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

MAY 06 2014

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	Repository ☐
01-APR-2014	Reference No. 10576324

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City WILMINGTON	State NC	Zip Code [redacted]	Evening Telephone Number

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	Model Year
1G2MB33BX6Y[redacted]	PONTIAC	SOLSTICE	2006

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
2008	MCELVEEN AUTOMOTIVE			No: Cylinders	
Original Owner ☐	Dealer's City CHARLESTON/SUMMERVILLE	State SC	Zip Code 29483	4	PREM

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
MANUAL	☑ Antilock Brakes ☑ Cruise Control			15-FEB-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
ERROR CODE B0081-71	30600	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: 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2006 PONTIAC SOLSTICE. THE CONTACT STATED THAT THE AIR BAG SENSOR WOULD NOT PROPERLY SENSE WHEN A OCCUPANT WAS UTILIZING THE PASSENGER'S SEAT. THE CHECK AIR BAG LIGHT WAS ALSO ILLUMINATED SPORADICALLY. THE CONTACT TOOK THE VEHICLE TO THE DEALER, WHO STATED THAT THE PASSENGER PRESENCE MODULE WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE HOWEVER, DECLINED TO OFFER A REMEDY TO REPAIR THE CONTACT'S VEHICLE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 30,600.

THERE ARE NUMEROUS REPORTED FAILURES OF THE PASSENGER PRESSENCE MODULE, BUT SPREAD OVER MANY GM MAKES & MODELS. PPM FAILURE INVESTIGATION SHOULD BE BROAD TO SEE THE EXTENT OF THE PROBLEM. FAILURE TO deploy SUBJECTS PASSENGER TO RISK OF SERIOUS INJURY OR DEATH.

REPAIR COST = ~~$820.73~~ $872.88

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.

BOB KING BUICK-GMC, Inc.

TSB?

5115 New Centre Drive
WILMINGTON, NORTH CAROLINA 28406
Phone (910) 799-3521
Parts Direct (910) 799-0186
www.bobkinggm.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
39668	JOHN JACKSON 1402	8960	03/26/14	PNCB819381

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		30,675	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/PONTIAC/SOLSTICE/2DR CONV		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 M B 3 3 B X 6 Y [redacted]		

F. T. E. NO.	P.O. NO.	R. O. DATE
		03/26/14

[redacted] WILMINGTON, NC [redacted]

[redacted] BUSINESS PHONE

COMMENTS

MO: 30675

JOB# 1 CHARGES----------

LABOR----------

J# 1 17PNZAIRBAG AIR BAG TECH(S):224 287.50

CUSTOMER STATES AIR BAG LIGHT IS ON
CODE WAS SET FOR B0081 71,NEEDS SEAT MODULE FOR PASSENGER SEAT
Seat Suppression Module, r&r 06/10

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19124219	MODULE KI 11.419 N	533.33	533.33
			TOTAL - PARTS		533.33

JOB# 1 TOTALS----------

LABOR	287.50
PARTS	533.33
JOB# 1 JOURNAL PREFIX PNCB JOB# 1 TOTAL	820.83

JOB# 2 CHARGES----------

LABOR----------

J# 2 10PNZ CAMPAIGN TECH(S):224 WARRANTY

campaign 14063 IGNITION SWITCH
ORDERED PARTS

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX PNCB JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 31PNZMPI MULTI POINT INPECT TECH(S):224 INTERNAL

PERFORM MULTI-POINT INSPECTION. RECORD INFORMATION ON FORM AND RETURN TO ADVISOR.
SERVICE COMPLETED AS OUTLINED

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX PNCB JOB# 3 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	10	ENVIRONMENTAL WASTE REMOVAL FEE		8.00
JOB # A	11	SHOP SUPPLIES		5.75
		TOTAL - MISC		13.75

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $900.00 (+TAX)

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Bob King Buick-GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bob King Buick-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle (5% of labor charge) which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk

HAZARDOUS WASTE CHARGE

This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle (3% of labor charge). A full list of these materials is available for your inspection at the cashier's desk.

GM Parts

THANK YOU

IMPORTANT

In the near future you may receive a survey from General Motors. If for any reason you cannot give us a "Completely Satisfied" rating, please contact Jessie Thompson.

Thank You!
Bob King Buick-GMC, Inc.
(910) 799-3521

EQUAL OPPORTUNITY EMPLOYER
The Reynolds and Reynolds Company ERAINTINV14E

 [CONTINUED ON NEXT PAGE] 11:48am

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VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 M B 3 3 B X 6 Y [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/26/14

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 30675

TOTALS----------

********** IMPORTANT **********

YOU WILL BE RECEIVING A SURVEY FROM BOB KING AUTOMALL CONCERNING YOUR DEALERSHIP EXPERIENCE.

WE WOULD APPRECIATE YOUR TIME TO COMPLETE THE SURVEY. YOUR FEEDBACK IS VALUABLE TO US.

ALSO FEEL FREE TO CONTACT US DIRECTLY AT ANYTIME WITH QUESTIONS OR FEEDBACK.

****

TOTAL LABOR....	287.50
TOTAL PARTS....	533.33
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.75
TOTAL MISC DISC	0.00
TOTAL TAX.....	38.30
TOTAL INVOICE $	**872.88**

CUSTOMER SIGNATURE

WARRANTY DISCLAIMER

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