



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 100184

Date Received

28-NOV-2003  
2004 FEB 24 14 10:40 29  
10048768

Repository

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City EAST MOLINE State IL Zip Code [REDACTED]

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 an auto provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 1/2/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
162NW52MXV [REDACTED] Make PONTIAC Model GRAND AM Model Year 1987  
Date Purchased Dealer's Name and Telephone Number GENESCO MOTORS Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner [REDACTED] Dealer's City GENESCO State IL Zip Code 62524  
Transmission Type  Antilock Brakes Powertrain V6 Vehicle Component Code 063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD  
 Cruise Control Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-APR-2000  
Failure Mileage 35000  
Failure Speed 65000

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/66R15)  
DOT No. (Example: DOTM1A9ABC036)  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 0 Number of Deaths 0 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).

AFTER DRIVING AT ANY SPEED CONSUMER NOTICED THAT COOLANT WAS DISAPPEARING FROM THE OVERFLOW RESERVOIR. ENGINE OIL HAD BEEN DISCOLORERED. INTAKE MANIFOLD GASKET WAS REPLACED AT 35,000 MILES, AND AT 65000 MILES ANOTHER ONE WAS NEEDED. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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)

We called all Gm Dealers in the area. Prices ranged from \$750 to \$950 without looking at the car. This is the reason we chose an independent Automotive Shop who quoted \$450 for the same repair. I asked each dealer how many of these repairs was made they all responded not that many however the independent automotive repair shop had 2 Gm vehicles in their shop with the same problem. Also they commented that they do several of these repairs of the intake gasket failure. This informal comparison would reflect why Gm would not see an increase in this repair as their cost for repair is almost twice.

Have a nice day

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U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



**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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<http://www.nhtsa.gov/ohv>

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**DASH2DOT**  
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**QUESTIONNAIRE**



**VEHICLE  
OWNER'S**