

U.S. Department
of TransportationNational 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 156

Date Received

13-JAN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

854958

 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) _____ (located at front of windshield on driver's side)	Vehicle Make PONTIAC TRUCK	Vehicle Model TRANS SPORT	Vehicle Year 1994	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

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

Component 13440000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:HANDLE:OUTSIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>01-SEP-1999</u> Mileage at Failure(s) <u>40</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DRIVER OUTSIDE DOOR HANDLE BROKE. COULD NOT OPEN THE DRIVER'S DOOR FROM THE INSIDE OR OUTSIDE OF THE VEHICLE. COMMON PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (156)

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 TransportationNational 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 156

Date Received

13-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

854958

 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.) _____ (located at front of windshield on driver's side)	Vehicle Make PONTIAC TRUCK	Vehicle Model TRANS SPORT	Vehicle Year 1994	Current Odometer Reading
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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 ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13440000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:HANDLE:OUTSIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>01-SEP-1999</u> Mileage at Failure(s) <u>40</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DRIVER OUTSIDE DOOR HANDLE BROKE. COULD NOT OPEN THE DRIVER'S DOOR FROM THE INSIDE OR OUTSIDE OF THE VEHICLE. COMMON PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (REVERSE)

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U.S. Department
of Transportation
National Highway
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Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Form Approved O.M.B. No. 2127-001

FOR AGENCY USE ONLY 156

Date Received 00 FEB -8 AM 9:
13 JAN-2000
OFFICE
EFFECTS INVESTIGATION
Reference No.
854958

OWNER INFORMATION (Type or Print)

584031
218

Work Number NA
Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of a signature, your name and address to the vehicle manufacturer. ☒ YES ☐ NO
Signature of Owner Date 01/31/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)
1GMOU064RT241302
PLEASE FILL IN
Vehicle Make PONTIAC Vehicle Model TRANSPORT Vehicle Year 1994 Current Odometer Read 52,985

Purchase Date 9/24/94 Dealer's Name NEWMAN PONTIAC Engine Size (CID/CC/L) 3300 Turbo ☐
☒ New ☐ Used City HEIGHTS State MI Zip Code 48314 No Cylinders 6 Diesel ☐
Gas ☒ Fuel Inject ☒

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☐ No
Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag
Cruise Control ☒ Yes ☐ No
Drive Train ☒ 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 13440000 Part Name(s) STRUCTURE:DOOR ASSEMBLY:HANDLE:OUTSIDE Location ☒ Left ☐ Right ☒ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1 Date(s) of Failure(s) 01 SEP 1999 Mileage at Failure(s) 46,356 Vehicle Speed at Failure(s) NOT AVAILABLE
Failed Part(s) Available? ☐ Yes ☒ No NHTSA Previously Contacted? ☒ Yes ☐ No PHONE

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 NO Number of Fatalities NO Estimated Property Damage NO Reported to Police ☐ Yes ☒ No

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

DRIVER OUTSIDE DOOR HANDLE BROKE. COULD NOT OPEN THE DRIVER'S DOOR FROM THE INSIDE OR OUTSIDE OF THE VEHICLE. COMMON PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

APPEARS TO BE A COMMON PROBLEM, PER NEWSPAPER COLUMN
BY TOM & RAY MAGUIZZI ON 1/1/2000.
WAS REPAIRED AT NO CHARGE BECAUSE OF WARRANTY

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed); Fasten with tape or staple and mail

buy a bargain-price car, Dina. Overall, you may have done well — even after you pay for repairs. But annoyances like this are the risk you take.

1/13 - w/ SONG INC
 ■ 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 Silhouette). Last week, the passenger side door handle broke. And most recently, another neighbor's sliding-door handle broke on his 1992 Chevy Lumina minivan. Statistically, this must be a widespread problem for GM 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 different door handles. Is this the way big companies acknowledge defective or poor-quality parts? — John

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 flimsier, automatic ☒ No

Safety Hotline

Consumer's Questionnaire

DE 1-800-424-9393
 (REA (202) 366-0123
 http://www.nhtsa.dot.gov

(a or Print)

Did you report the problem to the manufacturer of your vehicle?

☒ YES ☐ NO

If YES, provide your name and address to the vehicle manufacturer.

Date 01/13/2000

FOR AGENCY USE ONLY 158

Date Received

30 MAY - 3 AM 9
 13-JAN-2000

OFFICE
 DEFECTS INVESTIGATION

Od or
 n dt
 pd A
 up_ltr

Reference No.

854958

Work Number NA

Home Number

VEHICLE INFORMATION

Make VAN	Vehicle Model TRANS SPORT	Vehicle Year 1994	Current Odometer Reading 52,985
State MI Zip Code 48314		Engine Size (CID/CCIL) 3.0	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
Cruise Control ☒ Yes ☒ No		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ut ☐ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other
Motorbelt ☐ 2-Point Belt ☐ Universal Airbag ☐ Passengerside Airbag ☐		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13440000	Part Name(s) STRUCTURE: DOOR ASSEMBLY; HANDLE; OUTSIDE	Location ☒ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 01-SEP-1998 JUNE 1999	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☒ Yes ☐ No
Mileage at Failure(s) 46,350		Vehicle Speed at Failure(s) NOT AVAILABLE	

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 NO	Number of Fatalities NO	Estimated Property Damage NO	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DRIVER OUTSIDE DOOR HANDLE BROKE. COULD NOT OPEN THE DRIVER'S DOOR FROM THE INSIDE OR OUTSIDE OF THE VEHICLE. COMMON PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

APPENDS TO BE A COMMON PROBLEM, per NEWSPAPER column
 BY TOM & RAY MAGUIZZI on 1/1/2000.
 WAS REPAIRED AT NO CHARGE BECAUSE OF WARRANTY

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

'NARRATIVE DESCRIPTION (CONTINUED)'

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

HI

PLEASE NOTE THAT THE RH (PASS-
ENGERS) DOOR HANDLE ALSO
BROKE AND WAS REPLACED ON
MARCH 24.

4/24/00