



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 100192

Date Received

Repository

04-DEC-2003

Reference No.

2004 JAN

10050107  
-8 PM 3:18

**OWNER INFORMATION (Type or Print)**

Name  
Address

Daytime Telephone Number

E-mail Address

City LINO LAKES

State MN

Zip Code

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 NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

**VEHICLE INFORMATION**

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

1G2NE12EXXM719172

Make  
PONTIAC

Model  
GRAND AM SE

Model Year  
1999

Date Purchased  
FALL 1998

Dealer's Name and Telephone Number  
SHAKOPEE PONTIAC CHEV GMC etc

Engine:  
No: Cylinders  
6

Fuel Type:  
REG

Original Owner

Dealer's City  
SHAKOPEE

State  
MN

Zip Code

Transmission Type  
AUTO

Antilock Brakes  
 Cruise Control

Powertrain  
3.4 V-6

Vehicle Component Code  
02.1210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS

Multiple Failure: 1

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

Incident Date(s)  
3/24/03

Failure Mileage  
59000

Failure Speed  
10 mph

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

The Make

The Model (Name or Number)

The Size (Example P215/65R15)

DOT No. (Example: DOTM16ABC036)

Original Equipment  
 Prior Repair

Failure Location:

The Component Code

The 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

Fine  
 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).

VEHICLE HAS A BROKEN FRONT COIL SPRING THAT WRAPS AROUND THE SHOCK ABSORBER. IT BROKE IN TWO AND PREVENTS VEHICLE FROM MOVING. PROVIDE FURTHER DETAILS. \*PH

turn over for narrative

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 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.

The passenger side coil spring broke just as I was pulling over the small curb into my driveway. I had to hit the gas pretty good to get into the garage. I am lucky the spring didn't break 10 minutes earlier while I was on the freeway. After breaking, part of the spring came to rest on the top and inside of the tire. It did NOT puncture the tire. There was NO ACCIDENT and nobody was injured. After discovering the break, I called AAA (I'm a member) and had the car towed to the nearest repair garage, APITZ. I saw no reason to replace only one, they would then be of different strengths. I replaced both to the tune of about \$500. I also lost a day of work. I do not have the old parts. I recently put on a new set of tires so inspection of the tire in question is impossible. I got the brush-off from Pontiac Customer Service. I just recently discovered that this has happened to others after reading about the EA in the Vehicle/Highway Safety reports. Hence ATTACH ADDITIONAL SHEETS IF NECESSARY my complaint as well. Thank you for responding.

US 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



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

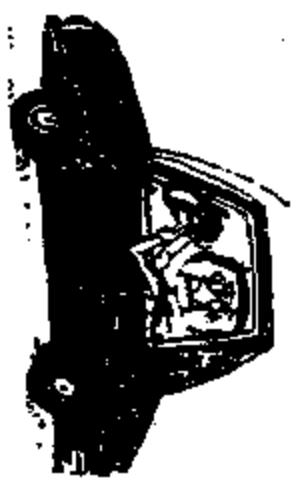
**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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