


DOT Auto Safety Hotline		FOR AGENCY USE ONLY 284	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted] 587999		Date Received: MAR 23 AM 9:10 02-FEB-2000 OFFICE DEFECTS INVESTIGATION	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA will not provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner: [Redacted]		Date: 3/15/2000	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield or drivers side) 1GMDX03E6VD169049	Vehicle Make PONTIAC TRUCK	Vehicle Model MONTANA TRANSPORT	Vehicle Year 1997
Purchase Date 16 APR 1997		Current Odometer Reading 38,165	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name: Lee Pontiac of Crestview City: Crestview State: FL Zip Code: 32536	Engine Size (CID/CC): 3.1L No Cylinders: 6	<input type="checkbox"/> Turbo Diesel <input checked="" type="checkbox"/> Gas Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" 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"/> Sport UR <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> Other: 5DR
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01300000	Part Name(s) STEERING: POWER ASSIST RACK & PINION MECHANISM DISINTEGRATED CAUSED POWER STEERING PUMP TO FAIL	Location <input 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): 14-JAN-2000 Mileage at Failure(s): 37,644 Vehicle Speed at Failure(s): 10MPH	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>See Below</i>	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 N/A	Number of Fatalities N/A
Estimated Property Damage N/A		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
POWER STEERING MECHANISM DISINTEGRATED WITHOUT WARNING, CAUSING LOSS OF STEERING. DEALER HAS REPAIRED VEHICLE. *AK (See attached information) * James - Rivard, Brandon, Florida, (813) 626-2603, retained parts and would not permit owner to see them or retain them for further review of the failed parts.			
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 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
400 Seventh Street, S.W.
Washington, D.C. 20590

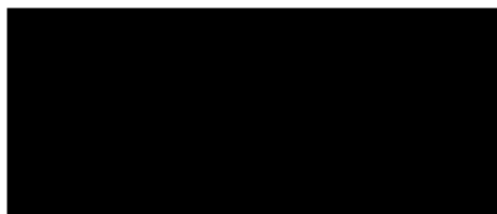
16 March 2000

TO WHOM IT MAY CONCERS,

1. First, let me apologize for the delay in submitting requested information concerning "failure of the rack & pinion steering mechanism and subsequent failure of the power steering pump" on the 1997 Pontiac Trans Port described on attached OMB Form No. 212-008, Reference No. 856036.
2. The delay was caused by two factors; (1) continuing power steering problems after repairs were completed by the James-Rivard Pontiac dealership of Brandon, Florida, and (2) my being on vacation during the period 12 Feb through 12 Mar 00.
3. After further repairs by the Lee Pontiac of Crestview dealership during the period 20 Jan through 31 Jan 00, it now appears the power steering problems have been resolved. Needless to say however, the reliability of this particular 1997 Pontiac Trans Port is questionable and I am not confident that I will be a future owner of a GM product.
4. Fortunately for me and my family, including my six year old granddaughter, the incident I reported to your agency on 2 Feb 00, "complete loss of steering due to the disintegration of the rack & pinion steering mechanism and failure of the power steering pump), which happened without any warning whatsoever, took place in a mall parking lot while I was driving at approximately 10 mph. However, only minutes before, I was driving at 70 mph on I-75 and because of the "potential" for a very serious and/or fatal accident at that speed, I sincerely hope your agency will conduct a thorough investigation of the problem to determine if other GM products may be affected and that your agency will alert other Pontiac and GM vehicle owners of this possible "Hazardous Car Defect".
5. Also, I want your agency to be aware that I requested defective parts be provided to me on 6 Jan 00. However, James-Rivard, specifically, Mr. Marcus Campbell, Phone No. (813) 620-3933, stated that since work was accomplished under warranty, they would send the parts back to GM. Further, when I requested copies of all documents pertaining to the repairs, Mr. Campbell stated the documents were their work-up documents and are not provided to the customer. Therefore, only the attached documents were provided to me.

6. I truly appreciate your concerns in this matter and I look forward to hearing whether or not other GM vehicle products may or may not be affected. Thank you.

Sincerely,



Tach...

6815472

100587

JAMES-RIVARD

INVOICE



PONTIAC-GMC



9740 ADAMO DRIVE
TAMPA, FLORIDA 33619

MAILING: P.O. BOX 3350
BRANDON, FLORIDA 33509-3350

PHONE (813) 620-3933

STATE OF FLORIDA REGISTRATION NO. MV-33408

PAGE 2

SERVICE A. FOR: 1024 TIMOTHY CALDWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	97	PONTIAC TRANS SPORT	1GMDX03E6VD169049		37644/37644	T2462	
DEC DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
01JAN1997			17:00 06JAN00		60.00	CASH	06JAN2000

R.O. OPENED	READY	OPTIONS: DLR:08078 ENG:3.4 Liter V6 MFI					
17:40 04JAN00	14:57 06JAN00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

*part # 4820
1-46 00*

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER

250.00

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 2% of the total labor charge. This will be shown in the lower right corner of repair order in the space provided. The maximum amount charged will be \$10.00.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified in the description of the complaint.	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	250.00
	TOTAL CHARGES	250.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	250.00

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

CUSTOMER SIGNATURE

681547

100587

JAMES-RIVARD

INVOICE



3740 ADAMO DRIVE TAMPA, FLORIDA 33619
MAILING: P.O. BOX 3350 BRANDON, FLORIDA 33509-3350
PHONE (813) 620-3933
STATE OF FLORIDA REGISTRATION NO. MV-80409

SERVIC. PR: 1024 TIMOTHY CALDWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	97	PONTIAC TRANS SPORT	1GMDX03E6VD169049		37644/37644	T2462	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN1997			17:00 06JAN00		60.00	CASH	06JAN2000
R.O. OPENED	READY	OPTIONS: DLR:08078 ENG:3.4 Liter V6 MPI					
17:40 04JAN00	14:57 06JAN00						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES VEH WILL NOT TURN TO THE LEFT///TOWED-IN CAUSE:

- ES730 GEAR ASSEMBLY, POWER STEERING SHORT REPLACE
1053 WP94 3.40 (N/C)
- 1 26065032 GEAR (N/C)
- JLS
- 1 26041722 PUMP (N/C)
- JLS
- 2 1050017 P/S FLD (N/C)
- PC: 1H
- PART#: 26065032
- COUNT: 4
- CLAIM TYPE:
- AUTH CODE:
- OM
- T2020 TOWING (N/C)
- 9999 WP94 0.00
- FC: 1H PART#: COUNT: 0
- CLAIM TYPE:
- AUTH CODE:
- OM

JAMES-RIVARD PONTIAC - GMC

MARCUS CAMPBELL
Service Consultant

JAMES-RIVARD PONTIAC - GMC TRUCK
3740 Adamo Drive • Tampa, Florida 33619
Tampa: (813) 620-3933 • 1 (888) 840-7283
FAX: (813) 626 2603

- SUBL STEPPS (N/C)
- PO#85310
- WP94 (N/C)
- 37644 RACK & PINION BINDING:P/S PUMP LEAKING 6.0 REPLACE RACK & PINION REPLACE POWER STEERING PUMP
- *****
- B** FRONT END ALIGNMENT
- 43 SEE LINE A
- 1053 CP 0.00 0.00 0.00
- 37644 FRONT END ALIGNMENT 1.0 COMPLETE

<p>ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE</p> <p>A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 2% of the total labor charge. This will be shown in the lower right corner of repair order in the space provided. The maximum amount charged will be \$10.00.</p>	LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.	DESCRIPTION	TOTALS
	CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.	LABOR AMOUNT	
	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, TUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	