


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

 <p>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</p>		FOR AGENCY USE ONLY 100148 Date Received 10-AUG-2011 SEP 19 2011 Repository <input type="checkbox"/> Reference No. 10418368	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City	State	Zip Code	
LOCKWOOD	NY		
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
1G2NV52E2YM		PONTIAC	GRAND AM
Model Year		2000	
Date Purchased	Dealer's Name and Telephone Number		Engine:
4-20-11	PRIVET OWNER		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			6
Fuel Type:			
gas			
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
auto	<input checked="" type="checkbox"/> Cruise Control	Front Wheel Drive	AIR BAGS
Incident Date(s)		08-AUG-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 141000 AIR BAGS: FRONTAL		Failure Mileage	Failure Speed
		160000 20002	15
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)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1	
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 2000 PONTIAC GRAND AM GT. THE CONTACT STATED THAT WHILE DRIVING 15 MPH, BOTH FRONT AIR BAGS DEPLOYED WITHOUT THE VEHICLE BEING INVOLVED IN A CRASH. THE WEATHER CONDITIONS WERE CLEAR AND THE ROAD SURFACE WAS SMOOTH. THE CONTACT SUFFERED FROM WHIPLASH AND WAS TAKEN TO THE HOSPITAL TO TREAT INJURIES. AN AUTHORIZED DEALER WAS NOTIFIED AND INFORMED THE CONTACT THAT THERE WERE NO RECALLS OR WARRANTIES COVERING THE FAILURE. THE INSURANCE COMPANY AND THE MANUFACTURER WERE ALSO NOTIFIED, BUT OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 160,000.			
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 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)

It Hurt my Kneck, But doing ok.
my Ins wont pay For The air Bags as They
say it is a mechanical Feler.



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

ROCHESTER NY 14

12 SEP 2011 PM 4 1

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?



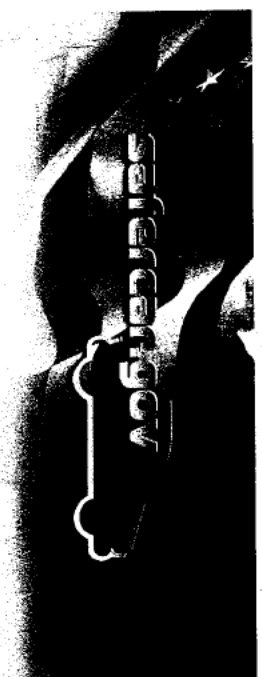
If so:
Use the enclosed form to file a report.

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



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GEICO
GEICO Field Claims Office
E-mail Supplements to: R2ADSuppRome@geico.com
Fax Supplements: (516) 213-1605
PO Box 8461
Endwell, NY 13762
(607)259-7040 Fax: (516)688-0823

ESTIMATE OF RECORD

Written By: Jeffrey Judge #IA-992902 08/10/2011 12:29 PM
Adjuster: CA23 FCC: (607)259-7040

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
LOCKWOOD, NY [REDACTED]
Evening: [REDACTED]
Business: [REDACTED]

Claim # [REDACTED]
Policy # [REDACTED]
Date of Loss: 08/08/2011 at 12:00 AM
Type of Loss: Comprehensive
Point of Impact: 16. Non-Collision

Inspect Residence
Location: [REDACTED]
Lockwood, NY [REDACTED]

OTHER

Repair SHOP OF CHOICE
Facility:

1 Days to Repair
License #

2000 PONT GRAND AM GT1 6-3.4L-FI 4D SED RED Int:
VIN: 1G2NV52E2YM [REDACTED] Lic: [REDACTED] NY Prod Date: 02/2000 Odometer: 206764

- Condition: Good
- Air Conditioning
- Cruise Control
- Dual Mirrors
- Fog Lamps
- Power Steering
- Power Locks
- AM Radio
- Search/Seek
- Driver Air Bag
- Cloth Seats
- Aluminum/Alloy Wheels
- Rear Defogger
- Intermittent Wipers
- Console/Storage
- Rear Spoiler
- Power Brakes
- Power Driver Seat
- FM Radio
- CD Player
- Passenger Air Bag
- Bucket Seats
- Tilt Wheel
- Keyless Entry
- Electric Glass Sunroof
- Clear Coat Paint
- Power Windows
- Power Mirrors
- Stereo
- Anti-Lock Brakes (4)
- 4 Wheel Disc Brakes
- Automatic Transmission

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		RESTRAINT SYSTEMS					
2	Repl	Driver air bag	1	833.43	m	Incl.	
3		System diagnosis			m	0.5	
4	Repl	Psngr air bag gray	1	794.18	m	0.7	
5	Repl	Diagnostic unit	1	424.21	m	0.4	
6	Repl	Clockspring w/cruise control w/o accessory cntrl	1	167.59	m	1.5	
7	Repl	RT Seat belt assy 4 door gray	1	78.57		0.5	
8	Repl	LT Seat belt assy 4 door gray	1	78.57		0.5	

ESTIMATE OF RECORD

2000 PONT GRAND AM GT1 6-3.4L-FI 4D SED RED Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
9#		OPEN FOR HIDDEN DAMAGE	1			
10#		** NO SUPPLEMENT WILL BE HONORED	1			
11#		UNLESS AUTHORIZED BY GEICO **	1			
Subtotals ==>				2376.55	4.1	0.0

Estimate Notes:

g*** CA23 **** INSP 01PAO PH VEH \$250 DED.,
 PC 7 CNFMD Y, No T&S charges, No RTL On Policy
 DRIVABLE N, DTP NOT RECV'D, UNABLE TO GET A/P
 W/ , EST. REL'D TO OWNER, 3 ATTEMPTS
 TO CTC OWNER: Y, IN PERSON, DTR 1, AD FILE AUTH.
 CA23, IMGs: Y, MILES CNFMD: Y, PAYMENT: N/A,
 LTRS REL'D COR, MET W/ PH AT RESIDENCE
 NO COLL ON POLICY, NO EVIDENCE OF COLLISION
 OR IMPACT ON FRONT END. APPEARS TO BE
 MECHANICAL BREAKDOWN, LOSS DOES NOT MEET
 THE DEFINITION OF AN ACCIDENT. SUGGESTED TO
 PH TO CTC PONTIAC/GM IN REGARDS TO AIR BAGS
 DEPLOYING
 ** UNABLE TO RUN AUDIT AT SIDE OF CAR, NO SERVICE
 AT VEH LOCATION **

Prior Damage Notes:

Hood repaired/repainted on edges, couple marks on front cover(drivers side)

Parts		2376.55
Body Labor	4.1 hrs @ \$ 45.00/hr	184.50
SUBTOTAL		\$ 2561.05
Sales Tax	\$ 2561.05 @ 8.0000%	204.88
TOTAL COST OF REPAIRS		\$ 2765.93
ADJUSTMENTS:		
Deductible		250.00
TOTAL ADJUSTMENTS		\$ 250.00
NET COST OF REPAIRS		\$ 2515.93

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[REDACTED]
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ESTIMATE OF RECORD

2000 PONT GRAND AM GT1 6-3.4L-FI 4D SED RED Int:

THIS IS NOT AN AUTHORIZATION TO REPAIR

NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO DIRECT

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

You are entitled to the return of all replaced parts, except warranty and exchange parts, but you must ask for them in writing before any work is done. If you authorize work by phone, the shop must keep any replaced parts, and make them available when you pick up the vehicle.

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ESTIMATE OF RECORD

2000 PONT GRAND AM GT1 6-3.4L-FI 4D SED RED Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ99, CCC Data Date 08/01/2011, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership. THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART A=APPROXIMATE PRICE LABOR TYPES: B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS PATHWAYS: ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION NSF=NSF INTERNATIONAL CERTIFIED PART D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NAGS=NATIONAL AUTO GLASS SPECIFICATIONS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED] **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

CCC Pathways - A product of CCC Information Services Inc.

ESTIMATE OF RECORD

2000 PONT GRAND AM GT1 6-3.4L-FI 4D SED RED Int:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

Aftermarket Selection Method: Automatically List

No. of times user was notified that an Aftermarket part was available: 0

No. of Aftermarket parts that appear in the final estimate: 0

OPTIONAL OEM PARTS

Optional OEM Selection Method: Automatically List

No. of times user was notified that an Optional OEM part was available: 0

No. of Optional OEM parts that appear in the final estimate: 0

RECONDITIONED PARTS

Reconditioned Selection Method: Automatically List

No. of times user was notified that a Reconditioned part was available: 0

No. of Reconditioned parts that appear in the final estimate: 0

RECYCLED PARTS

No. of times user was notified that a Recycled part was available: 0

No. of Recycled parts that appear in the final estimate: 0