



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

07-JUL-2004 2004 AUG 23 PM 7:19

Repository ☐

Reference No.
10081492

OWNER INFORMATION (Type or Print)

Name

Address

City

ADA

State

OH

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 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

1G2WPS2K3W1

Make
PONTIAC

Model
GRAND PRIX

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

AUTOMATIC

☒ Cruise Control

Vehicle Component Code

016100 STEERING:HYDRAULIC POWER ASSIST:PUMP

Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30-JUN-2004

Failure Mileage

83000

Failure Speed

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: DOTM18ABC038)

☐ 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).

WHEN TURNING TO THE LEFT FROM A LOW SPEED POWER STEERING FAILED. A RECALL 02V049000 WAS ISSUED. HOWEVER, THIS VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO VIN. *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.

To Whom it may concern:

7/14/04

This letter is to explain the steering problem I have had with my 1998 Pontiac Grand Prix. Beginning less than two weeks ago, whenever I would try to turn left, it was almost impossible to turn the steering wheel at all, especially at low speeds, such as leaving a light or stop sign. However, I could turn to the right with little or no effort.

I took the car to our family's mechanic, who indicated that it was probably a rack and pinion problem. He said he would gladly replace it, but wanted to check with a Pontiac dealership first to see if they had any problems with these.

In the meantime, I looked on the internet about recalls, and found that General Motors had recalled over 1.5 million vehicles with this exact same problem, including 1998 Grand Prix's. Only one article on the internet, out of hundreds, mentioned anything about a specific VIN number.

At that point I contacted Flagship Auto in Kenton, Ohio to see if they could repair the rack and pinion, and whether or not it would be covered under the recall. They told me that the VIN number was outside of the range of VIN numbers that qualified. It's hard to understand how the exact same problem would not be covered under the recall, regardless of the VIN number.

Everyone knows that these damaged items are repaired and probably end up in another vehicle, otherwise, GM wouldn't pay \$100 for the core. Likewise, factories today work off of "just-in-time inventory"...there is no possible way for GM to know which exact rack and pinions went into which vehicles. So how do I, or you know positively, without a doubt, that a bad rack and pinion wasn't placed in my vehicle?

I have talked to several mechanics, and they all agree that my vehicle not being covered by the recall is an absolute joke (they used much harsher language than this, but I can't print it here). General Motors will not receive any favorable publicity from these mechanics if the recall doesn't cover my car. To top things off, the highest bid I received from other non-GMC, mechanics was \$450 to replace the rack and pinion...we were charged \$767!!!

What really bothers me is that this steering problem is a major safety issue. When someone's life is in danger, I don't understand how GM can just turn their backs and act like they have no responsibility for the safety of the people who drive GM vehicles.

I'm almost positive that this letter is a complete waste of my time and a \$.37 stamp, but if there is any way that you could help cover this expense, I will also pass the "good news from GM" on to a lot of people.

As I have been working 12 hour days, my parents have been making the contacts and following up on this problem for me. So any correspondence from the following has been done for me:

[REDACTED]

[REDACTED]

Ada, Ohio [REDACTED]

[REDACTED]

Thank you in advance for any consideration you give,

[REDACTED]
[REDACTED]
Ada, Ohio [REDACTED]
[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**