



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 1038

Date Received

11-JAN-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

8002061

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2WP12KOWF231209		PONTIAC	GRAND PRIX	1998	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ 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 01400000	Part Name(s) STEERING:GEAR:RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-JAN-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 89		
	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
---	--	---------------------------	----------------------	--------------------------	--

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

STEERING RACK AND PINION FAILED. TOWED TO DEALER, AND INFORMED BY MECHANIC THAT RACK AND PINION WAS BINDING, CAUSING INOPERABLE STEERING. PLEASE PROVIDE FURTHER DETAILS.*AK

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1038 Date Received: <u>11-JAN-2002</u> Office: <u>DEFECTS INVESTIGATION</u> Reference No.: <u>8002061</u> Work Number: <u>[REDACTED]</u> Home Number: <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) [REDACTED] 733517				Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an answer, your name and address to the vehicle manufacturer. ☒ YES ☐ NO Date: <u>1/12/02</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1G2WP12KOWF231209</u>		Vehicle Make <u>PONTIAC</u>		Vehicle Model <u>GRAND PRIX</u>	
Vehicle Year <u>1997</u>		Current Odometer Reading <u>93 000</u>			
Purchase Date <u>5/98</u>		Dealer's Name <u>REYDEL PONTIAC</u>		Engine Size (CID/CC/L) <u>3.8</u>	
☒ New ☐ Used		City <u>EDISON</u> State <u>NJ</u> Zip Code <u>08818</u>		No. Cylinders <u>6</u>	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No		Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag	
Cruise Control ☒ Yes ☐ No		Drive Tr. ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	
Body Style ☒ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☐ Truck		Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection ☒			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component <u>01400000</u>		Part Name(s) <u>STEERING:GEAR:RACK AND PINION</u>		Location ☐ Left ☐ Right ☒ Front ☐ Rear	
No. of Failures <u>1</u>		Date(s) of Failure(s) <u>01-JAN-2002</u>		Failed Part(s) ☒ Original ☐ Replacement	
Mileage at Failure(s) <u>89</u>		Vehicle Speed at Failure(s) <u>[REDACTED]</u>		NHTSA Previously ☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured <u>N/A</u>	
Number of Fatalities <u>N/A</u>		Estimated Property Damage <u>N/A</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					

STEERING RACK AND PINION FAILED. TOWED TO DEALER, AND INFORMED BY MECHANIC THAT RACK AND PINION WAS BINDING, CAUSING INOPERABLE STEERING. PLEASE PROVIDE FURTHER DETAILS.*AK

STEERING BECAME STIFF. ~~AND~~ HEARD POP NOISE WHEN TURNING. STEERING RACK REPLACED & FRONT WAS SET. REPAIR BILL ATTACHED. HEARD ABOUT & READ COMPLAINTS ON 97 GRAND PRIX'S W/ SAME PROBLEM.

CONTINUE ON BACK IF NECESSARY

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.

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

(Page 1 through Page 2)

