

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) 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 25-JAN-2016 APR 01 2016	Repository ☐ Reference No. 10821966		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
ST JAMES		NY			
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	
16-2MB35B0MY		PONTIAC	SOLSTICE	2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
	King Of Books		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
	Sittlington	NY	11787		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
STANDARD	☐ Cruise Control			11-JAN-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, 220000 SEATS				Failure Mileage	Failure Speed
				15000	
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	Number of Deaths	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. WHILE IN PARK, THE AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE MODULAR IN THE FRONT PASSENGER SEAT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 15,000. THE VIN WAS UNAVAILABLE.					
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.					

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

Check Air Brakes Light is on that indicates a system failure. - Told it was modular and part is not covered \$793.33 @ 15,000 miles - After ~~the~~ recall on this it is noted in several sources about a defect in module - Several companies had to drive vehicle at risk until part could be ordered and replaced.

ATTACH ADDITIONAL SHEETS IF NECESSARY

This is a safety issue and should be recalled.

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

MID-ISLAND NY 117

29 FEB 2016 PM 2 L

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, NEF-100
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:

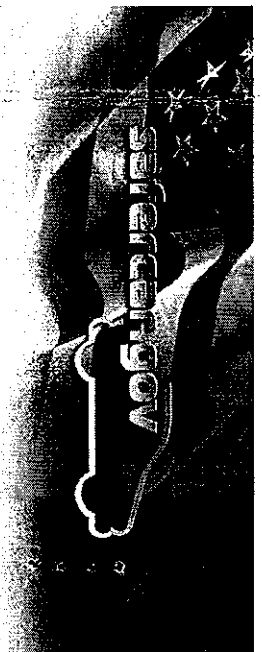
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



Thank You

FOR BRINGING YOUR CAR
TO US FOR SERVICE

SALES
(631) 724-4700

SERVICE
(631) 724-4700

PARTS
(631) 724-4700

CUSTOMER NO.	RYAN	84690	TAG NO	INVOICE DATE	01/26/16
LABOR RATE	130.00	MILEAGE	17,541	COLOR	MEAN (YEL)/
YEAR/MAKE/MODEL	07/PONTIAC/SOLSTICE/2DR CONV			DELIVERY DATE	02/08/07
VEHICLE ID NO	1G2MB35B07V1			SELLING DEALER NO	PRODUCTION DATE
F.T.E NO	P.O NO	01/22/16		MO: 17543	
COMMENTS					

LABOR & PARTS
J# 1 20PNZ-1 DIAGNOSIS BODY ELEC HOURS: 2.00 TECH(S):50907 260.00
CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON PLEASE CHECK AND ADVISE
SCAN TOOL FOUND CODE B0081-71 CURRENT IN SYSTEM//DIAGNOSE
FOUND FAILED PASSENGER SEAT MODULE
REMOVED AND REPLACED PASSENGER SEAT MODULE//CLEARED CODES
AND ROAD TEST ALL OK AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	19124219	MODULE KI 11.419	533.33	533.33	533.33
				JOB # 1 TOTAL PARTS		533.33
				JOB # 1 TOTAL LABOR & PARTS		793.33

J# 2 01PNZSPECIAL SPECIAL LOF & ROT HOURS: TECH(S):50907 22.45
CUSTOMER STATES PERFORM SPECIAL SERVICE
LUBE OIL FILTER CHANGE, TIRE ROTATION & MULTI-POINT INSPECTION
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	PK457G	OIL CHANGE	21.50	21.50	21.50
JOB # 2	1	12605566	FILTER 1.836	****	****	****
JOB # 2	5	19293000	OIL 8.800	****	****	****
JOB # 2	1	1051515X	OPTI	2.00	2.00	2.00
				JOB # 2 TOTAL PARTS		23.50
				JOB # 2 TOTAL LABOR & PARTS		45.95

J# 3 18PNZ-2STGFLUSH *FLUSH COOLANT HOURS: TECH(S):50907 120.00
2 STAGE COOLING SYSTEM FLUSH
RECOMMENDED COOLING SYSTEM SERVICE
PERFORM 2 STAGE COOLING SYSTEM FLUSH,ADD COOLANT TO 35 BELOW ZERO,TEST,O.K.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	PK10078	COOLANT FLUSH	69.95	69.95	69.95
JOB # 3	1	10078	RAD SVC.	****	****	****
JOB # 3	1	12346290	COOLANT 8.800	****	****	****
				JOB # 3 TOTAL PARTS		69.95
				JOB # 3 TOTAL LABOR & PARTS		189.95

J# 4 01PNZ-MPI VEHICLE INSPECTION HOURS: TECH(S):50907 0.00
GOODWRENCH MULTI-POINT INSPECTION
AS PER INSPECTION SHEET.
INSPECTION OF YOUR VEHICLE, WAS DONE FREE OF CHARGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE RETAILER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD. WARRANTY REPAIRS TO BE PERFORMED AT THE SELLER'S PLACE OF BUSINESS.

THANK YOU

FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT PLEASE TELL US IMMEDIATELY.

N.Y.S. REG. REPAIR SHOP
LIC. NO. R 700 1912

THE FOLLOWING ARE NOT COVERED BY WARRANTY FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION. TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION. THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

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YEAR/MAKE/MODEL	07/PONTIAC/SOLSTICE/2DR CONV			DELIVERY DATE	02/08/07
VEHICLE I.D. NO	1 G 2 M B 3 5 B 0 7 Y			DELIVERY MILES	8
F.T.E. NO	P.O. NO	B.O. DATE		01/22/16	
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