

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) ONLY 100148 Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 09-JUL-2015		Repository ☐ Reference No. 10732905	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[Redacted]		[Redacted]		BRIGHTON		MI	
Zip Code		[Redacted]		Daytime Telephone Number		E-mail Address	
[Redacted]		[Redacted]		[Redacted]		[Redacted]	
Evening Telephone Number		[Redacted]		[Redacted]		cell phone	
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	
1G2NF52T2YM [Redacted]				PONTIAC		GRAND AM	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
June 31, 2000		Waldeck Pontiac		No: Cylinders		Gas	
Original Owner ☒		Dealer's City		State		Zip Code	
[Redacted]		Brighton		Mich		48114	
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
[Redacted]		☒ Cruise Control		yes		yes	
Incident Date(s)				03-SEP-2013			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS				Ignition Switch Repair (Repair @ La Fontaine)		Failure Mileage	
[Redacted]				[Redacted]		126000	
Failure Speed				Stopped at Red Light			
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		Failure Location: Corner of Grand River & Hacker			
[Redacted]		☐ Prior Repair		Tire Failure Type: None			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make: Pontiac		Date Manufactured: 2000		Model No./Name: Grand AM			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part: NO					
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		Number of Deaths	
[Redacted]		[Redacted]		1		0	
Reported to Police				Y			
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. WHILE STOPPED AT A TRAFFIC LIGHT, ANOTHER VEHICLE CRASHED INTO THE REAR END OF THE CONTACT'S VEHICLE. AS A RESULT, THE INSTRUMENT PANEL ILLUMINATED TEMPORARILY, BUT THE AIR BAG WARNING INDICATOR REMAINED ILLUMINATED. THE AIR BAGS FAILED TO DEPLOY. THE CONTACT SUSTAINED NECK AND SHOULDER INJURIES THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT AN UNKNOWN SENSOR RELATED TO THE AIR BAG NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. AFTER THE REPAIR, THE AIR BAG WARNING INDICATOR ILLUMINATED INTERMITTENTLY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 126,000. After physical therapy & Latex Cortizone shots for Rotator Cuff injury. Cortizone helped but I had the limit on shots & had surgery on my shoulder April 22, 2015 and still taking PT. Left arm is affected also have neck problems							
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.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

after being rear ended & being in heavy traffic (4:45pm) I immediately pushed my flashers to avoid being hit again then I noticed my lights flashing across the road, all the lights went out except the red emergency light, within seconds my seat belt kicked in, lifting me up and back at great speed, when I hit the head rest at the back of my head, I felt I could hear every bone in my neck & head breaking. I looked in the rear view mirror the car that had caused the accident was stopped & someone was at the

ATTACH ADDITIONAL SHEETS IF NECESSARY

passenger side, being unable to turn left to go back and the light had turned green I proceeded through light and when traffic eased enough for me to turn left I did turn around stop & called 911, they advised me to go to Party store parking lot which I did, when State Police ask if my air bag deployed I told them no about the seat belt incident, Red light of air bag was still on. I noted to him that my head was hurting, right hand He offered to call an ambulance but I told him I was only a mile from Woodlawn (Emergency Care). I had planned to drive up North (2 hours away) that night but didn't go as my head was hurting too bad. Insurance office was closed so I called them in early A.M. and took car to Champion turned off light & alert sound.

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**



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**



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

The hump shop of Champion Chevrolet gave me an estimate for car damage but told me I had to go to Service Dept for Red light air bag problem. When I went to Service Dept I had to make an apt. which I did, it was for at least 2 weeks later.

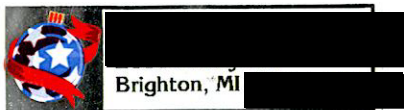
I began to hear reports about the ignition switch problems on T & R radios. My Grand Am was recalled for that problem at which time I questioned the air bag light. I was told at La Fontaine Cadillac there would eventually ^{Highland} be a recall. A couple of months ago being nervous about driving because air bag light again coming on I took it to La Fontaine for repair, but after having it overrule they called & said it couldn't be done because they couldn't find a code to repair, but that it may still be recalled. To date I drive car with air bag ^{light} coming on at random & being very nervous. So if it is defective & inflates, as some have, I had hoped by now there would be a rep. from General Motors inspect my car. I feel justified to have my air bag working if I should have an

an accident, as well as concern
for passengers I could have with
me. I welcomed getting the questions.
Thank you!

I bought the Pontiac in 2000
new from Waldecker and must say
it was a very good auto. My employment
was in Sales for which I put 20,000.
miles a year and it served me well.
Having been employed by both
Buick and Cadillac in the 50's I
was familiar with G.M. and was at
the 50 year Golden Anniversary (Buick)
celebration and still have the book
published for the event. I also attended
Classes at G.M.I. and married a student
from G.M.I. who later became a rep
for Ford.

I would also like to mention there
were 1 or 2 Cars stopped at red light in
front of me which I avoided, slowing
up to when I was rear ended and the
State Trooper told me I was not
at fault in anyway as I was stopped
at Red Light as I was supposed to be.

I hope this answers any
questions you may have & do something
about it. Thank You. Sincerely,



METROPLEX MI 450

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