONTH LATER, THE CONTACT NOTICED THAT THE OIL AND THE POWER STEERING FLUID BEGAN LEAKING FROM UNDERNEATH THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHO INFORMED THE CONTACT THAT THE FAILURES COULD NOT BE REPRODUCED. THE FAILURE MILEAGE WAS UNKNOWN. THE APPROXIMATE CURRENT MILEAGE WAS 18000.					
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 vehicle was still under warranty each time I noticed the leak.

Phone # now [REDACTED]

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

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Penalty for Private Use \$300



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**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**



safecar.gov

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



If so:

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

or visit:

www.safecar.gov

or call:

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



www.nhtsa.gov

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

[REDACTED]
March 17, 2010

March 25, 2010

General Motors Co
PO Box 33172
Detroit, Mi 48232-5172e in you
Att: Consumers" Service Dept I

This is the second fax I am sending GM in regard to my problem. Is there anyone in your firm who can read or write as I still have not had the courtesy of a reply..

I have spent the last three weeks trying to get my problem resolved. I have been trying to resolve this problem with your service supervisor, Jessica (1-866-790-5600 extension 32315). I have phoned repeatedly but have seldom received either an answer or feedback from this person. Typical of her lack of attention to this problem was her promise to phone with an answer today. However, she never did call and never returned my call today either. I have repeatedly asked for someone to who is above Jessica and have been told that she is an absolute top person in the department. However, I have been unable to get any information from your people. Finally at end of March, she acknowledged that James Bunnell is her superior.

On July 28, 2005, I purchased a Pontiac Vibe from Schumacher (my 4th GM car) From the time it was purchased until today, it has been leaking on my garage floor,. Feb. 13 2008, after many visits to Schumacher, they determined that the housing, timing cover needed replacing. On March 18, I returned to Schumacher and complained that there was still a leak. As usual, they could not find it. The car was still under warranty at this time. I complained again in Dec. 08 to no avail,

I returned to NY to have a knee replacement and when I arrived in Florida it was leaking all over my garage floor. Feb 25, 2010, they finally determined that the power steering pump was leaking and had to be replaced at a cost of almost \$500.

I believe this should be covered by GM since it was occurring since the car was purchased. Why should I be penalized for inept workmanship by the service department? I have copies of service records if you need them.

This is my fourth purchase of a GM car and I hope it will not be my last!

Your response would be appreciated. Phone [REDACTED] cell phone, home phone [REDACTED]

Very truly yours,

[REDACTED]
Faxed to [REDACTED]