

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

13-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

721438

 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) 1GMDX13E3YD274514	Vehicle Make PONTIAC TRUCK	Vehicle Model MONTANA	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-APR-2000	Dealer's Name _____	Engine Size (CID/CC/L) 3400	☐ 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 08510000	Part Name(s) ELECTRICAL SYSTEM:IGNITION:SWITCH	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 07-APR-2000 Mileage at Failure(s) 650 Vehicle Speed at Failure(s) 65	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)

WE WERE DRIVING OUR BRAND NEW MONTANA VAN AT ABOUT 25 MILES PER HOUR WHEN THE ENGINE JUST STOPPED. WE HAD ALL OTHER ELECTRICAL WORKING (DOORS, WINDOWS, TV) BUT THE MOTOR WOULD NOT TURN OVER. IT WAS DIFFICULT TO STEER TO THE SIDE OF THE ROAD. THIS WAS AT 731 MILES ON THE ODOMETER. WE HAD IT TOWED TO A DEALERSHIP AND AFTER 3 DAYS THEY CLAIMED IT WAS A BLOWN FUSE. WE PICKED UP THE VAN AND TRIED TO DRIVE IT HOME. WE MADE IT 40 MILES AND IT DIED AGAIN. APPEARS TO BE THE SAME PROBLEM. HAD IT TOWED TO THE DEALERSHIP IN OUR HOME TOWN AND THEY HAVE HAD IT FOR 4 DAYS AND STILL CAN NOT FIND OUT WHAT HAS CAUSED IT TO STOP. IN THE MEANTIME, THEY ARE RACKING UP THE MILES ON OUR NEW VEHICLE AND EVEN IF THEY GIVE US THE VAN BACK, WE ARE NOT SURE WE WILL EVER FEEL SAFE IN IT AGAIN. BECAUSE OF

CONTINUED ON BACK (SEE)

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.