



**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

Data Received 23-JUL-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 725855	

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 drivers side)</small> 1G2NE52E5XM814455	Vehicle Make PONTIAC	Vehicle Model GRAND AM	Vehicle Year 1999	Current Odometer Reading
---	--------------------------------	----------------------------------	-----------------------------	--------------------------

Purchase Date 01-JUN-1999	Dealer's Name _____	Engine Size (CID/CC/L) 3.4	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" 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"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	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"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <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 _____
--	---	---	--	---	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000 10121000	Par. Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
---	--	---	---

No. of Failures	Date(s) of Failure(s) 15-OCT-1999	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 8857		
	Vehicle Speed at Failure(s) _____		

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	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I BOUGHT THE GRAND AM USED WHICH HAD 280 MILES ON IT. EVER SINCE THE DATE OF PURCHASE, I HAVE HAD NOTHING BUT CONTINUOUS PROBLEMS. THE MAJOR PROBLEM IS THE BRAKING SYSTEM. MY CAR HAS HAD APPROXIMIATLY 8 SETS OF ROTORS AND 4 SETS OF BRAKE PADS. I HAVE OWNED THE VEHICLE FOR 1 YEAR AND HAS ONLY 27900 MILES ON IT. THE NEW DESIGN ROTORS AND PADS WERE SUPPOSED TO CORRECT THE BRAKE PULSATION, BUT THEY HAVE NOT. I HAVE HAD ABOUT 3 SETS OF THE NEW DESIGN COMPONENTS. BOTH REAR WINDOWS HAVE BEEN REPLACED DUE TO MISPLACED PARTS IN THE WINDOW COMPONENTS. I HAVE ALSO HAD 2 OIL LEAKS ON THE VEHICLE, ONE ON THE REAR SEAL, THE OTHER INSIDE THE ENGINE, WHICH REQUIRED REPLACING DIFFERENT GASKETS UNDER THE INTAKE SYSTEM. THE RADIO WAS REPLACED BECAUSE THE PLAY BUTTON FOR

CONTINUED ON BACK (IF NEEDED)

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.