



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 125

Date Received

11-JAN-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

854864

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) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GMDU06D4PT220035	PONTIAC TRUCK	TRANS SPORT	1993	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13440000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:HANDLE:OUTSIDE	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

OUTSIDE DOOR HANDLES HAVE BROKEN ON THE DRIVER'S AND PASSENGERS DOORS, CAUSE UNKNOWN. PLEASE GIVE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK PLEASE

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.



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OFFICE DEFECTS INVESTIGATION

Od or

1st

2nd

3rd

Reference No.

854864

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized signature, your name and address to the vehicle manufacturer.

 YES NO

Signature of Owner

Date 1/20/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1GMDU06D4PT220035	Vehicle Make PONTIAC TRUCK	Vehicle Model TRANS SPORT	Vehicle Year 1993	Current Odometer Reading 78,700		
Purchase Date Nov. 93	Dealer's Name Showcase Pontiac	Engine Size (CID/CC/L) 6	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Phoenix State Az Zip Code	No. Cylinders 6				
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13440000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:HANDLE:OUTSIDE	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 1	Date(s) of Failure(s) NOV 99 - Drivers door Mileage at Failure(s) Dec. 99 - Passengers door Vehicle Speed at Failure(s)	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

OUTSIDE DOOR HANDLES HAVE BROKEN ON THE DRIVER'S AND PASSENGERS DOORS, CAUSE UNKNOWN. PLEASE GIVE ANY FURTHER DETAILS. *AK

Door would not open from outside
Sliding door is starting to also go & will need to be replaced soon.
See Attached Bill & Newspaper Article.

CONTINUE ON BACK IF NEEDED

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KGT569

2 3 7 5 4 0



SUN PONTIAC GMC

MESA

1600 MAIN STREET MESA, AZ 85201

(480) 835-0900

INVOICE

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 65 MICHAEL TZO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TEAL	93	PONTIAC TRSP	1GMDU06D4PT220035		78241/78241	T1228
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07NOV1993			17:00 30DEC99		COUP	30DEC1999
R.O. OPENED	READY	OPTIONS:				
30DEC99	30DEC99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A	CUST RPTS	D/S	DOOR HANDLE INOP---	ADVISE				
	800	MISC	TRIM/BODY (SERVICE DEPT)					
		72	CP			56.00	56.00	
	1	10157549	HDL-O/S		38.40	38.40	38.40	
	OUT SIDE DOOR HANDLE BROKEN REMOVE AND REPLACE LEFT SIDE OUT SIDE DOOR HANDLE ASM.							

B	CUST RPTS	PASS	DOOR HANDLE INOP---	ADVISE				
	800	MISC	TRIM/BODY (SERVICE DEPT)					
		72	CP			56.00	56.00	
	1	10157550	HDL-O/S		38.40	38.40	38.40	
	OUTSIDE DOOR HANDLE BROKEN REMOVE AND REPLACE RIGHT SIDE OUT SIDE DOOR HANDLE ASM.							

C**	BIRTHDAY COUPON *** LUBE, OIL AND FILTER							
	101B	BIRTHDAY COUPON *** LUBE, OIL AND FILTER						
		68I7804						(N/C)
	1	25171377	FILTER				(N/C)	
	1	45	4.5 QT OIL				(N/C)	
	1	14090908	GASKET				(N/C)	
	CHANGED OIL, TIRE PRESSURE(32), TOPPED OFF ALL FLUIDS							

	NECESSARY SUPPLIES & SHOP CHARGE FOR REPAIR						7.56	

"W" IN PART DESCRIPTION DENOTES GOODWRENCH SERVICE PLUS - LIMITED LIFETIME WARRANTY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

* PARTS AND LABOR WARRANTY *
12 MONTHS OR 12,000 MILES ON MOST GENUINE GM REPLACEMENT PARTS (WHICHEVER COMES FIRST).

1800 Pontiac Care

	SALES HOURS MON-FRI: 8:00 AM TO 9:00 PM SAT: 8:30 AM TO 8:00 PM SUN: 10:30 AM TO 7:00 PM	PARTS HOURS MON-FRI: 7:30 AM TO 6:00 PM SATURDAY: 8:30 AM TO 3:00 PM	BODY SHOP HOURS MON-FRI: 7:30 AM TO 5:30 PM	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this instrument. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the use of this instrument.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES/ADJ. TOTAL CHARGES LESS INS. DISCOUNT SALES TAX	TOTALS 112.00 76.80 0.00 0.00 7.56 196.36 15.00 6.07
	CUSTOMER SIGNATURE				PLEASE PAY THIS AMOUNT 187.43	

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. THE WORK AUTHORIZED HAS BEEN COMPLETED AND QUALITY CONTROLLED BY OUR TEST TECHNICIAN. WE TRUST YOU WERE SERVICED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE A QUESTION, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.

CUSTOMER COPY

THANK YOU!

Sliding door has problems

DEAR TOM AND RAY: I have a '95 Oldsmobile Silhouette. It's been a good vehicle and has only 76,000 miles. So far, only minor problems have cropped up. But one has been particularly annoying. Last year, the driver's side door handle broke when I tried to open the door. I had to have it replaced for \$100. I thought that was an odd thing to break, but I didn't give it much thought.

A few months later, a neighbor's sliding-door handle broke on his 1995 Chevy Lumina minivan (which is the same vehicle as the Olds Silhouette). Last week, the passenger side door handle broke when my wife tried to open the door. And most recently, another neighbor's sliding-door handle broke on his 1992 Chevy Lumina minivan.

Statistically, this must be a widespread problem for General Motors minivans. It would surely be a safety problem if one broke after an accident while someone was trying to get you out of the vehicle. I've noticed that the new GM minivans have more conventional door handles. Is this the way big companies acknowledge

CLICK AND CLACK

defective or poor-quality parts? Just phase them out?

RAY: Exactly! We don't have access to the national statistics. Only GM has the warranty claims, but I'd be willing to guess that your analysis is right on the money, John.

TOM: Companies track their warranty costs, and when the cost of replacing an item starts to outweigh the 5 cents they saved by making it a little thinner and lighter, they redesign it and put an extra 3 cents worth of pot metal in it and hope the warranty claims slow down.

RAY: On the other hand, if the National Highway Traffic Safety Administration determines that the lousy part is actually a safety hazard (and not just an inconvenience), then the company can be forced to recall the vehicles and replace the parts with better-designed substitutes. So if you believe this is a safety issue, you should go ahead and report it to traffic safety administration.

TOM: You can call its auto safety hotline at 1-800-424-9393. You can also report your problem by e-mail by going to our Web site, the Car Talk section of www.cars.com, and clicking on "complain to NHTSA."

RAY: But in the meantime, I wouldn't worry about not being able to get out of the car after an accident. Based on your experiences, chances are the whole door will fall off anyway, right?

Spending a little money now on "preventive maintenance" can save you big bucks down the road. Find out how by ordering Tom and Ray's pamphlet *Ten Ways You May Be Ruining Your Car Without Even Knowing It!* Send \$3 and a stamped (55 cents), self-addressed, No. 10 envelope to RUIN, P.O. Box 53647S, Orlando, FL 32853-6475.

Have a question about cars? Write to Click & Clack, The Arizona Republic, in care of King Features Syndicate, 235 E. 45th St., New York, NY 10017. Or send e-mail by visiting the Car Talk section of cars.com on the World Wide Web. Car Talk! is broadcast at 10 a.m. Saturdays and noon Sundays on KJZZ-FM (91.5).