Form Approved: OMB No. 2127-0001

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: 10-JUN-2002

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 762869

[redacted]

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 Readin
1G2WP52K9VF273559	PONTIAC	GRAND PRIX	1997	

Purchase Dat		Engine Size
01-APR-2097 ☒ New ☐ Used	Dealer's Name_____ City_____ State_____ Zip Code_____	(CID/CC/L 3.8 No Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
01400000	STEERING:GEAR:RACK AND PINION	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure		Failed Part(s)	NHTSA Previously
2	Date(s) of Failure(s) 01-DEC-1998 Mileage at Failure(s 57000 Vehicle Speed at Failure(s)	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

I WAS UPSET THE FIRST TIME THE RACK AND PIONON FAILED AND THE POOR ATTITUDE OF THE DEALERSHIP. FOR $1,200, THEY WOULD INSTALL A NEW RACK AND PINION. I WAS UNABLE TO STEER THE CAR, BUT DID NOT HAVE AN ACCIDENT. I HAD A NAPA REPAIR DEALERSHIP REBUILD THE ORIGINAL RACK AND PINION ATA COST OF $500. THEY REPLACED THE SEALS WITH STAINLESS STEAL. THIS REPAIR LASTED 120,000 AND IT FAILED AGAIN. AN AUTO ZONE REBUILT RACK AND PINION WAS INSTALLED THIS TIME. ALTHOUGH THE STAINLESS STEAL SEALS LASTED LONGER THAN THE FACTORY ORIGINAL SEALS, THEY WILL FAIL AGAIN. PONTIAC MUST HAVE KNOWN THAT SOMETHING WAS WRONG WITH THIS RACK AND PINION AS IT WAS ONLY USED IN THE 97 MODEL. A DIFFERENT PART NUMBER WAS

CONTINUE OTHER SIDE 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 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.