

Feb 27 2015

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



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

16-JAN-2015

Repository ☐

Reference No.
10672928

OWNER INFORMATION (Type or Print)

Name

Address

City

PIERSON

State FL

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

1G2MB35B17Y

Make

PONTIAC

Model

SOLSTICE

Model Year

2007

Date Purchased

12 Feb 07

Dealer's Name and Telephone Number

CARL Black Pontiac

407-

426-3000

Engine:

No: Cylinders

Fuel Type:

REG

Original Owner

☒

Dealer's City

Orlando

State

FL

Zip Code

32817

Transmission Type

automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Twice

Incident Date(s)

16-MAY-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Sensor

Failure Mileage

63000

479524

Failure Speed

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

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 2007 PONTIAC SOLSTICE. THE CONTACT STATED THAT WHILE A PASSENGER WAS SEATED IN THE FRONT PASSENGER SEAT, THE PASSENGER SIDE AIR BAG SYSTEM WOULD NOT ACTIVATE. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE PASSENGER PRESENCE SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, WHO DIAGNOSED THAT THE REPLACEMENT PASSENGER PRESENCE SENSOR NEEDED TO BE REPLACED AGAIN. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 63,000.

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.



KAISER BUICK-GMC TRUCK, INC.

1590 So. Woodland Blvd. P.O. Box 2813 DELAND, FLORIDA 32721-2813

Telephone (386) 734-6882 (866) BUY-KAISER

(866) 289-5247 Time & Temp. (386) 734-7300

www.kaiserbuickgmc.com



STATE OF FLORIDA REGISTRATION # MV-03894

CUSTOMER NO.	ADVISOR MARK GRADOLPH	1369	TAG NO. 2789	INVOICE DATE 06/15/12	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 63,558	COLOR RED/BLACK	STOCK NO.
DELTONA, FL	YEAR / MAKE / MODEL 07/PONTIAC/SOLSTICE/SOLSTICE	VEHICLE I.D. NO. 1 G 2 M B 3 5 B 1 7 Y		DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. NO	PRODUCTION DATE	
			R.O. DATE 06/14/12		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS
J# 1 05PNZ1002 INT TRIM CHECK TECH(S):1166 237.50
AIR BAG LIGHT ON
CODE B0081 PERFORM DIAGNOSTICS FAULTY PASSENGER PRESENCE
SENSOR, REPLACE SENSOR AND PROGRAM

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		19124219	MODULE KIT	11.419
JOB # 1 TOTAL PARTS					457.14
JOB # 1 TOTAL LABOR & PARTS					694.64

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

TOTALS

MOTOR VEHICLE REPAIR REGISTRATION #MV-03894	TOTAL LABOR....	237.50
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL PARTS....	457.14
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.	TOTAL SUBLET...	0.00
ALL NEW OR REMANUFACTURED GM PARTS AND ACCESSORIES INSTALLED	TOTAL G.O.G....	0.00
BY THE DEALER ARE COVERED, PARTS AND LABOR, FOR ANY REMAINING	TOTAL MISC CHG.	0.00
UNUSED PORTION OF THE VEHICLE OR EMISSIONS WARRANTY OR 12	TOTAL MISC DISC	0.00
MONTHS OR 12,000 MILES, WHICHEVER IS GREATER. DEALER IS TO	TOTAL TAX.....	45.16
VERIFY WARRANTY ELIGIBILITY BY REQUESTING FROM THE CUSTOMER		
THE ORIGINAL RECEIPT. THANK YOU!	TOTAL INVOICE \$	739.80

ALL PARTS NEW UNLESS OTHERWISE STATED.

CUSTOMER SIGNATURE

PAID
JUN 15 2012
BY: *VISA*



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STATE OF FLORIDA REGISTRATION # MV-03894

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	JEFF CARUSO	1913 3517	01/13/15	
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
			79,524 RED/BLACK	
PIERSON, FL	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	07/PONTIAC/SOLSTICE/SOLSTICE			
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1 G 2 M B 3 5 B 1 7 Y	NO		
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			01/13/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 31PNZ1000 ELEC SYSTEMS CHECK TECH(S):1915 WARRANTY
 CHECK SERVICE AIR BAG LIGHT LIGHT ON PASS SIDE AIR BAG NOT
 REGISTERING PASSENGER
 SCAN SYSTEM AND PERFORM DIAGNOSTICS AND TESTS FOR FAULT
 B0081 CHECK AND FOUND FAULTY PASS PRESENCE MODULE
 EST PARTS AND LABOR WITH NO DIAGNOSTIC FEE BECAUSE GM
 IS PAYING DIAG FEE EST TO CUSTOMER FOR AIR BAG REPAIR
 PARTS AND LABOR 675.74 PLUS TAX
 CUSTOMER ADVISED DECLINED REPAIR STATED CALLING GM

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 32PNZCLUSTER REPL INST CLUSTER TECH(S):1915 WARRANTY
 CHECK LIGHTS ON INSTRUMENT PANEL AND CLUSTER WILL ALL GO
 OUT WHILE DRIVING AND YOU HAVE TO PULL OVER AND SHUT OFF
 TO GET TO COME BACK ON SOMETIMES WONT COME BACK ON
 SCAN AND TEST SYSTEM NO FAULTS INTERMITTENT CONDITION
 UNABLE TO DUPLICATE CUSTOMERS CONCERN

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

MOTOR VEHICLE REPAIR REGISTRATION #MV-03894
 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
 LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.
 ALL NEW OR REMANUFACTURED GM PARTS AND ACCESSORIES INSTALLED
 BY THE DEALER ARE COVERED, PARTS AND LABOR, FOR ANY REMAINING
 UNUSED PORTION OF THE VEHICLE OR EMISSIONS WARRANTY OR 12
 MONTHS OR 12,000 MILES, WHICHEVER IS GREATER. DEALER IS TO
 VERIFY WARRANTY ELIGIBILITY BY REQUESTING FROM THE CUSTOMER
 THE ORIGINAL RECEIPT. THANK YOU!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

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The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS NEW UNLESS OTHERWISE STATED.

CUSTOMER SIGNATURE



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STATE OF FLORIDA REGISTRATION # MV-03894

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	JEFF CARUSO	1913 3810	01/27/15	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			79,758	RED/BLACK
PIERSON, FL	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	07/PONTIAC/SOLSTICE/SOLSTICE			
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1 G 2 M B 3 5 B 1 7 Y	NO		
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			01/27/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 31PNZ1000 ELEC SYSTEMS CHECK TECH(S):1915 WARRANTY
AIR BAG LIGHT COMING ON
SERVICE AIR BAG MESSAGE COMING ON
INSTALL SOP MODULE
SCAN AND PERFORMED DIAGNOSTICS AND TESTS FOUND FAULTY
PASS PRESENCE MODULE NECESSARY TO REPALCE AND PROGRAM
NEW MODULE RETEST OPERATION NORMAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	19124219	MODULE KIT 11.419		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	PND	PNT WARR DED	325077	493.00
TOTAL - MISC				493.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

MOTOR VEHICLE REPAIR REGISTRATION #MV-03894	TOTAL LABOR....	0.00
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL PARTS....	0.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.	TOTAL SUBLET...	0.00
ALL NEW OR REMANUFACTURED GM PARTS AND ACCESSORIES INSTALLED	TOTAL G.O.G....	0.00
BY THE DEALER ARE COVERED, PARTS AND LABOR, FOR ANY REMAINING	TOTAL MISC CHG.	493.00
UNUSED PORTION OF THE VEHICLE OR EMISSIONS WARRANTY OR 12	TOTAL MISC DISC	0.00
MONTHS OR 12,000 MILES, WHICHEVER IS GREATER. DEALER IS TO	TOTAL TAX.....	32.05
VERIFY WARRANTY ELIGIBILITY BY REQUESTING FROM THE CUSTOMER		
THE ORIGINAL RECEIPT. THANK YOU!	TOTAL INVOICE \$	525.05

CUSTOMER SIGNATURE

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

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ALL PARTS NEW UNLESS OTHERWISE STATED.

225.00
GM paid

JAN 27 2015

Pierson, FL

ORLANDO FL 328

17 FEB 2015 PM 5 L



National Hwy Traffic Safety Admin
1200 New Jersey Ave SE
Washington DC

20590

20590

