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From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 1/18/00 9:24PM
Subject: Car Talk VOQ submission

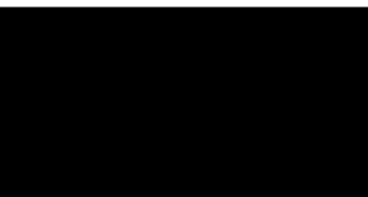
- * This data was submitted via a fill-in form at the Cartalk web site
- * (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
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SUBMISSION DATE: Tuesday, January 18th 2000 at 9:24:14 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAME
ADDRESS
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: 1GMDX03EXVD168566
MAKE: PONTIAC
MODEL: MONTANA
YEAR: 97

ODOMETER: 74,000
PURCHASE DATE: NEW OR USED: New

DEALER NAME: SUPERIOR PONTIAC GMC
ADDRESS: ONTARIO, CA

ENGINE SIZE:
CYLINDERS:

FUEL INJECTION: No
TURBO: No
FUEL TYPE:
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: Front

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: Yes
BODY STYLE: Van

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: POWER STEERING RACK

PART NAME(S):

LOCATION:

NUMBER OF FAILURES: 1

DATE(S) OF FAILURES: 12/22/99

MILEAGE AT FAILURE(S): 72,452

SPEED AT FAILURE(S): I WAS IN A PARKING LOT 20 MPH

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED: NONE

NUMBER OF FATALITIES: NONE

ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED: No

PASSENGER AIRBAG DEPLOYED: No

REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:

TIRE NAME:

TIRE SIZE:

ADDITIONAL COMMENTS

MY POWER STEERING RACK BROKE WHILE I WAS IN A PARKING LOT. I HAD JUST GOTTEN OFF THE FREEWAY, AND HAD THIS HAPPENED A FEW MINUTES EARLIER WE WOULD HAVE BEEN SERIOUSLY INJURED OR KILLED BECAUSE MY STEERING LOCKED UP. WHEN THE DEALER MADE THE REPAIRS, HE INFORMED US THAT THIS HAD ALSO TAKEN OUT MY AIRBAGS. HE DIDN'T HAVE THE PARTS AND WE WERE FAR FROM HOME, SO HE SENT THE CAR WITH US TO HAVE THE REPAIRS MADE AT A LATER DATE. THE REPAIRS COST US \$1532.49 AND IT WILL BE ANOTHER \$285 TO HAVE THE AIRBAGS REPAIRED. LESS THAN A MONTH LATER, THE FRONT PASSENGER SEAT BELT FAILED. I HAVE HAD TO PURCHASE A NEW SEATBELT FOR \$75.10 AND IT WILL BE ANOTHER \$120 TO REPAIR IT.

END OF FORM
