

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 252

Date Received

18-FEB-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

857232

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 or drivers side) 1G2WJ52K3VF240753	Vehicle Make PONTIAC	Vehicle Model GRAND PRIX	Vehicle Year 1997	Current Odometer Reading
--	--------------------------------	------------------------------------	-----------------------------	--------------------------

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 _____
--	---	---	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10310000	Part Name(s) VISUAL SYSTEMS: WINDSHIELD WIPER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>11-FEB-2000</u> Mileage at Failure(s) <u>10010</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
--	---	---------------------------	----------------------	---------------------------	---

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

WINDSHIELD WIPERS FROZE AND STUCK ON THE WINDOW. DEALERSHIP TOLD CONSUMER THAT WINDSHIELD WIPERS WERE NOT PROPERLY DESIGNED IN AND THAT'S WHY THE WINDSHIELD WIPERS STUCK. *AK

CONTINUED ON BACK (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.

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 252	
		Date Received <u>19 FEB 2000</u> OFFICE OF DEFECTS INVESTIGATION Reference No. 857232 Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) 			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of _____, your name and address to the vehicle manufacturer.			
Signature of Owner _____		Date <u>3-7-00</u> ☒ YES ☐ NO	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's side) 1G2WJ52K3VF240753	Vehicle Make PONTIAC	Vehicle Model GRAND PRIX	Vehicle Year 1997
		Current Odometer Reading 112,051	
Purchase Date <u>4/97</u> ☒ New ☐ Used	Dealer's Name <u>Newberry Motors</u> City <u>Newberry</u> State <u>MI</u> Zip Code <u>49868</u>		Engine Size (CID/CC/L) <u>3.8V</u> No Cylinders <u>6</u> ☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
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 10310000	Part Name(s) VISUAL SYSTEMS: WINDSHIELD WIPER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement
No of Failures _____	Date(s) of Failure(s) <u>11-FEB-2000</u> Mileage at Failure(s) <u>10010</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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WINDSHIELD WIPERS FROZE AND STUCK ON THE WINDOW. DEALERSHIP TOLD CONSUMER THAT WINDSHIELD WIPERS WERE NOT PROPERLY DESIGNED, AND THAT WAS WHY THE WINDSHIELD WIPERS STUCK. *AK NO, DEALER SAID WE DID NOT CARE FOR THEM PROPERLY. THIS IS THE 4TH TIME SINCE WE'VE OWNED THIS CAR. THAT THE WIPERS STOPPED WORKING. THIS WILL BE THE THIRD TIME WE'VE HAD TO REPLACE THE WIPER MOTOR. AND COSTS OVER \$400 EACH TIME. WE HAVE LIVED IN THIS AREA FOR 30 YEARS. WE DO KNOW HOW TO TAKE CARE WINDSHIELD WIPERS.			
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.			

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

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

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)

I'M INSULTED TO THINK THEY KEEP BLAMING US FOR AN OBVIOUS
MANUFACTURE FLAW. I DRIVE OVER 100 MILES A DAY, I CAN NOT HAVE A
CAR THAT THE WIPERS ARE NOT RELIABLE. WE HAVE OWNED 3 NEW OLDSMOBILES
+ THIS IS OUR SECOND Grand Prix, and we managed to take proper
care of those wipers. WE FOUND A RECALL ON THE INTERNET, BUT THEY WILL
NOT HELP US WITH THIS PROBLEM. IT IS OBVIOUS TO US THAT
PONTIAC IS TRYING TO GET OUT OF DOING ANYTHING ABOUT THIS IT CAN
BE VERY DANGEROUS DRIVING IN A SNOWSTORM OR A RAINSTORM WITH
WIPERS THAT ARE NOT RELIABLE, THESE WIPERS BLOW OFF THE
WINDSHIELD AT SPEEDS OVER 65 OR WHEN A SEMI PASSES GOING IN THE
OPPOSITE DIRECTION. THEY STOP STRAIGHT UP, LIMITING YOUR
FIELD OF VISION.

U.S. Government Printing Office: 1996 — 625-390

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

