



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 100148

Date Received

Repository

2005 AUG 21 12:07:25

Reference No.
10129655

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: QUITMAN State: LA 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 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 vehicle and on driver's side): 3G2JB1245 [REDACTED] Make: PONTIAC Model: SUNFIRE Model Year: 1997

Date Purchased

Dealer's Name and Telephone Number
JONESBORO STATE BANK 318-259-4411

Engine:

No. of Cylinders: 6

Fuel Type:

Gas

Original Owner

Dealer's City
JONESBORO

State
LA

Zip Code
71251

Transmission Type

Anti-lock Brakes

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

012000 STEERING-COLUMN

Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-OCT-2003

Failure Mileage

158000

Failure Speed

2

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: DOTM19A9C038)

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

Crash

Yes No Yes No

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).

DT: THE CONSUMER STATES THAT THE STEERING WHEEL COLUMN WAS LOOSE AND THE DRIVER HAD NO CONTROL WITH STEERING WHEEL. FIRST BROKE LAST YEAR, AND THE OWNER HAD IT REPAIRED ON MARCH 10, 2004. A MONTH OR TWO MONTHS LATER THE STEERING WHEEL COLUMN BROKE AGAIN. CURRENTLY, IT BROKE FOR A THIRD TIME. THE FIRST TIME THE OWNER HAD TO PAY TO HAVE THE REPAIRS DONE. THE SECOND TIME WAS COVERED UNDER WARRANTY, AND THE THIRD TIME THE OWNER WILL HAVE TO PAY FOR IT AGAIN. THE COST WAS AROUND \$200.00. NO ONE HAS ANY IDEA ON WHY THE STEERING COLUMN BROKE. THE DEALER DID THE REPAIRS. THE OWNER HAS HAD ISSUES WITH THIS PROBLEM FOR THE PAST YEAR. THE OWNER WANTED TO MAKE SURE THAT THE REPAIRS LAST THIS TIME BEFORE SHE PAID FOR THEM. THERE WERE NO PROBLEMS WITH THE VEHICLE BEFORE THIS. THE CAR IS ACTUALLY A 1997 PONTIAC SUNFIRE. *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.

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