

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

Date Received 05-JAN-2016 MAR 03 2016	Repository <input type="checkbox"/>
	Reference No. 10818064

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]

Address: [REDACTED]

City: OREGON State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

Evening Telephone Number: [REDACTED]

E-mail Address: [REDACTED]

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 1G2WP52K12F [REDACTED]	Make PONTIAC	Model GRAND PRIX	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number Ben Nelson Auto Mall (1-815-285-5590)	Engine: No. Cylinders 6 6	Fuel Type: Regular
Original Owner <input type="checkbox"/>	Dealer's City DIXON	State IL	Zip Code 61008
Transmission Type: <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 04-JAN-2014

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: ENGINE (PWS); 110000 ELECTRICAL SYSTEM Ignition lock is stuck electric windows went as down	Failure Mileage 191000	Failure Speed (30) 50
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**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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 2002 PONTIAC GRAND PRIX. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH, SHE NOTICED SMOKE COMING FROM UNDER THE HOOD OF THE VEHICLE. THE CONTACT PULLED OVER AND DISCOVERED THAT THE COOLANT AND ENGINE OIL WAS LOW. THE CONTACT REFILLED THE FLUIDS AND THE VEHICLE WAS RESTARTED. IN ADDITION, THE CONTACT STATED THAT WHEN THE VEHICLE WAS STARTED, SMOKE EMITTED FROM THE VEHICLE INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE VEHICLE WAS LEAKING COOLANT AND ENGINE OIL AND THE VALVE COVER GASKET NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT ALSO MENTIONED THAT THE IGNITION LOCKED AND THE IGNITION KEY HAD TO BE REMOVED FROM THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V701000 (ENGINE AND ENGINE COOLING). THE FAILURE MILEAGE WAS 191,000.

If available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Under the Freedom of Information 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 is responsible for an appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a summary thereof, may be used in support of the agency's action.

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

Car has been sitting in [redacted] at my daughter's house  
parked out side on the street and has been parked  
the street. the car won't make it to Dixon, to  
Nelson, as do to smoking and losing the oil out  
engine do to the incident the car won't make to  
Dixon Ill. do to the condition of the motor  
with the problem. Very scard to drive the car to  
Nelson D. in mall in Dixon Ill. please help  
me with the  
of the valves  
and in take manifold lots of oil lots of smoke.

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

CARD STREAM

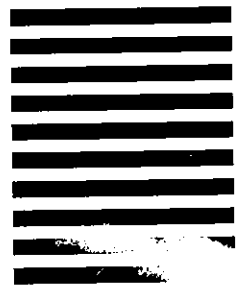
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UNITED STATES



**BUSINESS REPLY MAIL**  
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**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**



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U.S. Department of Transportation  
National Highway Traffic Safety Administration