



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1368

Date Received: 2003 FEB 17 AM 9:31  
Repository:   
Reference No.: 10008728

Daytime Telephone Number: [REDACTED]  
Evening Telephone Number: [REDACTED]  
E-mail Address: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an  YES  NO  
Signature of Owner: [REDACTED] Date: 3/7/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at Bottom of Windshield on driver's side:  
PLEASE PROVIDE: 1GMDK03EKVD233013  
Make: PONTIAC Model: TRANSPORT Model Year: 1997  
Date Purchased: 6/97 Dealer's Name and Telephone Number: RAMSEY AUTO GROUP 201-512-0002  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Original Owner:  Dealer's City: MONROE State: NJ Zip Code: 10982  
Transmission Type: Automatic Antilock Brakes:  Powertrain: [REDACTED]  
Cruise Control:  Vehicle Component Code: 015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 05-FEB-2003 Failure Mileage: 86014 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment:  Prior Repair:  Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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).

CONSUMER WAS INFORMED NO PARTS WERE AVAILABLE REGARDING THE RECALL ON THE RACK AND PINION. \*JB

Include, if available: Police/Fire Department Reports, 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 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.

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

The vehicle was brought to the dealer on 2/15/03. The dealer informed me that the replacement parts for recall 07049 was not available and they did not know when the parts would be made available. I was told NOT to drive the vehicle as it was dangerous. NO loaner vehicle was offered or provided. I was forced to drive the vehicle until 3/13/03 when repairs were effected.

I believe that if GM is to announce a recall then the parts must be available to correct the defect. I find their methods and attitude towards my situation was negligent, and unprofessional. I intend on selling this vehicle and never purchasing another GM vehicle.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

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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, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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COMPLETE THE FORM  
OR

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and dial toll free at

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