



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

Date Received

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For
of
od
up_itr

Reference No.

OFFICE DEFECTS INVEST 553556

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Street: [Redacted]
City: [Redacted]

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: [Redacted] Date: 8/4/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>1G2H25211P1201667</u>		Make <u>Pontiac</u>	Model <u>Bonneville</u>	Year <u>1993</u>
Purchased Date <u>5/24/93</u>	Dealer's Name <u>Wyatt Johnson</u>		Engine Size (CID/CC/L) <u>3.8L</u>	<input checked="" type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City <u>Clarksville</u>	State <u>TN</u>	Zip Code <u>37040</u>	No. Cylinders <u>6</u>
Manufacture Date (on driver's door or pillar) <u>8/92</u>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Passenger's Air Bag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

Engine Cracked Right Front FAILED COMPONENT(S)/PART(S) INFORMATION Wyatt Johnson has old parts

Lower Control Arm, Bushings, F Parts <u>25536080, 12586918, 1567721, 25534675, 1052884</u>	Part Name(s) <u>14103535, 25525871</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Repair Completed 6/22/00 TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Popping Noise in Front Suspension
6/19/00 Gateway Ford advised Right Side Frame was broken & they could not repair - advised take to Pontiac Dealer
Note: Also advised in writing Not safe to drive.
6/20/00 Carefully took car to Wyatt Johnson's Body Shop. The manager checked & advised I can't repair "Frame Broken"
Needs to go to Wyatt Johnson's or/ma Rudolph Blvd Shop for repair. Stated Not safe to Drive, Be Careful.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

6/20/00 Carefully took to Wyatt Johnson's w/ma Rudolph Blvd. Shop.

1. Shop Foreman (S) s ~~Problem~~ Broken and I Never Saw a Part Rusted w/it. This is a factory defect.
2. Jim Higgins Senior Service Specialist confirmed above and said He would see if he could get pontiac to help with cost of repair. Not safe to Drive
3. Brian Allison, Service mgr confirmed above and had
4. Tony Auburn, Factory Rep looked at parts, he said This doesn't happen up north due to mileage, our Car pontiac will not assist in cost. "Did not seem to be concerned about safety"
5. Called pontiac Customer Service. Marsha miller and explained the safety problem. She advised pontiac would NOT assist in cost "In my opinion This is a safety problem"

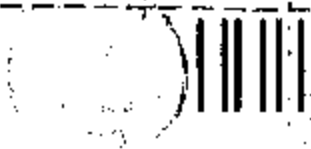
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

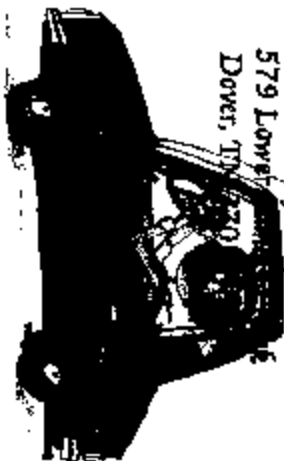
and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
1-800-424-9301
Safety Call

579 Lower
Dover, TN 37020



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National Highway Traffic Safety Administration

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