

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (EOIA), 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 08-APR-2017 MAY 16 2017		Repository ☐ Reference No. 10971442			
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	CROSS	State	SC	Zip Code	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GRNW52E12C		Make PONTIAC	Model AZTEK	Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-APR-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 030000 BRAKES (PWS), 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed 5
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					
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). AS NOTED IN PREVIOUS STATEMENTS THIS VEHICLE IS DIFFICULTY AT STARTING AND CRANKING AT VARIOUS SITUATION. PLAYING THE RADIO WITH ENGINE OFF, MUST WAIT TEN MINUTES BEFORE ATTEMPTING TO START, THEN IT MAY CRANK OR YOU HAVE TO START OVER. ITS NOT THE RADIO ITS THE IGNITION LOCK CYLINDER AS DONE IN THE PAST. IT DOESN'T MATTER, STOP, OR MOVING IT HAS DONE ALL YOU MENTION, AND WITH THE LIGHTS OFF AT NIGHT YOU CAN INJURED A PEDESTRIAN OR OURSELVES. THIS CAR WAS RECALL AND IT WAS SAID TO HAVE BEEN FIX, BUT HERE WE STUCK HERE FROM 04/07/17 POSSIBLY WILL GET HELP FROM THE NEAREST GMC CAR DEALER ON 04/10/17. KEEP ALL THIS INFORMATION FOR OFFICIAL USED ONLY. THANKS					
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.					

Ref. # 1088901



Complaint Number: 10971442

Vehicle Identification Number: 1gmw52e12c [REDACTED]

1G2NW52E12C [REDACTED]

Your Vehicle's Make Model and Model Year: PONTIAC AZTEK 2002

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Electrical, Engine

What happened?

As noted in previous statements this vehicle is difficulty at starting and cranking at various situation. playing the radio with engine off, must wait ten minutes before attempting to start, then it may crank or you have to start over. Its not the radio its the ignition lock cylinder as done in the past. It doesn't matter, stop, or moving it has done all you mention, and with the lights off at night you can injured a pedestrian or ourselves. This car was recall and it was said to have been fix, but here we stuck here from 04/07/17 possibly will get help from the nearest GMC car dealer on 04/10/17. keep all this information for official used only. thanks

When did this happen? 04/07/2017

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 05

About how many miles were on your vehicle at the time of the incident? 17954

First Name: [REDACTED]

Auslander

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: cross

State : SOUTH CAROLINA

ZIP Code : [REDACTED]

Phone: [REDACTED]

Alt. Phone: