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

2003 NOV 10 PM 12:23

FOR AGENCY USE ONLY 335

Date Received: 26-SEP-2003
Repository ☐
Reference No.: 10040737

OWNER INFORMATION (Type or Print)

Name: [redacted]
Address: [redacted]
City: WEST POINT ISLAND | State: ME | Zip Code: [redacted]
Daytime Telephone Number: [redacted] | 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 an authorization, NHTSA will forward your address to the vehicle manufacturer.
Signature of Owner: [redacted] Date: 11/4/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number (VIN) (usually at bottom of windshield on driver's side): 1G2NF52TXYC531388
Make: PONTIAC
Model: GRAND AM
Model Year: 2000
Date Purchased: 4/4/01
Dealer's Name and Telephone Number: Wiscasset Ford
Original Owner ☐
Dealer's City: Wiscasset | State: ME | Zip Code: 04578
Engine: No. Cylinders: 4
Fuel Type: gas
Transmission Type: automatic
☒ Antilock Brakes
☒ Cruise Control
Powertrain: F.W.D.
Vehicle Component Code: D10000 STEERING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
1/5/02	37000	all speeds

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: DOTHAL9ABC036) | ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

STEERING WHEEL GETS VERY STIFF WHEN MAKING LEFT TURNS. *AK I started noticing the steering stiffening on left turns in January of 2002. It only had 37,000 miles on it and it was only 2 years old. Its very difficult to make left hand turns into parking lots, roads, driveways and even around corners at a higher rate of speed.

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