



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

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**OWNER INFORMATION (Type or Print)**

Name: \_\_\_\_\_ Daytime Telephone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: ST. CHARLES State: MO Zip Code: \_\_\_\_\_ 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: 1G2WDP12K3  
Make: PONTIAC Model: GRAND PRIX Model Year: 2002  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: \_\_\_\_\_ Engine: \_\_\_\_\_ Fuel Type: Reg. Gas.  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ No: Cylinders: 6  
Transmission Type: Automatic Antilock Brakes:  Cruise Control:  Powertrain: \_\_\_\_\_ Vehicle Component Code: 103000 POWER TRAIN:AUTOMATIC TRANSMISSION  
Multiple Failure: Would not go over 40 MPH

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

Incident Date(s): 25-JUL-2008 Failure Mileage: 84556 Failure Speed: 55-40 Torque Converter

**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: DOTM19ABC036): \_\_\_\_\_  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 2002 PONTIAC GRAND PRIX. WHILE DRIVING BETWEEN 55-60 MPH, THE VEHICLE SLOWED DOWN AND WOULD NOT GO ABOVE 40 MPH. A MECHANIC INSPECTED THE VEHICLE AND IT WOULD NOT SHIFT. THE TORQUE CONVERTER WAS DIAGNOSED AS THE CAUSE OF THE FAILURE AND WAS REPAIRED AT THE COST OF \$2,217.97. THE CONTACT FILED A COMPLAINT WITH PONTIAC (CASE NUMBER \_\_\_\_\_) THE CURRENT MILEAGE WAS 85,300 AND FAILURE MILEAGE WAS 84,556.

As of this date I still have car and would like Pontiac to reimburse repair fees of \$2217.97. WAS still under warranty!

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.