

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 13-JUN-2017 AUG 8 2017	Repository ☐ Reference No. 10994641
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address
Address [REDACTED]		Evening Telephone Number	
City LAKELAND	State FL	Zip Code [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 1G2MB35BX8Y [REDACTED]		Make PONTIAC	Model SOLSTICE
Model Year 2008		Engine: No: Cylinders 4	
Date Purchased May 2009	Dealer's Name and Telephone Number Kelly Buick, GMC Deal. (at that time was still Pontiac Dealer)		Fuel Type: Reg.
Original Owner [REDACTED]	Dealer's City Bartow, Florida	State	Zip Code
Transmission Type Manual	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:
Incident Date(s) 15-MAY-2017			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS Passenger side Nine times out of ten - it does not connect when someone sits in Passenger seat -		Failure Mileage	Failure Speed
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 2008 PONTIAC SOLSTICE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V061000 (AIR BAGS). THE DEALER WAS CONTACTED AT 813-359-5000 AND CONFIRMED THAT PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VIN WAS NOT AVAILABLE. 4/28/2017 This was 2nd letter in reference to this problem. First told us that we would have this problem with the airbag but they had no permanent fix yet. They would contact us later. Second letter came (May 2017) came - said still no permanent fix But had a temporary fix that would be installed - I should call & make appointment. I did call (not Kelly Buick) I called Stingray Chevrolet - Plant City - since this is a large dealership I thought for sure they would have this. I was told they had no fix - not even a temporary one!			
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.			

(over)

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

When I was told this it really ticked me off - seems like someone somewhere is dragging their feet. I love my car but I want to feel safe in it.

I did take the Soblice back to Kelly Burck while it was still under warranty and this problem was happening. They said it was fixed - but actually the airbag module they installed was just the same defective one that originally came in the car - so it was not fixed. But no fault to Kelly Burck - they didn't know this part was bad to begin with.

Thank You [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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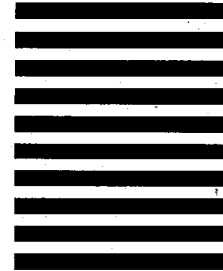
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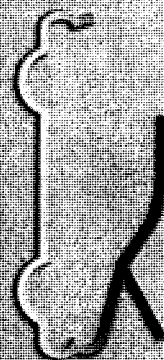
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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 Owners: Check your VIN.
U.S. Department of Transportation
National Highway Traffic Safety Administration