



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

11-APR-2001

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

743910

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>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1G2NE52T2XC516658	PONTIAC	GRAND AM	1999			
Purchase Date 01-APR-1998	Dealer's Name _____	Engine Size (CID/CC/L) 2.4 L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio			
<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 checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <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 Util <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 02100000 01400000 07412000	Part Name(s) SUSPENSION:INDEPENDENT FRONT STEERING:GEAR:RACK AND PINION POWER TRAIN:DRIVELINE UNIVERSAL JOINT:CONSTANT VELOC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 17-OCT-2000 70000 Mileage at Failure(s) 15	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <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 Damag	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)

ON SEVERAL OCCASIONS I AM HAVING MAJOR FRONT END PROBLEMS, FROM THE INTERMEDIATE SHAFT POPPING, TO THE WHOLE FRONT END POPPING, THE DEALER REPLACED THE RACK THE CV BOOTS 3 TIMES, THEY KEPT BUSTING, LOWER BALL JOINTS, "A" ARMS, THIS CORRECTED THE PROBLEM FOR A BIT, THEN THE CV BOOT FRACTURED AGAIN THEY WOULDNT REPLACE, NOW THE FRONT IN POPS HORRIBLY WHEN YOU MAKE A TURN TO THE RIGHT AND ADD A LITTLE TORQUE. TOOK TO DEALER, NO DIAGONISIS, TOOK TO AN INDEPENDENT AGENT, EVERYTHING SEEMS FINE, ONLY THING HE CAN THINK OF IS A BREAK IN A SPOT WELD ON THE FRONT END, IE THE TUBING THAT SUPPORTS THE ENGINE AND FRONT SUSPENSION, I HAVE EVENT CONTACTED PONTIAC CUSTOMER CARE CENTER AND THEY SAY THE PROBLEM IS NO LONGER THERES, I WOULD BE HAPPY TO LET YOU TEST THE CAR AND HEAR THE NOISE,

CONTINUE ON 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.