



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

Date Received	Repository ☐
24-JUL-2019	Reference No. 11234519

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
NORTHVILLE	MI		

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		Make	Model
1G2WP12K6WF		PONTIAC	GRAND PRIX
Date Purchased	Dealer's Name and Telephone Number		Model Year
			1998
Original Owner	Dealer's City	Engine:	Fuel Type:
☐		No: Cylinders	
Transmission Type	State	Zip Code	
☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
☐ Cruise Control			15-MAY-2019

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 010000 STEERING		Failure Mileage
		168000
		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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ 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).

TL* THE CONTACT OWNS A 1998 PONTIAC GRAND PRIX. UPON PURCHASING THE VEHICLE, THE CONTACT REPLACED THE POWER STEERING PUMP DUE TO A STEERING FAILURE. THERE WERE NO WARNING INDICATORS ILLUMINATED. AN INDEPENDENT MECHANIC DIAGNOSED THE VEHICLE AND INFORMED THE CONTACT THAT THE RACK AND PINION NEEDED REPLACEMENT. THE MANUFACTURER AND DEALER WERE NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS 168,000.

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.