

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

14-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

718752

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1G2WP5217VF319722	Vehicle Make PONTIAC	Vehicle Model GRAND PRIX	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-APR-1997	Dealer's Name _____	Engine Size (CID/CC/L) 3.8L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01300000	Part Name(s) STEERING:POWER ASSIST	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 9	Date(s) of Failure(s) 18-NOV-1998 Mileage at Failure(s) 24717 Vehicle Speed at Failure(s) 10	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS VEHICLE HAS BEEN IN FOR WARRANTY REPAIR 9 TIMES IN THE LAST 14 MONTHS IN AN EFFORT TO RESOLVE A LOSS OF POWER STEERING ASSIST DURING LOW SPEED MANUEVERS. I'VE FILED A COMPLAINT WITH THE BETTER BUSINESS BUREAU'S AUTO LINE PROGRAM AND HAVE FOLLOWED ALL OF THE RECOMMENDED PROCEDURES AS PRESCRIBED BY THE BETTER BUSINESS AND GENERAL MOTORS CORPORATION. GENERAL MOTORS KEEPS OFFERING US A FREE EXTENDED WARRANTY FOR 100,000 MILES BUT HAVE BEEN UNABLE TO DIAGNOSE OR REPAIR THE CAR. IT'S ALSO IMPORTANT TO KNOW THAT WE HAVE HAD THIS VEHICLE IN FOR WARRANTY REPAIRS 16 TIMES SINCE THE VEHICLE HAS BEEN NEW, WITH THE CAR BEING TIED UP FOR SERVICE AN APPROXIMATE TOTAL OF OVER 60 DAYS. WE ARE AT OUR WITS END WITH GENERAL MOTORS CORPORATION AND WHEN WE ASK THEM WI

CONTINUED ON BACK (RELEAS)

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.