



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 252

Date Received
JUL 26 4 16 PM 2004

Repository
Reference No.
16074294

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: FORT MILL State: SC Zip Code: [Redacted]

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

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: 7/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1G2NW52E11 [Redacted]
Make: PONTIAC Model: GRAND AM Model Year: 2001
Date Purchased: 9-22-01 Dealer's Name and Telephone Number: Griffin Pontiac
Original Owner: [Redacted] Dealer's City: Rock Hill State: SC Zip Code: 29732 Engine: No. Cylinders: 6
Transmission Type: Auto Antilock Brakes Cruise Control
Powertrain: [Redacted] Vehicle Component Code: 020000 SUSPENSION
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 26-MAY-2004
Failure Mileage: [Redacted] Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair
Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: 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).

WHILE DRIVING, A LOUD SCRAP NOISE WAS HEARD COMING FROM THE FRONT. THE CONSUMER WAS ABLE TO DRIVE THE VEHICLE TO THE DEALER FOR AN INSPECTION. THE MECHANIC INFORMED THE CONSUMER THAT THE NOISE COULD NOT BE DUPLICATED, BUT THE BRAKES AND ROTORS NEEDED REPLACING. THE MECHANIC REPLACED THE BRAKES AND ROTORS, BUT THE PROBLEM STILL CONTINUED. THE PROBLEM HAS NOT BEEN RESOLVED. PLEASE FILL IN ADDITIONAL INFORMATION. *18 - trip to dealership mechanic advised that vehicle needed new tires, this is after brakes & rotors were replaced twice. Noise sounds like metal grinding, scraping noise. Only occurs at speeds of 0-30 mph and when turning left or right. Dealership advised that the issue was tire related after replacement of brakes.

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

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Vehicle has been taken to dealer on numerous occasion with same complaints. Initial mechanic stated that he could not duplicate the problem. Second visit mechanic replaced brakes (that were just changed) and turned rotors. Third visit mechanic stated that the issue was being caused by tires. Dealership wants tires to be purchased by owner. Noise is not coming from tires. Noise is metal grinding and scraping sound. Noise started at around 18,000 and gotten worse.

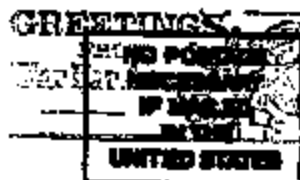
ATTACH ADDITIONAL SHEETS IF NECESSARY

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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 NHTL 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.safercar.gov>

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and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
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