

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

22-JUN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

724412

 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) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GMDX03E4VD239096	PONTIAC TRUCK	TRANS SPORT	1997	

Purchase Date 01-OCT-1997	Dealer's Name _____	Engine Size (CID/CC/L) 3.6L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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

Component	Par. Name(s)	Location	Failed Part(s)
09002000	LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	<input type="checkbox"/> Left <input type="checkbox"/> Right	<input type="checkbox"/> Original <input type="checkbox"/> Replacement
09003000	LIGHTING:GENERAL OR UNKNOWN COMPONENT:SIDE MARKER L	<input type="checkbox"/> Front <input type="checkbox"/> Rear	
09010000	LIGHTING:GENERAL OR UNKNOWN COMPONENT:TURN SIGNAL L		

No. of Failures 2	Date(s) of Failure(s) <u>04-APR-2000</u> Mileage at Failure(s) <u><8500</u> 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
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APPLICATION INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH HEADLIGHTS AND ONE FRONT SIDEMARKER (TURN SIGNAL) LIGHT WERE REPLACED UNDER WARRANTY DUE TO EXCESSIVE MOISTURE/WATER DROPLETS INSIDE THE ASSEMBLY. ONE OF THE REPLACED HEADLIGHTS NOW HAS THE SAME PROBLEM AGAIN (TWICE IN 2.5 YEARS). PONTIAC HAS ISSUED A SERVICE BULLETIN TO DEALERS SAYING NOT TO REPLACE ANY MORE HEADLIGHT ASSEMBLIES BECAUSE THE MOISTURE THAT FORMS WITHIN THEM IS NORMAL. THEY SAY THE MOISTURE SHOULD DISSIPATE AFTER THE HEADLIGHTS ARE ON FOR A FEW HOURS. SOME OF THE MOISTURE DOES GO AWAY, BUT I CONSIDER IT A SAFETY ISSUE WHEN HALF OF THE HEADLIGHT LENSE IS COVERED WITH STEAM/WATER EVEN IF SOME OF IT EVENTUALLY CLEARS UP. I CONTACTED PONTIAC DIRECTLY AND THEY REFUSE TO DO ANYTHING ABOUT THIS.*AK

CONTINUED ON BACK (REVERSE)

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.