

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

19-JUN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

724237

 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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2NW52M1VC716773	PONTIAC	GRAND AM	1997	

Purchase Date 01-JUN-1999	Dealer's Name _____	Engine Size (CID/CC/L) 3.1L	☐ 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 06300000 08320000 10121000	Part Name(s) FUEL:FUEL INJECTION SYSTEM ELECTRICAL SYSTEM:WIRING:HARNESS:UNDER DASH VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 8	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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)

THERE ARE MORE PROBLEMS THEN LISTED. EVERY TIME I HAVE SPOKEN WITH THE DEALER IT HAS BEEN A WASTE OF TIME. PHONE CALLS NEVER RETURNED. I GET BLOWN OFF BY THEM. I WAS IN ROYAL OAK, MI WITH MY FRIENDS WHEN THE CAR FROZE IN THE MIDDLE OF THE ROAD. EVERY DASH LIGHT WAS BLINKING, AND WE COULDN'T GET THE CAR OUT OF DRIVE TO PUSH IT. ONCE WE FINALLY GOT THE CAR MOVED TO A SIDE STREET, MY FRIENDS WENT TO LOOK FOR HELP, AND I GOT JUMPED AND MASED WHILE I STOOD BY MY CAR WAITING FOR THEM TO RETURN. THE DRIVERS SIDE KEY DOESN'T WORK, DEALER SAYS IT'S CAUSE OF KEYLESS ENTRY, AIR CONDITIONER KILLS BATTERY, CRUSE CONTROL KICKS OUT, HEAD LIGHTS ALWAYS ARE ON, AND IT'S NOT THE DAY TIME RUNNING LIGHTS. WHEN STEPPING ON THE GAS TO PASS SOMEONE, NOTHING HAPPENS, ABOUT 5 OR MORE SEC

CONTINUED ON BACK (SEE INSTRUCTIONS)

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.