



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

258

Date Received

12-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

739251

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 bottom of windshield on driver's side)	Vehicle Make PONTIAC	Vehicle Model GRAND AM	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-MAY-2097 ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) 2.4L No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ 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 02440000 10330000 08320100	Part Name(s) SUSPENSION: SINGLE AXLE: REAR: SWAY BAR VISUAL SYSTEMS: REAR WINDOW WIPER AND WASHER ASSEMBLY ELECTRICAL SYSTEM: INSTRUMENT PANEL: CLUSTER MODULE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 4	Date(s) of Failure(s) 20-NOV-2098 Mileage at Failure(s) 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)

WHILE UNDER WARRANTY SWAYBAR BUSHINGS WERE REPLACED 4 TIMES. THE REAR WINDSHIELD LEAKED WATER INTO THE TRUNK WHICH CAUSED MOLDY CARPET THAT THE DEALERSHIP REFUSED TO REPLACE EVEN THOUGH THE CAR WAS STILL UNDER WARRANTY. THE PLASTIC COVER ON THE INSTRUMENT PANEL RATTLES AS WELL AS THE PLASTIC COVER WHERE THE RADIO AND CLIMATE CONTROL KNOBS ARE LOCATED. DEALER HAS SAID THAT THERE IS NOTHING THAT CAN BE DONE ABOUT THIS. THE SIDEWALLS ON THE TWO FRONT TIRES WERE DEFECTIVE AND HAD TO BE REPLACED. THE LEFT REAR TIRE HAD A PATCH IN IT BEFORE I EVEN RECEIVED THE CAR. THE FUSE FOR THE LIGHTS ON THE INSTRUMENT PANEL KEEPS BLOWING AND WHEN THE DEALERSHIP WAS QUESTIONED ABOUT THIS THEY SAID THAT IT WAS NOTHING. IT HAS NOW BLOWN 15 TIMES. THE WA

CONTINUE 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.