

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

130

Date Received

04-MAY-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

861392

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2HY52K2XH243559	PONTIAC	BONNEVILLE	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertial <input type="checkbox"/> 2-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures 4	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)


Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE KEEPS STALLING INTERMITTENTLY WITHOUT WARNING, CAUSE IS UNKNOWN. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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 to 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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 160	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted]		DEFECTS INVESTIGATION 00 MAY 22 PM 12: 27 04-MAY-2000 OFFICE	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date 5/15/2000	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1G2HY52K2XH243559	Vehicle Make PONTIAC	Vehicle Model BONNEVILLE	Vehicle Year 1999
Purchase Date 8/18/99		Dealer's Name YOUNG PONTIAC	Current Odometer Reading 4467
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City ESCONDIDO	State CA	Zip Code 92029
Engine Size (CID/CC) 3.8L No Cylinders 6	<input type="checkbox"/> Turbo Diesel Gas Fuel Injection		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utl <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 type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component No. 104000	Part Name(s) ENGINE	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 4	Date(s) of Failure(s) 9/22/99, 10/4/99, 1/9/2000, 2/4/99	Mileage at Failure(s) 1095, 867, 2150, 2340	Vehicle Speed at Failure(s) 23 MPH
Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
Estimated Property Damage		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ENGINE KEEPS STALLING INTERMITTENTLY WITHOUT WARNING, CAUSE IS UNKNOWN. PLEASE PROVIDE FURTHER INFORMATION. *AK			
SEE ENCLOSED DOCS.			
Vehicle has not stalled since February 11th. If it does again we will sell or trade it in. There seems to be no real way for a consumer to get any satisfaction in a case like this unless the dealer could duplicate the problem. It's as if they are saying you (the consumer) is lying. California Lemon Law			
<small>CONTINUE ON BACK IF NEEDED</small>			
<small>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 to 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.</small>			

Purchased 8/19/99.

9/22/99 Car stalled on downhill approach
ing a stop light, 1/2 mile drive (700 mi)
(685)

Andy 9/23/99 Young Pontiac tried to fix it -
Dehesa can't duplicate the problem. Shift knob
was broken off by Pontiac driver as she
tried to get back in neutral. Shift
knob was fixed. (1 Day) ^{COULDN'T REPAIR}
_{WRITE STALL}

(862) ^{me} 10/4/99. Car stalled again on downhill
approaching light, 1/2 mile drive.
Some date - brought back to dealer
for repair. (3 days) Called Pontiac
1-800-customer service number to

log this complaint. They promised
a call back with a case #. NCB.
Also tried to call the salesperson
Debby Rogers - NCB.

10/6/99 - Called for and found out
the file # - 992 35 703

Talked to Fred Hays, service manager
several Buennelles in US have had
this problem. (See later about
NHTSA report) Reprogramming
ECM in engine control circuit supposed

actually lots
of Buennelles on
other GM cars
with this engine

to fix the problem. They performed (2)
this work.

10/7 Picked up the car.

1/9/2000 Car stalled at ~~low~~ speed going
(2150 mi)
around a corner. Car was low on
fuel; just less than 1/4 tank, warning
bell had ^{just} gone off. No excuse for stall,
really. I just didn't want to acknowledge
the problem was still there.

2/11/99 - Car stalled again going around
(2840 mi)
corner. Called Pontiac Customer Service
File is useless. No info. Joe Reano
will check with Dealer about rectifica-
tion. I have lost faith in the safety
of this car. Dennis will not drive
it again. Spoke with Fred Hays -
He will try to fix it again. Also.
Spoke with Gladys Young, Dealer's
owner. Basically, her responsibility
is to try to fix the car. Anything
else will have to be taken up
w/ GM.

7/14/99 - Brought the car back to Young
Pontiac. They'll try to fix it again. Spoke
w/ Tim Kuban - God. He said they'll

attempt to fix it to ~~our~~ satisfaction (13)
and recommended proceeding with known
Law proceedings if I wanted to. I do.
2/16/2000 - Sent letters to Gladys Young,
Tim Kuhn, GM Western UP, SD BBB,
State Consumers, Auto. Affairs. Also,
sent filled out package to Michael
Sombers

2/18/2000 - Fred Hays called. He cannot
duplicate the ^{stall} problem. Cannot get any help-
ful info from Pontiac Tech Support to help
him fix the problem. We are at square 1
again. He also asked his GM service
manager group (~25 people) for any
suggestions. They've never seen this
problem and have no ideas except
for the reflash of the chip and fuel
pressure regulator. Now what ???

(3rd attempt) Everything Young Pontiac
can do to fix the car has been done.

2/21/2000 - Picked up the car from the
3rd repair attempt. Apparently Fred
Hays put about 90 miles on the car.
He built duplicate the problem and is at
a loss as to what to do next (???) (cont)

SOON AS
SUSPICIOUS

2/22/2000 Received a nice polite letter
from Mrs Young at Young Pontiac-
Cadillac. Basically, ^{she says} we've done our
best, you're on your own, buddy!

2/29/00 - Brought vehicle to Carrage
Motors in Janesville to see if they could
fix the stalling problem. (I didn't duplicate
I couldn't find anything on the problem
diagnostics, they claim ~~motor~~ motor
runs to specs. Replaced the terminal
flasher.