



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

24-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

739863

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	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2WP5217WF297299	PONTIAC	GRAND PRIX	1998	

Purchase Date 01-APR-2098 ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) 3.8L No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
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Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☒ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12263100	Part Name(s) INTERIOR SYSTEMS:BUCKET SEATS HEATING ELEMENTS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 100	Date(s) of Failure(s) 06-APR-2000 Mileage at Failure(s) 28000 Vehicle Speed at Failure(s) 0	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 2	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DRIVER'S SEAT IS HEATED AND HAVE HAD A DYSFUNCTIONAL ON/OFF SWITCH AND/OR RELAY. HAVE COMPLAINED 4 TIMES TO DEALERSHIP AS WELL AS MANUFACTURER AND HAVE ADVISED THEM OF BURNING OURSELVES (WHOEVER DRIVES CAR AND USES SEAT) BECAUSE SEAT HEATS UP. DEALERSHIP (NOT WHERE PURCHASED) HAS INFORMED US THEY CANNOT DUPLICATE PROBLEM ALTHOUGH WE DON'T FEEL THEY HAVE ACTUALLY LISTENED TO US GIVE THEM THE EXACT WAY THE REACTION HAPPENS. MANUFACTURER RELEASED THEMSELVES OF ALL RESPONSIBILITY EVEN AFTER INFORMING THEM SEAT CONTINUALLY STAYS ON AND WE ARE AFRAID HEATER WILL HEAT UP SEAT FOAM AND CAUSE FIRE. AFTER HAVING CAR OFF AND PARKED FOR 3 HRS 1/18/00 ACROSS STREET FROM DEALERSHIP WHERE COMPLAINTS MADE, SEAT STILL EXTREMELY HOT. DROVE RIGH

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.