

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Complaint: 10403963

**Date:** Friday, June 24, 2011 9:11:13 AM  
**Attachments:** [EVOO\\_EMAIL\\_RESPONSE.doc](#)  
[10403963.pdf](#)

---

### Report Vehicle Safety Defects!



[www.safercar.gov](http://www.safercar.gov)

---

**Sent:** Friday, June 24, 2011 9:00 AM

**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10403963

---

**From:** [REDACTED]  
**Sent:** Thursday, June 23, 2011 7:24 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Fwd: NHTSA: Follow up to ODI Complaint: 10403963

----- Forwarded Message -----

**From:** [EVOQ@dot.gov](mailto:EVOQ@dot.gov)  
**To:** [REDACTED]  
**Sent:** Thursday, June 16, 2011 7:53:21 AM  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10403963

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation





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

01-JUN-2011

Repository Reference No.  
10403963

## OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City MUSKEGON

State MI

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

1G2HX52K0X[REDACTED]

Make

PONTIAC

Model

BONNEVILLE

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

Multiple Failure:

Incident Date(s)

14-MAY-2011

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

96000

Failure Speed

65

## 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: DOTMAL9ABC036)

 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

1

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 DRIVER OWNS A 1999 PONTIAC BONNEVILLE. THE CONTACT STATED THE DRIVER WAS TRAVELING APPROXIMATELY 65 MPH WHEN THE FRONT DRIVERS SIDE AIR BAG DEPLOYED INVOLUNTARILY. THE DRIVER SUFFERED MINOR INJURIES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED WATER WAS FOUND WITHIN ONE OF THE AIR BAG MODULES. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED, BUT OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 96,000.

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.