



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

22-JAN-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

757197

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) (Locate at bottom of windshield or driver's side door) 1G2HZ5412Y4242063	Vehicle Make PONTIAC	Vehicle Model BONNEVILLE	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-SEP-2000	Dealer's Name _____	Engine Size (CID/CC/L) 3.8	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ 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 _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000 01400000	Part Name(s) STEERING STEERING GEAR RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-JAN-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 11084		
	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 ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured C	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE STEERING MECHANISM STARTED TO MAKE A VERY LOUD POPPING AND GROWLING NOISE WHILE TURNING LEFT APPROXIMATELY 4 DAYS AGO. I IMMEDIATELY TOOK IT TO THE DEALER WHO INFORMED ME THAT THIS WAS A KNOWN PROBLEM AND THEY WOULD ORDER A KIT CONSISTING OF A PLUG AND A TUBE OF SPECIAL GREASE TO REPAIR IT. THIS CAUSED ME GREAT CONCERN BECAUSE I AM NOT SURE THIS IS A SAFE REPAIR AND COULD JUST PROLONG THE LIFE OF A COMPONENT BEFORE IT FAILS. I VIEWED THIS AS A POTENTIAL SAFETY ISSUE. I CONTACTED PONTIAC VIA E-MAIL AND PHONE WITH OUT A REPLY FROM E-MAIL AND A REPLY VIA PHONE THAT WAS UNSATISFACTORY. I REVIEWED THE CUSTOMER COMPLAINTS ON YOUR WEB SITE AND FIND THAT THIS PROBLEM HAS CAUSED FAILURES OF

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.



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Ord. or
rt. dt
pd. rt
up. ltr

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757197

Work Number

Home Number 618 242 8721

OWNER INFORMATION (Type or Print)

JAMES RIPPY 735533
41 COUNTRY CLUB ROAD
MOUNT VERNON IL 62864

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Vehicle Model BONNEVILLE
Vehicle Year 2000
Current Odometer Reading

Purchase Date 01-SEP-2000
Dealer's Name _____
City _____ State _____ Zip Code _____
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Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

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STEERING GEAR RACK AND PINION
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