

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		FOR AGENCY USE ONLY 100148	
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		Date Received 22-JUL-2015	Repository ☐ Reference No. 10735669
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City COBOURG, ONTARIO, CANADA	State ONT	Zip Code	
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 1G2MB35B76		Make PONTIAC	Model SOLSTICE
		Model Year 2006	
Date Purchased MAR 13 2015	Dealer's Name and Telephone Number PRIVATE SALE		Engine: No: Cylinders 4
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type MANUAL		☒ Antilock Brakes ☒ Cruise Control	Powertrain RWD
		Multiple Failure:	Incident Date(s) 09-JUN-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage 29800	Failure Speed 20
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).			
ON JUNE 9, 2015 I WAS DRIVING THE VEHICLE WITH A PASSENGER. WHILE DRIVING THE "SERVICE AIR BAG" MESSAGE APPEARED ON THE DASHBOARD AS WELL AS THE RED LIGHT AIR BAG INDICATOR. I STOPPED THE VEHICLE, TURNED THE ENGINE OFF THEN BACK ON. THE "SERVICE AIR BAG" MESSAGE AND THE RED LIGHT DID NOT RE-APPEAR. I DROVE THE VEHICLE HOME WITH NO FURTHER PROBLEMS. SOMETIME LATER THAT DAY I STARTED THE CAR WITH NO MESSAGE. THE "SERVICE AIR BAG" MESSAGE DID NOT COME ON. I THEN DROVE THE CAR WITH A PASSENGER AND AGAIN THE "SERVICE AIR BAG" MESSAGE DID NOT COME ON. THE NEXT DAY I STARTED THE CAR WITH NO MESSAGE. THE "SERVICE AIR BAG" MESSAGE DID NOT APPEAR. HOWEVER LATER ON IN THE DAY, THE MESSAGE RE-APPEARED. FROM THEN ON THE "SERVICE AIR BAG" MESSAGE APPEARED CONSTANTLY THE CAR WAS TAKEN TO THOMAS PONTIAC COBOURG ONTARIO ON JUNE 11, 2015. THE FAULT WAS DIAGNOSED AS A DEFECTIVE PASSENGER AIR BAG SENSOR WHICH WAS REPLACED ON JUNE 13, 2015.			
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.			

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: Case # 10735669
Date: Tuesday, September 08, 2015 11:11:08 AM
Attachments: [Pontiac Solstice Passenger Air Bag Sensor Failures Aug 28 2015 .pdf](#)
[NHTSA Updated Questionnaire.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, September 08, 2015 10:41 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Case # 10735669

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]
Sent: Monday, August 31, 2015 5:09 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Case # 10735669

As per your request attached please find marked up copy of Vehicle Owner Questionnaire as well as a more detailed document indicating the nature of the safety issue.

Thank You.

Aug 28, 2015

Contact Information:

[REDACTED]

[REDACTED]

Cobourg, Ontario, Canada

[REDACTED]

Tel: [REDACTED]

Email: [REDACTED]

Vehicle: 2006 Pontiac Solstice VIN: 1G2MB35B76Y [REDACTED]

Safety Issue caused by Pontiac Solstice Passenger Air Bag Sensor Failures

Summary:

There is a potential safety issue caused by the passenger air bag sensor on the 2006 Pontiac Solstice. Hairline cracks in the seat mat of the sensor cause intermittent operation of the airbag system. Sometimes the "Service Air Bag" indicator will be lit to indicate there is a fault, at other times there is no indication. It is not know if the system is functioning properly when the "Service Air Bag" indicator is not lit.

In addition, there is a high failure rate with this component increasing the risk of drivers operating their vehicle with a defective air bag system. Failures seem to be caused by cracks or breaks in the copper foil that makes up the air bag sensor mat. Due to similarities in the failure modes, the premature failure as well as the rate of failure, the likely cause is due to manufacturing, design or material fault. Further analysis is required by General Motors to determine root cause of the failure.

Background:

I purchased a 2006 Pontiac Solstice though a private sale on March 13, 2015. The vehicle passed all necessary inspection and emission tests and had 46,006Km (28,586 Miles) at the time of purchase.

On June 9, 2015 I was driving the vehicle with a passenger. While driving the "Service Air Bag" message appeared on the dashboard as well as the red light air bag indicator. I stopped the

vehicle turned the engine off then back on. The “Service Air Bag” message and the red light did not re-appear, the passenger was still in the car. I drove the vehicle home with no further problems.

Sometime later that day I started the car without a passenger, “Service Air Bag” message did not come on. I then drove the car with a passenger and again the “Service Air Bag” message appeared.

The next day I started the car without a passenger and the “Service Air Bag” message did not appear. However later on in the day, the message re-appeared without a passenger in the car. From then on the “Service Air Bag” message appeared constantly.

The car was taken to Thomas Pontiac GMC in Cobourg Ontario Canada on June 11, 2015. On that date, the car had 47,974Km (29,809 Miles). The fault was diagnosed as a defective passenger air bag sensor which was replaced on June 13, 2015. See Attachment 1 – Thomas Work Order [REDACTED]

I obtained the old part from the dealer and found the issue to be a hairline crack in the copper foil that makes up the air bag sensor mat. See Attachment 2 – Hairline Crack.

When searching for similar instances on a Pontiac Solstice forum, I found that not only are passenger air bag sensor failures common, but they are also occurring at an early age. In addition the type of failure is similar in most instances right down to the same spot on the sensor. See attachments 3, 4, 5, 6.

Conclusion

There are three issues associated with this problem:

1. The “Service Air Bag” message is intermittent and a safety issue. There is a possibility that the air bag system is faulty but no failure indication is given for an extended period of time.
2. Failure of the passenger air bag sensor is occurring prematurely. In my case the car had 47,974Km (29,809 Miles). The issue cannot be attributed to wear due to the low mileage and as this part only gets exercised when a passenger is in the seat, it is safe to assume that the part is failing at an earlier age than that indicated by the car’s mileage.
3. Failure seems to occur in the same spot. This is an indicator of a design, manufacturing or material fault.

Discussion with GM

For a complete log of the discussion with GM see attachment 7.

I sent a copy of this document to GM and requested the following:

1. If not already done, GM should investigate the above issues to determine the root cause and initiate actions to remediate the problem.
2. A recall of this component should be initiated by GM to ensure the air bag system is functioning properly.

I also asked GM the following questions:

1. Has GM collected failure statistics related to this part, and if so what do they indicate?
2. Has GM performed a failure analysis to determine
 - a. Why this part is failing prematurely?
 - b. Why is it occurring in the same spot?
 - c. What is the root cause of the failure?
3. Why does the Air Bag Message indicator seem to be intermittent?
4. What is the state of the Air Bag system prior to the initial detection of the fault, the subsequent on/off message sequences and the eventual permanent message?

GM did not respond to either my request or questions.

ATTACHMENTS

Attachment 1: Thomas Work Order



THOMAS
COBOURG

"AWARD WINNING SALES AND SERVICE"

PHONE: (905) 372-5447
FAX: (905) 372-4132
P.O. BOX 458, 100 UNIVERSITY AVE. W., COBOURG, ONTARIO K9A 4L1
www.thomaspontiac.ca
email: contactus@thomaspontiac.ca

INVOICE ORIGINAL
Work Order

June 11, 2015
Svc. Adv. Johns Dean
Cust. Ph.
Tag#

Page 1 of 1
06/15/2015 11:08:28

To [Redacted] [Redacted] Cobourg ON	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"> Year: 2006 Veh Id: [Redacted] Unit #: Make: Pontiac Model: SOLSTICE CONVERTIBLE C Colour: Red V.I.N.#: 1G2MB35B76Y [Redacted] Date In: 06/11/2015 Out: 06/15/2015 Ext. War: - - (mo/) - D: \$0.00 Promised Time: 06/11/2015 03:00:00 PM </td> <td style="width: 50%;"> License #: Odo. In: 47,974 Odo. Out: Next Service: In Service Date: 07/21/2006 Cases: 1 Call When Ready: No </td> </tr> </table>	Year: 2006 Veh Id: [Redacted] Unit #: Make: Pontiac Model: SOLSTICE CONVERTIBLE C Colour: Red V.I.N.#: 1G2MB35B76Y [Redacted] Date In: 06/11/2015 Out: 06/15/2015 Ext. War: - - (mo/) - D: \$0.00 Promised Time: 06/11/2015 03:00:00 PM	License #: Odo. In: 47,974 Odo. Out: Next Service: In Service Date: 07/21/2006 Cases: 1 Call When Ready: No
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Case: 1 check service air bag mess on

Quantity	Description/Correction	Price	Total
1.00	19124219 - MODULE KIT,INFL RST FRT PASS PRESENCE (	\$550.00	\$550.00
		\$89.95	\$89.95
Tech Cause: B0081 71 PPS inop Tech Comments: .5diag, replace module & program Completed by Technician number: 0018 57484-PRINCE'S#15869 - Replace pass presence			
\$89.95		\$89.95	

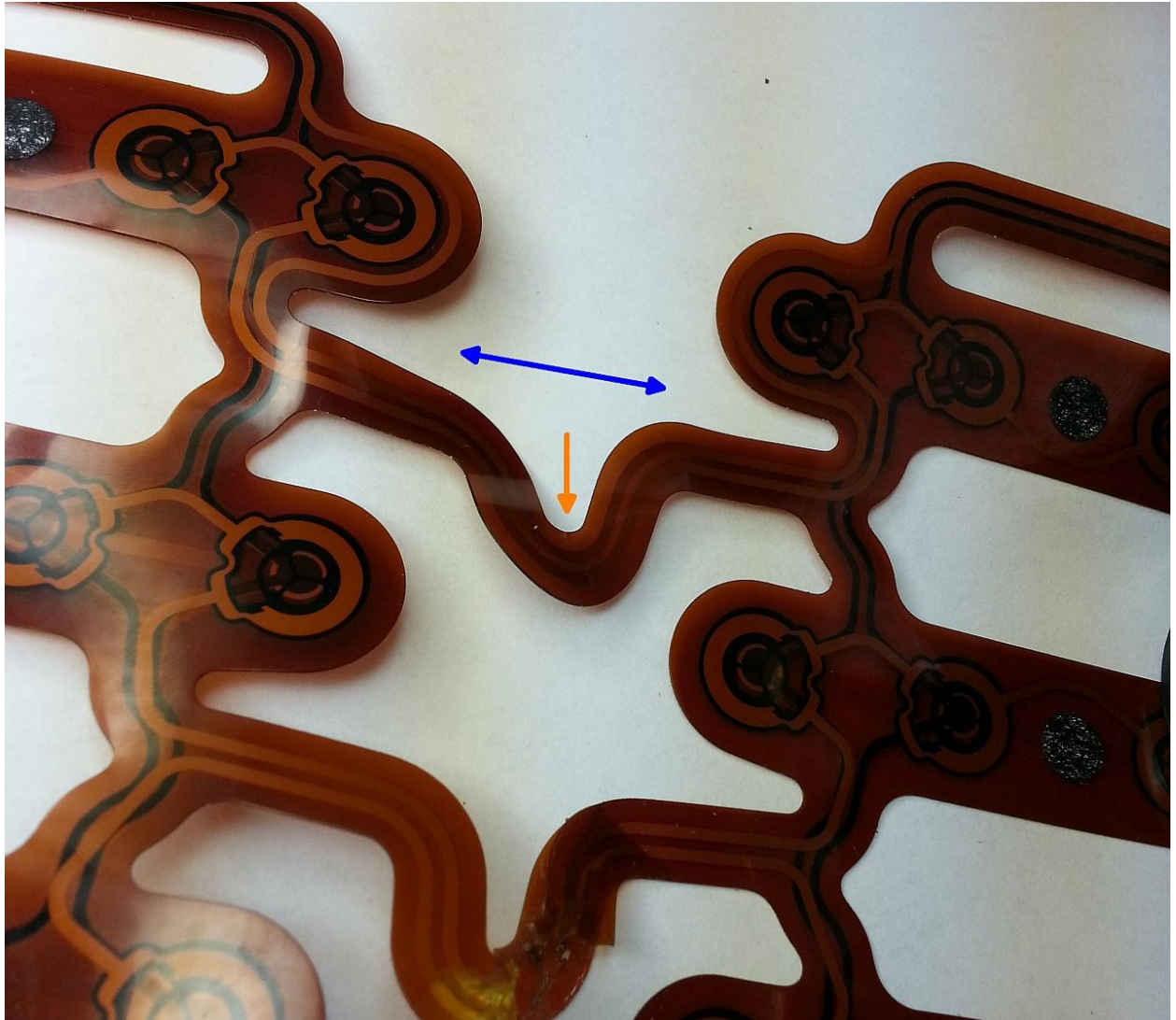
Misc	\$0.00	Labour	\$89.95	Parts	\$639.95	Prepaid Parts Amt:	\$0.00	Case Total:	\$729.90
									\$0.00

HST # R105267595 Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order. Please make cheques payable to -- "Thomas Pontiac Buick GMC Ltd." or to "Thomas Cobourg" CUSTOMER MUST RETURN FOR WHEEL NUT RETORQUE AFTER 100KM 06/15/2015 Date _____ Signature _____	Currency: Payment Ref: Expiry Date: P/O#: [Redacted] G/HST Reg # [Redacted]	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Labour:</td> <td style="width: 50%; text-align: right;">\$179.90</td> </tr> <tr> <td>Parts:</td> <td style="text-align: right;">\$550.00</td> </tr> <tr> <td>Misc:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Sub Total:</td> <td style="text-align: right;">\$729.90</td> </tr> <tr> <td>G/HST:</td> <td style="text-align: right;">\$94.88</td> </tr> <tr> <td>PST:</td> <td style="text-align: right;">\$0.00</td> </tr> </table>	Labour:	\$179.90	Parts:	\$550.00	Misc:	\$0.00	Sub Total:	\$729.90	G/HST:	\$94.88	PST:	\$0.00
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Misc:	\$0.00													
Sub Total:	\$729.90													
G/HST:	\$94.88													
PST:	\$0.00													
		Total: \$824.78												

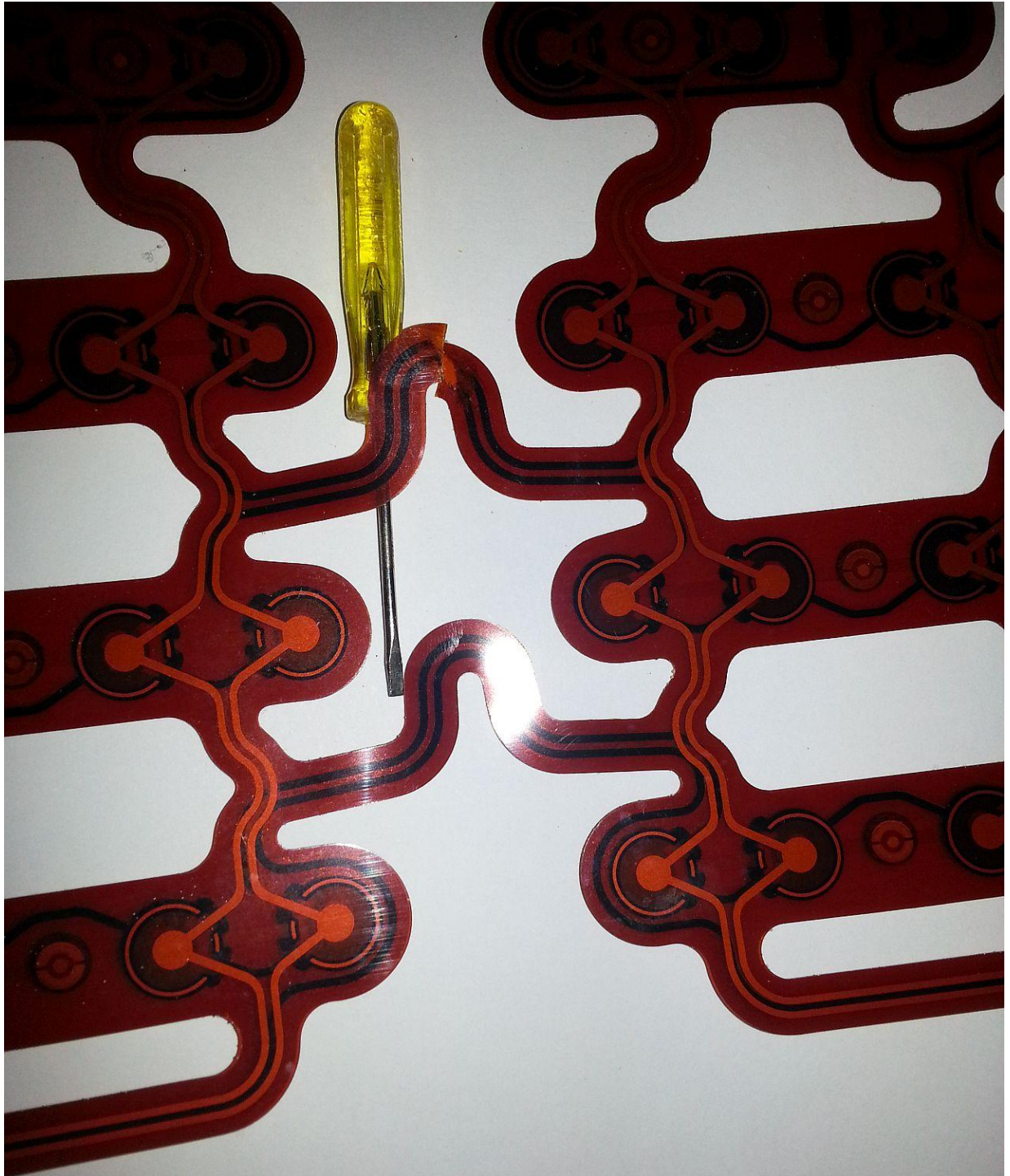
Attachment 2: Hairline Crack



Attachment 3: Similar failure



Attachment 4: Similar Failure



Attachment 5: Similar Failure



Attachment 6: Similar Failure



Attachment 7: GM Discussion Log

June 12, 2015

Called GM Customer Service at 800-263-3777. Sharon at XT2582, opened case file

June 15, 2015

Sharon called to indicate there is no recall on this issue but dealer is offering 10% off repair bill. She indicated that if a recall is offered in the future I would qualify. I conveyed my dissatisfaction with GM not dealing with an obvious safety issue and indicated I would like to discuss with relevant expert at GM. She will discuss with own manager and get back.

June 15, 2015

Left message for Sharon and requested email address to email picture of defective part.

June 15, 2015

E-mailed pictures of damage to Sharon showing hairline crack in foil.

June 17, 2015

Spoke to Sharon's manager Shelley, she will have someone from design look at damaged area and call back.

June 25, 2015

Called Sharon for an update, left message

July 8, 2015

Called Sharon's manager Shelley Spence, (1-800-263-3777 ext 2689), left message.

Jul 10, 2015

E-mailed summary document to both Shelley and Sharon.

Jul 16, 2015

Devon Huston from GM Executive Review (905-440-2826), called to say they are looking into case.

July 21, 2015

Devon called; they are closing the case and will not be investigating any further. She indicated that there is no documentation indicating a problem with this part and feel the problem is due to normal "wear and tear". She was unwilling to discuss any further or answer any of the questions outlined in the document I sent.