

POSTED

AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

COPIED

Form Approved: O.M.B. No. 2127-0008



US Department of Transportation

National Highway Traffic Safety Administration

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-366-0123

FOR AGENCY USE ONLY

DATE RECEIVED

00 JUN 12 AM 11:24

od_or

ch

REFERENCE NO.

OFFICE EFFECTS INVESTIGATION

552593

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

[Redacted Name and Address]

Help, Help, Help

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 Oct 30, 1998

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. *

1G27E55M7SG772002

VEHICLE MAKE

Pontiac

VEHICLE MODEL

Grand am 1993

MODEL YEAR

1993

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

71000

DATE PURCHASED

3/1/90

DEALER'S NAME, CITY & STATE

Moreno Valley Auto Mall

ENGINE SIZE (CID/DC/L)

NO. CYLINDERS

TURBO
 DIESEL
 GAS
 FUEL INJECTN

TRANSMISSION TYPE

MANUAL
 AUTOMATIC

ANTILOCK BRAKES

YES
 NO

RESTRAINT SYSTEM

DRIVERSIDE AIRBAG MOTORBELT
 PASSENGERSIDE AIRBAG
 3-POINT BELT 2-POINT BELT

CRUISE CONTROL

YES
 NO

DRIVETRAIN

FRONT
 REAR
 4-WHEEL

BODY STYLE

STAWAG 4 DR
2 DR
HATCH BK
VAN
PK UP TRK
OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT

PART NAME(S)

Fan often stop working wiring system

LOCATION

LEFT FRONT RIGHT REAR

FAILED PART(S)

ORIGINAL REPLACEMENT

NO. OF FAILURES

over 14 times

DATE(S) OF FAILURE(S)

Feb 24/96 / Nov 96
8-28-1996 / 8-20-96 / Aug 27-31-2007

MILEAGE AT FAILURE(S)

starting 10,000 mi up to now (Nov 4, 1998) 70,000 mi

VEHICLE SPEED AT FAILURE(S)

50 mi + more

MANUFACTURER CONTACTED

YES NO
* Call of 98

NHTSA PREVIOUSLY CONTACTED

YES NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

YES NO

FIRE

YES NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE EST\$

POLICE REPORTED

YES NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Ventilation fan has been out ever 3 months consistently and the car often shot sparks in the under the hood when you raise the hood. The repairman has discovered burned out wires. We are having a terrible time with this car even before the warranty Mileage. Help! Witness Verificati

CONTINUE ON BACK IF NEEDED

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.

Weld H M A C Cooperation for all activity of this car mechanical needed replacement

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED):

I have to have transportation to go to school & work.
 men with the mileage of 38,000 after contacting the car
 through the auto club, they've denied a
 it's a company with no liability
 on this car, I still have another year, the dealer & the
 I've kept it in the shop, the writing system is even
 accidents, it has checks like it's going to happen
 to arrive around the time shop from home and
 often times it that off on days a week coming from car
 it. (It's a car on the way) (It's a car on the way)
 to the dealership. They make fun of me, and here, state it's
 cause our side & other, it's mine, but a little, 120,000 (complaint)
 can have been in my area, it may
 on some thing that's been shop & state
 have car, as a purchase was made, at the
 Please help me, we have a 1995

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



BUSINESS REPLY MAIL
 FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 Auto Safety Hotline, NEF-11 HL
 400 7th Street, SW
 Washington, DC 20590





Valley Pontiac GMC Buick

12630 MOTOR WAY · MORENO VALLEY, CA 92555
(EX. 60 FWY · MORENO BEACH DRIVE)
(909)-242-2223

NOTICE
VEHICLES NOT
PICKED UP
WITHIN 2 DAYS
AFTER REPAIRS
ARE COMPLETED,
WILL BE SUBJECT
TO A STORAGE
FEE OF
\$20.00 PER DAY.

NO VEHICLES RELEASED
AFTER 6:00 P.M.

SERVICE RECEPTION HOURS
MON. - FRI.
7:00 A.M. TO 6:00 P.M.

PARTS DEPT. HOURS
MON. - FRI.
8:00 A.M. TO 6:00 P.M.

NAME	DATE	MILEAGE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
176	FEB 97	35270	2103P	PERFORMED 3.00	9998	LUBE-OIL-GREAS		
176	FEB 97	36274	94301	NO DESCRIPTION				
156	NOV 96	29632	40300A	REPLACE FRONT	600	MISC ELECT/15	7039	
1394	AUG 96	23850	194700	MISC DRIVABILI	500	MISC AUTOMATIC	27902	NO DESCRIPTION
1381	AUG 96	23400	2103P	SUBLET REPAIRS	9999	LUBE-OIL-GREAS		NO DESCRIPTION
926	AUG 96	12124	053103P	PERFORMED 3.00	9998	LUBE-OIL-GREASAGE		NO DESCRIPTION

CURRENT MILEAGE 43355

ON THE CURRENT MILEAGE OF YOUR
VEHICLE, WE RECOMMEND THAT THE
MILES MARKED WITH AN "X" BE
ORDERED NOW.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	

Moreno
12630 MOTOR WAY · MORENO VALLEY, CA 92555
(EX. 60 FWY · MORENO BEACH DRIVE)
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METHOD OF PAYMENT: WE ACCEPT THE FOLLOWING:
CASH CHECK MASTERCARD VISA AMERICAN EXPRESS
COMPANY OR PERSONALIZED CHECK UP TO \$2,000.00 WITH THE FOLLOWING:
1) VALID DRIVER'S LICENSE
2) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK WITH PHOTO
DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME. WE CANNOT BE RESPONSIBLE FOR THEM.

SAVE PARTS

PHONE: (909) 242-2223
FAX: (909) 242-2223
MAIL: (909) 242-2223
BAR #A8179203

SYSTEM WIRING DIAGRAMS

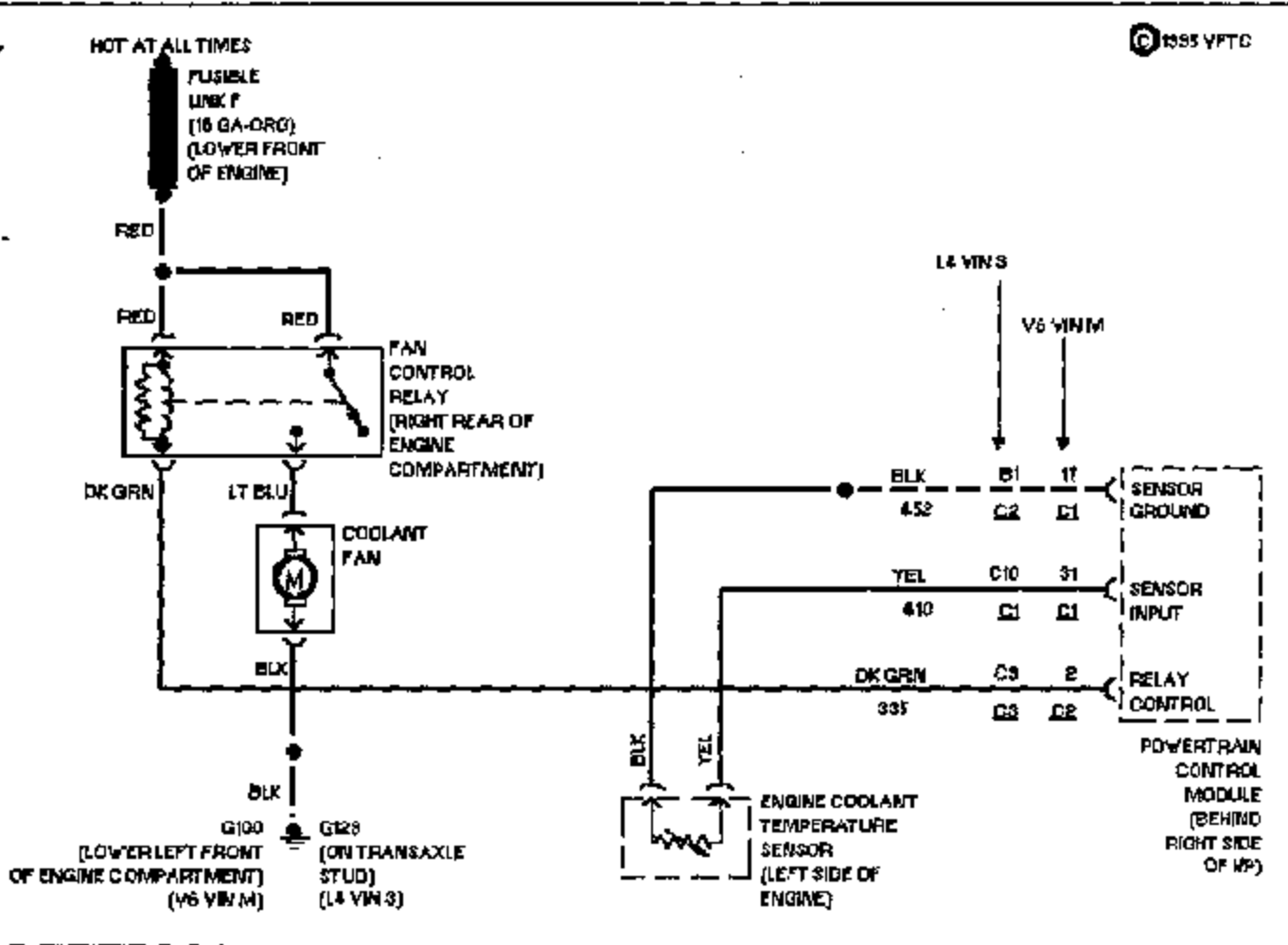
Cooling Fan Circuit

1995 Pontiac Grand Am

For Expert Tire & Service Centers 23920 Alessandro Blvd Moreno Valley California 92553

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Monday, August 31, 1998 08:54AM



Notice - Just wire replacement turns up Dec 4/1998
Wires breaking up every 3 months - 6 mos. Cost
4,000 to 900 of dollars. No one is able to fix the
wiring system - performs dangerously like the
air plane. Its like it has a mind of its own

Taken to the bleeder
at Moreno Valley Calif 92553

2nd opinion Gordyew

Have pages of documents with the 2 places
only