



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 231

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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: HICO State: WY Zip Code: [Redacted]

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

Do you authorize [Redacted] manufacturer of your vehicle? YES NO
In the absence of [Redacted] name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7-13-03

VEHICLE INFORMATION

Make: PONTIAC Model: GRAND AM Model Year: 2001
Date Purchased: 1-6-2001 Dealer's Name and Telephone Number: Lewis Chev. Co.
Original Owner: Dealer's City: OAK Hill State: W.Va Zip Code: 25901 Engine: 6 Fuel Type: GAS
Transmission Type: AUTO Antilock Brakes: Powertrain: Front Wheel Drive
Cruise Control: Vehicle Component Code: 034500 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): Failure Mileage: 5500 Failure Speed: 16,300 miles/hour
35,245 miles/hour

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: DOTNALSABC036) Original Equipment: Failure Location:
Prior Repair: 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), condition, 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).

CONSUMER NOTICED AFTER DEPRESSING THE BRAKES VEHICLE AND STEERING WHEEL STARTED SHAKING. VEHICLE IS NOW ON THIRD SET OF BRAKES. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.