



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

**SEP 13 2011**  
25-JUL-2011

Repository ☐

Reference No.  
10414977

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City **NEW MARTINSVILLE** State **WV** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
**1G2NF52E4YC** [REDACTED] Make **PONTIAC** Model **GRAND AM** Model Year **2000**

Date Purchased **2-11-2011** Dealer's Name and Telephone Number  
Engine: No. Cylinders Fuel Type:

Original Owner ☐ Dealer's City State Zip Code

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) **20-JUL-2011**

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

Vehicle Component Codes: 010000 STEERING, 161000 STRUCTURE: FRAME AND MEMBERS Failure Mileage **60000** 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: 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 Number of Deaths 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 2000 PONTIAC GRAND AM. WHILE DRIVING, THE CONTACT STATED THAT THE STEERING WHEEL PULLED OUT FROM ITS FRAME. A LOCAL MECHANIC DIAGNOSED THAT THE ENGINE CRADLE/K-FRAME CROSS MEMBER WAS COVERED WITH RUST AND BROKE. THE DEALER NOR MANUFACTURER WERE NOTIFIED OF THE FAILURE. THE FAILURE WAS IN THE PROCESS OF BEING REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS UNDER 60,000. THE VIN WAS UNAVAILABLE.

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.

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

Enclosed is the invoice of repairs done as well as photos of the broken and rusted frame.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



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



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



# Valley Towing and Auto Repair

502 North State Route 2  
New Martinsville, WV 26155  
304-455-4900

4428

NAME

ADDRESS

CITY

DATE

CUST. ORDER NO.

WHEN PROMISED

PHONE

YEAR & MAKE OF CAR-TYPE OR MODEL

SERIAL NO./VIN#

MOTOR NO.

LICENSE NO.

MILEAGE

WRITTEN BY

AMT. PART NO. NAME OF PART SALE AMT.

1 Sub Frame Used 255.00

DESCRIPTION OF WORK

AMOUNT

STEERING Diagnostic  
Sub Frame Rusted out on  
Steering Rack mount Rusted out  
Replaced Sub frame Transfer  
all parts Alignment check  
lines on vehicle are Rusted

500.00

GAS, OIL & GREASE

CHECK BELOW  
LUBRICATE

LABOR ONLY

GALS. GAS

CHANGE  
ENGINE OIL

PARTS

QTS. OIL

TRANSMISSION

ACCESSORIES

LBS. GREASE

DIFFERENTIAL

GAS, OIL  
& GREASE

WASH

MISC.  
MERCHANDISE

POLISH

SUBLET  
REPAIRS

HAZARDOUS  
WASTE DISP.

TOTAL GAS,  
OIL & GREASE

TOTAL  
SERVICE

TAX

AUTHORIZED BY

TOTAL

SEE BACK FOR  
ADDITIONAL PARTS

TOTAL PARTS

ACCESSORIES-TIRES AND TUBES

TOTAL ACCESSORIES

500.00

255.00

45.30

800.30

ESTIMATES ARE FOR PARTS  
AND LABOR

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. IT IS UNDERSTOOD THAT THIS COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY THEFT OR FIRE TO VEHICLES PLACED WITH THEM FOR STORAGE, SALE, REPAIR OR WHILE ROAD TESTING.

PAY THIS  
AMOUNT













