



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

31-AUG-2007

Reference No.  
10201332

2007 SEP 18 PM 12:17

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City ARMONK State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 windshield on driver's side: 1G2WP52K01 [REDACTED]  
Make: PONTIAC Model: GRAND PRIX Model Year: 2001  
Date Purchased: 01-MAY-01 Dealer's Name and Telephone Number: \_\_\_\_\_ Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 017500 STEERING;LINKAGES:TIE ROD ASSEMBLY  
Multiple Failure: 4

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

Incident Date(s): 01-FEB-2007 Failure Mileage: 40000 Failure Speed: 0  
TIE ROD END LEFT SIDE TWICE AND KNUCKLE ASSEMBLY

**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: DOTM9ABC036): \_\_\_\_\_  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).

TL\*THE CONTACT OWNS A 2001 PONTIAC GRAND PRIX. THE CONTACT STATED THAT WHENEVER HE DROVE OVER A BUMP IN THE ROAD, HE COULD HEAR A CRACKING NOISE UNDER THE VEHICLE. HE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE TIE ROD ENDS WERE WORN. THE DEALER REPLACED THE TIE ROD ENDS, HOWEVER, THE FAILURE RECURRED 8,000 MILES LATER. THE DEALER STATED THAT THE PART HAD BEGUN TO CRACK AND THEY REPLACED THE TIE ROD ENDS AGAIN. THE CONTACT STATED THAT HE SHOULD NOT HAVE TO PAY FOR THE REPAIRS BECAUSE HE BELIEVES IT IS A MANUFACTURER DEFECT. THE SPEED WAS UNKNOWN. THE CURRENT MILEAGE WAS 52,000 AND FAILURE MILEAGE WAS 40,000.

The Failure was the assembly knuckle that hold the front suspension on the left wheel it supports the weight of the vehicle it turns the tire when you turn the wheel it is called the knuckle assembly

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 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)**

The PART THAT FAILED IS THE KNUCKLE ASSEMBLY WHICH IS THE FRONT LEFT END SUSPENSION WHICH HOLDS THE CAR WEIGHT TO THE STRUT ASSEMBLY THE TIE ROD ENDS AND THE AXLE BEARING THIS PART IS MADE OF ALUMINUM AND IT FAILED AND CRACKED IF WE KEPT DRIVING THE CAR IN THAT CONDITION IT COULD HAVE BEEN A FATAL ACCIDENT WHICH THE CAR WOULD HAVE LOST ITS STEERING AND CAUSED A FATAL ACCIDENT THE CAR COULD HAVE FLEW OUT OF CONTROL BECAUSE THE CAR WOULD LOOSE ITS STEERING.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300

WESTCHESTER NY 105

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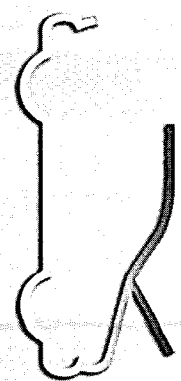
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590



20590+0000



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



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