

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 255

Date Received

24-MAY-2000

Oid\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

862470

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 <b>PONTIAC</b>	Vehicle Model <b>GRAND AM</b>	Vehicle Year <b>1999</b>	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input 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 type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <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 type="checkbox"/> Other _____
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## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) <b>EQUIPMENT: SPEED CONTROL</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <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)

**CRUISE CONTROL WAS ENGAGED AND SET AT 80 MPH. WHEN ATTEMPTING TO DISENGAGE CRUISE CONTROL, IT GOT STUCK. CONSUMER HAD TO PUT VEHICLE INTO NEUTRAL WHILE DRIVING TO REDUCE SPEED. DEALER HAS BEEN CONTACTED. \*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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p><b>FOR AGENCY USE ONLY</b> 255 Date Received: <b>24-MAY-2000</b> 00 JUN 20 AM 11:51 OFFICE DEFECTS INVESTIGATION Reference No. <b>862470</b></p>	
OWNER INFORMATION (Type or Print)				Work Number	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of _____ address to the vehicle manufacturer, Signature of Owner _____ Date <b>6/14/00</b>				YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> <b>162NW12ESX M763142</b>		Vehicle Make <b>PONTIAC</b>	Vehicle Model <b>GRAND AM</b>	Vehicle Year <b>1999</b>	Current Odometer Reading <b>17,200</b>
Purchase Date <b>1-22-99</b>	Dealer's Name <b>Rinke Pontiac - GMC</b>		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <b>Warren</b> State <b>MI</b> Zip Code <b>48090</b>	No Cylinders			
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 checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	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 checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component <b>18300600</b>	Part Name(s) <b>EQUIPMENT:SPEED CONTROL</b>		Location <input type="checkbox"/> Left <input 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 <b>1</b>	Date(s) of Failure(s) <b>5/23/00</b> Mileage at Failure(s) <b>16,600</b> Vehicle Speed at Failure(s) <b>65 mph</b>		Failed Part(s) Available? <input 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 <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage	Reported to Police <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
<p><b>CRUISE CONTROL WAS ENGAGED AND SET AT 80 MPH. WHEN ATTEMPTING TO DISENGAGE CRUISE CONTROL, IT GOT STUCK. CONSUMER HAD TO PUT VEHICLE INTO NEUTRAL WHILE DRIVING TO REDUCE SPEED. DEALER HAS BEEN CONTACTED. *AK</b></p>					
CONTINUE ON BACK IF NEEDED					
<p>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.</p>					

[REDACTED]

To: Don Hackworth/US/GM/GMC@GM  
cc:  
Subject: Grand Am Safety Concern

Mr. Gibbs has not gotten back to me, so I wanted to see if you could assist me.

Thanks for your time.

[REDACTED]

----- Forwarded by Sue Hollebrands/US/GM/GMC on 06/09/2000 06:23 AM -----

[REDACTED]

To: Jerry Gibbs/US/GM/GMC@GM  
cc:  
Subject: Grand Am Safety Concern

My name is [REDACTED] and I work at GM Truck in the Vehicle Timing Group. I would like to know if you can help me with a Quality Incident that happened to me with my Pontiac Grand Am. Here is what happened:

On May 23, 2000 I was driving to work early in the morning to GM Truck in Pontiac, Michigan. I have a Pontiac Grand Am (1999) VIN # 1G2NW12E5XM763142. I was heading West on M-59 past Van Dyke (M-53). I flipped on my Cruise Control Switch and was cruising along, was coming out of the 55 mph zone and heading towards the 65 mph zone. I hit my accelerator increase button on my steering wheel and the speed increased and I had my vehicle at a wide open throttle. The speed of the car was at 85 mph and the gage was bouncing at 7 RPM's. I turned off the Cruise Control (the light went out) but my car continued to increase speed. I then started to apply the brakes and the car would not slow down. Not knowing what to do, I put the car in First Gear and kept pumping the brakes, I did slow down to about 55 mph. So to stop the car, I ended up putting the car into neutral and coasted to M-59 and Rochester Road. I turned off the ignition and the smoke came out of the hood, I believe the transmission was blown at this point and then I called 911. Many people told me I should have turned off the ignition, but when you are at a high rate of speed, I just did what came to mind so I would not hit someone or hurt myself. The gage on the car was bouncing at 7 (RPM's) The car has approximately 16,660 miles on it and it is a lease. **I feel the car has some definite underlying damage and I will continue to have problems with it.**

On Tuesday after the incident I called the Pontiac Customer Assistance number (1-800-762-2737) and spoke with Anthony Russell and explained the situation, he then gave me a Request Number [REDACTED]. If you are interested in any more of the detail, please contact me at [REDACTED] (work), [REDACTED] (Home), or [REDACTED] Cell Phone. I am having to take the car back in for service, it is not driving the same and I want to get out of this lease, due to I do not feel safe in this car. If you can be of any further assistance, please contact me at your earliest convenience.

Thanks for your attention in this matter

\*\*\*\*\*  
 \* PONTIAC \*  
 \*\*\*\*\*

RINKE PONTIAC-GMC CO.  
 P.O. BOX 749  
 WARREN, MI 48090-0749  
 F-101882  
 810 756-5100

\*\*\*\*\*  
 \* G.M.C. \*  
 \*\*\*\*\*

THANK YOU & HAVE A NICE DAY!

CUSTOMER NO.	REPAIRS PROPERLY COMPLETED & CHECKED BY: WILLIAM BECKER	CARD NO. 387	INVOICE DATE 06/08/00	STOCK NO. KPCS155
	LABOR RATE	LICENSE NO.	ODOMETER 17122	DELIVERY MILES
	YEAR/MAKE/MODEL 99/PONTIAC/GRAND AM GT 2DR/2 DOOR	IN SERVICE DATE 01/22/99	PRODUCTION DATE	
	VEHICLE ID. NO. 1G2NW12E5XN763142	SELLING DEALER NO.		
	P.T.E. NO.	P.O. NO.	R.O. DATE 06/07/00	

LABOR & PARTS  
 J# 1 07PMZ

TRANSMISSION HOURS: 1.10 TECH(S):253  
 CUST STATES HESITATION ON ACCEL AT FREEWAY SPEEDS  
 PERFORMED TECH II DIAG, RECALIBRATED PCM WITH UPDATE FOR  
 RESOLUTION ON ACCEL AT HIGHWAY SPEEDS.  
 CALIBRATION:9386614  
 JG

WARRANT

JOB # 1 TOTAL LABOR & PARTS 0.0

J# 2 06PMZ

ENGINE HOURS: TECH(S):253  
 CHECK ABNORMAL NOISE COMING FROM EXHAUST AREA  
 CHECKED AND INSPECTED EXHAUST NORMAL GT EXHAUST NOTED.  
 JMG

WARRANT

JOB # 2 TOTAL LABOR & PARTS 0.0

TECHNICIAN CERTIFICATION  
 253

KEITH A KAHNEL M-168174

TOTALS

\*\*\* THANK YOU FOR SERVICING YOUR VEHICLE AT \*\*\*  
 RINKE PONTIAC-GMC CO.  
 WHERE WE APPRECIATE YOUR BUSINESS AND  
 LOOK FORWARD TO SERVING YOU AGAIN IN  
 THE NEAR FUTURE  
 FLAT RATE HR. BASED ON TIME GUIDE; MAY NOT REFLECT ACTUAL HRS  
 REPAIRS LISTED ABOVE WERE COMPLETED PROPERLY  
 UNLESS OTHERWISE NOTED.

TOTAL LABOR....	0.0
TOTAL PARTS....	0.0
TOTAL SUBLET....	0.0
TOTAL G.O.G....	0.0
TOTAL MISC CHG.	0.0
TOTAL MISC BTSC	0.0
TOTAL TAX.....	0.0
TOTAL INVOICE \$	0.0

DEALER AUTHORIZED SIGNATURE

\* DESIGNATES "GOODWRENCH SERVICE PLUS PART"  
 LIFETIME GUARANTEE ON THESE SELECT GM PARTS; GM WILL WARRANTY  
 COST OF PART SEE SERVICE ADVISOR FOR COMPLETE DETAILS!!!!!!

CUSTOMER SIGNATURE

\*\*\*\*\*  
 \* PONTIAC \*  
 \*\*\*\*\*

KINKE PONTIAC-GMC  
 P.O. BOX 749  
 WARREN, MI 48090-0749  
 /F-101882  
 810-762-5100  
 THANK YOU & HAVE A NICE DAY!

\*\*\*\*\*  
 \* G.M.C. \*  
 \*\*\*\*\*

REPAIRS PROPERLY COMPLETED & CHECKED BY <b>JUDITH A YERMAN 847</b>	CARD NO. 6750	INVOICE DATE 05/26/00	1270
LABOR RATE	LICENSE NO.	MILEAGE 16670	COLOR BRIGHT WHITE
YEAR MAKE/MODEL 99/PONTIAC/GRAND AM GT 2DR/2 DOOR		IN SERVICE DATE 01/22/99	STOCK NO.
VEHICLE ID NO. 1G2EW12E5XN743142	SELLING DEALER	REGISTRATION DATE	
F.T.E. NO.	P.C. NO.	R.O. DATE 05/23/00	REPRINT# 1

**LABOR & PARTS**  
 JOB # 1 OCPNZ  
 ELECTRICAL HOURS: 0.20 TECH(S):353  
 ADVISE ON "CUST STATES" THAT THE CRUISE CONTROL IS STUCK ON AND WHEN RESUME PRESSED IT CONTINUED TO ACCELL CASE # 3949494  
 FOUND CRUISE MD LOCKED IN PLACE AND POSSIBLE BINDING. NEVER VERIFIED, CONCERN PERSONALLY; REPLACED CRUISE CABB AS PRECAUSINARY MEASURES AND POSSIBLE CAUSE.  
 JMG

**WARRANTY**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22602711	CABLE 3.880		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 17PNZTOW TOWING HOURS: 0.00 TECH(S):353  
 BYERS WING  
 #130

**WARRANTY**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 05PNZVIBRATE BRAKES PULSATING HOURS: 0.90 TECH(S):353  
 Added Operation (PCHRIS @ 05/25/2000 10:31)  
 CHECK AND ADVISE ON BRAKE VIBRATION/PULSATION. SINCE CRUISE LOCKED ON AND CUSTOMER TRIED TO STOP VEHICLE REPLACED FRONT PADS AND ROTORS PER BULLETIN.  
 JMG

**WARRANTY**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	2	18060442	ROTOR 5.809		
JOB # 3	1	18044437	PAD KIT 5.017		
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JOB # 4 01PNZ INSPECTION HOURS: 0.20 TECH(S):353  
 Added Operation (PCHRIS @ 05/25/2000 10:31)  
 CHECK TRANS AND ENGINE OIL TO MAKE SURE NOT OVERHEATED FLUIDS TOPPED OFF, NO DISCOLORATION.  
 JMG

**WARRANTY**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

SUBLET JOB # 2 PCH 59941 VENDOR INV INV. DATE DESCRIPTION  
 05/23/00 TOWING INV 24045

**WARRANTY**

G.O.G. & SUPPLIES JOB # 1 1.0 FRIEGHT /UNIT TOTAL - GOG

**WARRANTY**

COMMENTS  
 FILE # 000418191 1-800-762-2333 ANTHONY AT PONTIAC

WE warrant the electrical components to be free from defects in materials and workmanship for a period of 12 months or 100,000 miles, whichever comes first. This warranty does not cover damage caused by accident, abuse, misuse, neglect, or any other cause not intended by us. It is void if the vehicle is used for racing, off-road, or other illegal purposes. For more information, please contact your dealer. ©2000 GM Corp. All rights reserved.

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RINKE PONTIAC-GMC CO.  
 P.O. BOX 749  
 WARREN, MI 48090-0749  
 P-101892  
 810-705-5100  
 THANK YOU HAVE A NICE DAY!

\*\*\*  
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 \*\*

DATE TIME NO 149803	EXHAUST	PERFORMED BY JUDITH YERMAN	CHECKED BY 369	CARD NO 6758	DATE 05/26/00	PRICE 127.67
		LABOR FOR	CHASSIS NO.	MR. ORDER 16670	EXHAUST WHIT	STOCK NO.
		YEAR / MAKE 99/PONTIAC	MODEL GRAND AM GT	DOOR 2DR/2	DELIVERY DATE 01/22/99	DELIVERY MILES 36
		VEHICLE ID 1B3A12E5X876914D	P.O. NO.		05723/00	REPRINT# 1

TECHNICIAN CERTIFICATION

JAMES S. HUGHES

M224987

TOTALS

\*\*\* THANK YOU FOR SERVICING YOUR VEHICLE AT RINKE PONTIAC-GMC CO. WHERE WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SERVING YOU AGAIN IN THE NEAR FUTURE. FLAT RATE HW. BASED ON TIME GUIDE; MAY NOT REFLECT ACTUAL HRS REPAIRS LISTED WERE COMPLETED PROPERLY UNLESS OTHERWISE NOTED.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.O.B.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE</b>	<b>0.00</b>

DEALER AUTHORIZED SIGNATURE

\* 100% SATISFACTION GUARANTEE SERVICE PLUS PART LIFETIME WARRANTY ON THESE SELECT GM PARTS. GM WILL WARRANTY COST OF PART & SERVICE. ADVISOR FOR COMPLETE DETAILS!!!!!!

CUSTOMER SIGNATURE

*Handwritten signatures and notes:*  
 Houghton  
 Gng Coon  
 EXHAUST