Form Approved: O.M.B. No. 2127-0008

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 335

Date Received: 08-NOV-2002

DEFECTS INVESTIGATION OFFICE

Od_or ____
rt_dt ____
od_rt ____
up_ltr ____

Reference No. 8022447

OWNER INFORMATION (Type or Print)

[redacted]

OREM [redacted] UT

Cell Number [redacted]

Home Number same as above

Do you authorize N[redacted] r of your vehicle? ☒ YES ☐ NO
In the absence of a[redacted] e and address to the vehicle manufacturer.

Signature of Owner [redacted] Date 12/20/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
1G2NE52EXXM781680	PONTIAC	GRAND AM	1999	51330

Purchase Date: Jan 1999 ☒ New

Dealer's Name: Christianson Pontiac
City: American Fork State: UT Zip Code: ____

Engine Siz (CID/CC/L): V6
No Cylinders: 6

☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injectio

Transmission Type: ☐ Manual ☒ Automatic

Antilock Brakes: ☒ Yes ☐ No

Restraint System: ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☒ Passengerside Airbag

Cruise Contro: ☒ Yes ☐ No

Drive Trai: ☒ Front ☐ Rear ☐ 4-Wheel

Vehicle Type: ☒ Car ☐ Sport Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other ____

Body Style: ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other ____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s)
03000000	BRAKES:SERVICE BRAKES - Hydraulic brake system (master cylinder)	☐ Left ☐ Right ☒ Front ☐ Rear	☒ Original ☐ Replacement

No of Failures: multiple - daily

Date(s) of Failure(s): 15-OCT-2002 + numerous times thereafter when braking
Mileage at Failure(s): 45000
Vehicle Speed at Failure(s): 35 mph to stop

Failed Part(s) Available? ☐ Yes ☒ No

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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☐ No	☐ Yes ☐ No				☐ Yes ☐ No

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

CONSUMER STATES WHEN APPLYING THE BRAKES, BRAKE PEDAL WENT TO THE FLOOR. CONSUMER HAD TO PUMP BRAKE IN ORDER TO STOP. CAUSE IS UNKNOWN. PLEASE PROVIDE ANY FURTHER INFORMATION. TS

Car was used for daily work - brakes failed each time they were applied + had to use E-brake to avoid having accidents.

CONTINUE ON BACK 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.