



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

FOR AGENCY USE ONLY

Date Received

01/16/10 10:33

OFFICE
INVESTIGATION

**COPIED
POSTED**
OC'd
Reference No.

558940

OWNER INFORMATION (Type or Print)

Name
Street
City

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/8/10

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)		Make	Model	Year		
1G2HX52K0XH248291		G.M. PONT.	BONNEVILLE/SE SEDAN	1999		
Purchased Date 9/10/99	Dealer's Name GOLLING PONTIAC-GMC TRUCK, INC.	Engine Size (CID/CCL)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City LAKE ORION	State MICH.	Zip Code 48360	No. Cylinders <input type="checkbox"/> Fuel Injection		
Manufacture Date (on driver's door or pillar) 6/99	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) STEERING WHEEL LOCK PIN AND STEERING COLUMN SHIFTER	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7892

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

THE STEERING WHEEL LOCK PIN POPPED OUT OF THE SHIFTER WITH FORCE HITTING SEVERAL THINGS AND LANDED ON THE DASH BOARD. I HAD JUST SHIFTED TO "REVERSE" AND WAS LOOKING OVER MY LEFT SHOULDER, PARKING THE CAR. I TRIED TO SHIFT IT TO "PARK" AND THE "SHIFTER" SEPARATED FROM THE STEERING COLUMN. I WAS NOT IN CONTROL OF MY VEHICLE AT THIS POINT. I COULDN'T BELIEVE WHAT WAS HAPPENING, THIS IS A NEW CAR. I MANAGED TO SHIFT IT TO "PARK" BUT I COULDN'T GET THE PIN INTO THE SHIFTER. NO CAR WAS PARKED IN FRONT OR BEHIND ME WHICH I WAS VERY THANKFUL FOR. I HAVE NO IDEA WHAT COULD HAPPEN IN THIS SITUATION DRIVING UP OR DOWN A HILL OR AROUND A CURVE IN THE ROAD. I WAS GRATEFUL I WAS PARKING ON LEVEL GROUND. HOPEFULLY, GOLLINGS CORRECTED THIS PROBLEM ON JAN. 4, 2001. PLEASE SEE THE ATTACHMENTS, ENCLOSED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY. TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590

Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VQQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

***** YOUR SATISFACTION WITH YOUR SERVICE *****
 ***** IS IMPORTANT TO US! *****
 ***** THANK YOU! DIANE, TREVOR AND SCOTT *****

9/13/99

CUSTOMER NO. 100	ADVISOR CHRISTOPHER TAINSE 439	CARD NO.	INVOICE DATE 09/13/99	INVOICE NO. PNCS106993
GOLLING PONTIAC GMC TRUCK, INC 1491 S. LAPEER ROAD LAKE ORION, MICHIGAN 48360	LABOR RATE 65.00	LICENSE NO.	MILEAGE 38	COLOR SILVER METAL
RESIDENCE PHONE	YEAR / MAKE / MODEL 99 / PONTIAC / BONNEVILLE / SE SEDAN		IN SERVICE DATE	STOCK NO. 4736
	VEHICLE ID.		SELLING DEALER NO.	DELIVERY MILES
	P.T.E. NO. B38-1843077	P.O. NO.	R.O. DATE 09/13/99	PRODUCTION DATE
			REPAIRS PROPERLY COMPLETED & CHECKED BY X	

LABOR & PARTS
 J# 1 06PNZ BRAKES HOURS: TECH(S): 628 WARRANTY
 CUSTOMER STATES BRAKES SEEM TO HAVE TOO MUCH PEDAL. NORMAL
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 34PNZ INTERIOR TRIM HOURS: TECH(S): 628 WARRANTY
 CUSTOMER STATES TOP SPEAKER COVER ON DRIVER SIDE DOOR KEEPS FALLING OUT
 ORDERED CARD HOLDER
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 01PNZ CATCH ALL HOURS: 0.80 TECH(S): 628 WARRANTY
 CUSTOMER STATES GEAR SELECTOR IS OFF CLUSTER GEAR SELECTOR CABLE MISROUTED RR CLUSTER TO RE-ROUTE CABLE
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 54PNZ SHUTTLE RIDE HOURS: TECH(S): 628 WARRANTY
 SHUTTLE RIDE, \$5.00 REQUIRED. PROVIDE SHUTTLE RIDE
 JOB # 4 TOTAL LABOR & PARTS 0.00

MISC CODE DESCRIPTION CONTROL NO
 JOB # 4 SHUTTLE CHARGE TRUCK TOTAL - MISC 0.00

COMMENTS
 WAITER
 IF YOU HAVE ANY QUESTIONS RE OUR SERVICE PLEASE LET US KNOW.
 *GOODWRENCH SERVICE PLUS LIMITED LIFETIME PARTS
 THANK YOU
 DIANE.. TREVOR.. SCOTT..

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
 TOTAL INVOICE \$ 0.00

CUSTOMER PAYMENTS*****
 CASH RECEIVED.....CHECK AMOUNT.....NUMBER.....
 CREDIT CARD.....AMOUNT.....
 CASHIER.....OTHER PAYMENTS.....AUTH.....

 [REDACTED]
 CUSTOMER SIGNATURE

ATTACHED ARE COPIES OF THE
INVOICES CONCERNING THE STEERING
WHEEL LOCK PIN AND STEERING
COLUMN SHIFTER:

<u>DATE</u>	<u>PROBLEM</u>
REPAIRED-11/21/00	- PIN POPPED OUT, AND SHIFTER CAME LOOSE,
" -12/20/00	- PIN WORKING OUT,
" -12/26/00	- PIN WORKING OUT,
" -1/4/01	- PIN WORKING OUT.

ALSO, 9/13/99 THE GEAR SELECTOR
WAS REPAIRED. IT WAS DIFFICULT
TO SEE BECAUSE IT COULD NOT
SHIFT FULLY OR COMPLETELY INTO
THE GEAR SLOTS. [R] I COULD
HARDLY SEE IT.





GOLLING

1/5/01
I packed it up on 1/5/01

PONTIAC-GMC TRUCK, INC.

1491 S. LAPEER RD. LAKE ORION, MI 48360
PHONE (248) 693-5900

STATE REG. #
F 118930

CUSTOMER NO. 1857	ADVISOR DIANE M WHITLOCK 601	TAG NO. 810	INVOICE DATE 01/04/01 1/5/01	INVOICE NO. PNC5123173
[REDACTED]	LABOR RATE 68.00	LICENSE NO.	COLOR SILVER META	STOCK NO.
	YEAR / MAKE / MODEL 88/PONTIAC/BONNEVILLE SE SEDAN	MILEAGE 8844	DELIVERY DATE 09/10/99	DELIVERY MILES 3
	VEHICLE I.D. NO. 1G2HX52K0XH24B291		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/03/01	
BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED AND CHECKED BY: X [Signature] ALTIMPER REPRESENTATIVE		

LABOR & PARTS

J# 1 03PHZ STEERING HOURS: 3.10 TECH(S): 604 715 WARRANTY
 CUSTOMER STATES STEERING WHEEL LOCK PIN KEEPS COMING LOOSE
 REFINISH IGN LOCK COVER
 RR COLUMN AND REBUILD, REPLACE STEERING COLUMN SHIFTER
 SHROUD OR BOWL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	26016293	BOWL 4.010			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT	TOTAL - GOG	WARRANTY
JOB # 1	1.0	PAINT MATERIALS	@		0.00

COMMENTS
CALL

TECHNICIAN CERTIFICATION
604 DENNIS R GEKIERE M113109

TOTALS

IF YOU HAVE ANY QUESTIONS REGARDING YOUR SERVICE TODAY PLEASE LET US KNOW. *-GOODWRENCH SERVICE PLUS LIMITED LIFETIME PART THANK YOU DIANE... TREVOR... GARY	TOTAL LABOR	0.00
	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG	0.00
	TOTAL MISC DISC	0.00
	TOTAL	0.00



CUSTOMER SIGNATURE



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TERMS	<input type="checkbox"/> CASH	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> CHECK	<input type="checkbox"/> PRIOR APPROVAL	<input type="checkbox"/> OTHER
CALL WHEN READY	<input type="checkbox"/> YES	<input type="checkbox"/> NO	SAVE REMOVED PARTS FOR CUSTOMER	<input type="checkbox"/> YES	<input type="checkbox"/> NO
APPOINTMENT	<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES	APPOINTMENT	<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
TIME RECEIVED	07:25 AM	DATE TIME REQUESTED	01/03/01	09:00 PM	PRIORITY
DISCOUNT		DISCOUNT RATE	50.00		
CUSTOMER NO.	1687	STYLER METALLIC	08/10/99	DELIVERY DATE	08/10/99
SERVICE CONTRACT		CONTRACT NO.		EXPIRATION DATE	
STOCK NO.		DELIVERY MILES	3	EXPIRATION MILES	
DEALER NO.		SETUP/DIAGNOSTIC NO.		ADVISOR	643
MO. NO.	120173	R.D. DATE	01/03/01	CHRG. NO.	813
				MILEAGE	8942
				TRANS.	
				AIR COND.	
				TURBO	
				P.S.	

LABOR INSTRUCTIONS

ESTIMATE

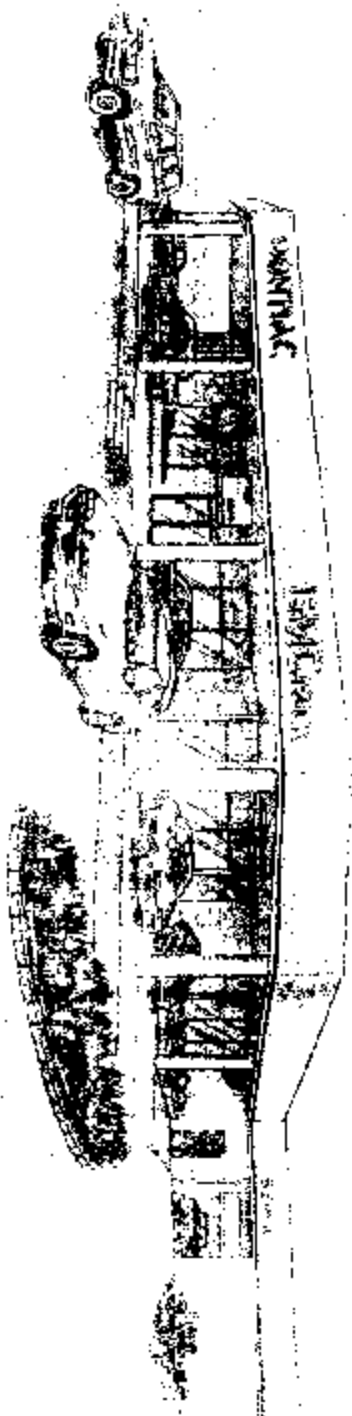
ORIGINAL CUSTOMER ESTIMATE # PARTS LABOR TOTAL

Thomas D. Morris

COMMENTS : CALL

STEERING STATES STEERING WHEEL LOCK PIN KEYS COMING LOOSE

TECH. NAME & NUMBER - 1
TECH. NAME & NUMBER - 2
TECH. NAME & NUMBER - 3
TECH. NAME & NUMBER - 4



1/3/01

MECHANICS COMMENTS
OVER →

CALLING PONTIAC-GMC TRUCK, INC. 1491 S. LAPEER RD. LAKE ORION, MI. 48360 PHONE (248) 693-5900



GOLLING

12/26/00

PONTIAC-GMC TRUCK, INC.

1491 S. LAPEER RD. LAKE ORION, MI 48360
PHONE (248) 693-5900

STATE REG. #
F 118930

CUSTOMER NO. 1657	ADVISOR GARY SAYLOR 188	TAG NO.	INVOICE DATE 12/26/00	INVOICE NO. PNCS122945
[REDACTED]	LABOR RATE 68.00	LICENSE NO.	COLOR SILVER META	STOCK NO.
	YEAR / MAKE / MODEL 88/PONTIAC/BONNEVILLE/SE SEDAN	MILEAGE 8816	DELIVERY DATE 08/10/99	DELIVERY MILES 3
	VEHICLE I.D. NO. 1G2HX52K0XH248291		SELLING DEALER NO.	PRODUCTION DATE
	H. I. E. NO.	P. O. NO.	R. O. DATE 12/26/00	
	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED AND CHECKED BY [Signature]	

LABOR & PARTS
 J# 1 01PNZ CATCH ALL HOURS: 0.20 TECH(S): 888 WARRANTY
 CUSTOMER STATES THAT THE GEAR SHIFT PIN KEEPS FALLING OUT.
 PART IS IN.
 LOOSE COLUMN SHIFT
 REPLACE GEAR SHIFT LOCK PIN

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	3793014	PIN 8.940			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS
WAIT

TOTALS

IF YOU HAVE ANY QUESTIONS REGARDING YOUR SERVICE TODAY
 PLEASE LET US KNOW.
 *GOODWRENCH SERVICE PLUS LIMITED LIFETIME PART
 THANK YOU
 DIANE.. TREVOR.. GARY

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G. O. G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER PAYMENTS
 CASH RECEIVED..... CHECK AMOUNT..... NUMBER.....
 CREDIT CARD..... AMOUNT.....
 CASHIER..... OTHER PAYMENTS..... AUTH.



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GOLLING

11/21/00

PONTIAC-GMC TRUCK, INC.

1491 S. LAPEER RD. LAKE ORION, MI 48360
PHONE (248) 693-5900

STATE REG. #
F 118930

CUSTOMER NO. 1657	ADVISOR GARY SAYLOR 199	TAX NO. 162	INVOICE DATE 11/21/00	INVOICE NO. PNCS121785
	LABOR RATE 68.00	LICENSE NO.	MILEAGE 8457	COLOR SILVER META
	YEAR / MAKE / MODEL 99/PONTIAC/BONNEVILLE/SE SEDAN		DELIVERY DATE 09/10/99	DELIVERY MILES 3
	VEHICLE ID. NO. 1G2HX52K0XH248291		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE 11/21/00	
BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED AND CHECKED BY: X <i>[Signature]</i> AUTHORIZED REPRESENTATIVE		

LABOR & PARTS
 JOB # 1 16PNZ AUT HOURS: 0.20 TECH(S): 604 WARRANTY
 CUSTOMER STATES THE GEAR SHIFT ON THE STEERING COLUMN HAS
 FALLEN OFF. SCREW IS IN THE ASH TRAY FOR GEAR SHIFTER.
 REINSTALL SHIFTER LEVER ASSEMBLY
 PIN WAS LOOSE
 FELL OUT

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
CALL 693-6178

TECHNICIAN CERTIFICATION
604 DENNIS R GEXIERE MI13109

TOTALS

IF YOU HAVE ANY QUESTIONS REGARDING YOUR SERVICE TODAY PLEASE LET US KNOW *GOODWRENCH SERVICE PLUS LIMITED LIFETIME PART THANK YOU DIANE... TREVOR... GARY	TOTAL LABOR ... 0.00 TOTAL PARTS ... 0.00 TOTAL SUBLET ... 0.00 TOTAL G.O.G. ... 0.00 TOTAL MISC CHG. ... 0.00 TOTAL MISC DISC ... 0.00 TOTAL TAX ... 0.00
CUSTOMER PAYMENTS*****	TOTAL INVOICE \$ 0.00
CASH RECEIVED.....CHECK AMOUNT.....NUMBER.....	
CREDIT CARD.....AMOUNT.....	
CASHIER.....OTHER PAYMENTS.....	



CUSTOMER SIGNATURE

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