



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 100079

Date Received

Repository ☐

2003 NOV 25 10:56

Reference No.
10040338

OWNER INFORMATION (Type or Print)

Name

Address

City

NEW BRITTON

State MN

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 any other action, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner Date 10/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

PONTIAC

Model

BONNEVILLE

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

DAKOTA PONTIAC 612-371-1400

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

Mpls

State

MN

Zip Code

55401

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

012000 STEERING: COLUMN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

29-SEP-2003

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM18ABC036)

☐ 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).

WHILE DRIVING AT ANY SPEED CONSUMER HEARD A CLUNKY NOISE FROM THE POWER STEERING WHEEL. DEALER NOTIFIED. *AK
POWER STEERING PUMP SHAFT SEPARATED FROM THE POWER STEERING PUMP.
CAR WAS TOWED TO REPAIR SHOP, WHERE A NEW POWER STEERING PUMP WAS INSTALLED
MILEAGE 58,000, COST \$450.00 DEC 2002.

IN SEPT 2003, A CLUNKING NOISE WAS OBSERVED IN THE STEERING SHAFT. THE
DIAGNOSIS WAS THE STEERING KNUCKLES ARE TO BE REPLACED. OCT 2003, A
NEW STEERING SHAFT COVER WAS INSTALLED 63,000 MILES, COST \$400.
THE CLUNKING NOISE IS STILL THERE - A NEW RACK AND PINION IS NOW
SUSPECTED.

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 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.