

784588

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 3/30/00 7:32PM
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
- * or suggestions regarding the format of this submission, send email
- * to webmaster@cartalk.com

SUBMISSION DATE: Thursday, March 30th 2000 at 7:31:27 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NA
ADD
TELE



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

VEHICLE INFORMATION

VIN: 1G2JD12TOX7537107
MAKE: PONTIAC
MODEL: SUNFIRE GT
YEAR: 1999

ODOMETER: 10903
PURCHASE DATE: NEW OR USED:

DEALER NAME: Sawyers Pontic
ADDRESS: East Lansing, MI 48823

ENGINE SIZE: 2.0
CYLINDERS: 4

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

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

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Wiper Blades
PART NAME(S): unknown
LOCATION: Front
NUMBER OF FAILURES: 2
DATE(S) OF FAILURES: 2/26/2000, 3/28/2000
MILEAGE AT FAILURE(S): 10903, 12000
SPEED AT FAILURE(S): 70, 55
MANUFATURER CONTACTED: Yes
NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No
NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$
DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:
REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

During a rainy saturday evening, the wipers quit working on there own regardless of the off/on selection on the steering columun. Then the wipers did come back and worked on irregular basis (not controlled by the selection on steering column) until making it to gas station. Waited until rain stopped. Took it the a pontiac dealership. Was told can not duplicate the problem. One month later, during a rain/hail downpour, the wipers shut down again, but able to get to the different pontiac dealership. The dealership again stated working can not duplicate the problem. They kept the car for a day to run diagnosis. They called a said that they replace the wiper motor. When I press them, what cause the problem? They did not answer me (all they said was it's fixed with a new wiper motor). I asked will this solve the problem? They said yes. Then I asked what was the exact problem with the wiper system. Again there was no direct answer stating was wrong only that the new wiper motor is installed. My question is how could this fixed (new wiper motor)when they can not answer the cause(the root cause) of the problem. I am convince that without a direct explanation it will happen again. What does it take to hold the automakers accountable for their products? serious accident? a death? Did they simply replace the motor to satisfy a consumer?

END OF FORM
