

U.S. Department
of TransportationNational 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

2005 JUN 24 PM 10:10

FOR AGENCY USE ONLY

Date Received

Od_or _____

r_dk _____

od_rt _____

up_tr _____

Reference No.

10111193

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Zip Code

Daytime Telephone Number

SAN JOSE

CA

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/21/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of
windshield on driver's side)

Make

Model

Year

1G2JNE5RMAW1C

PONTIAC

GRAND AM SE

98

Purchased Date

Dealer's Name

Engine Size
(CID/CCL) Turbo Diesel Gas Fuel Injection

10/18/04

EBS AUTO OUTLET

No. Cylinders

6

 New Used

Dealer's City

State

Zip Code

1530 W SAN CARLOS ST

CA

95126

Manufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

 Manual Automatic Driver's Air Bag Motorbell Passenger's Air Bag 2-Point Belt 3-Point Belt Yes No Front Rear 4-Wheel Car Van Minivan Other Sport Utility Truck Motorcycle 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

BRAKES / ALL CHILD SAFETY DOOR
LOCKS Left
 Front Right
 Rear Original
 Replacement Yes
 No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available? Yes NoNHTSA Previously
Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

 Yes No Yes No Yes No

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

REPORTED PROBLEMS WITH ENTIRE VEHICLE'S DOOR'S, BRAKES, ETC.
OWNER REFUSED TO REPLACE ANYTHING "REPORTED" ON 1-3-05. KNOWING CAR
WAS UNSAFE, NOW SENDS ME A BILL FOR ENTIRE BALANCE DUE, WILL
NOT FIX ANYTHING AND WILL NOT GIVE BACK ANY MONEY FOR REFUND.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882