

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

10-AUG-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

867339

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 vehicle or on driver's side)	Vehicle Make PONTIAC	Vehicle Model GRAND AM	Vehicle Year 1997	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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02150000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) _____ 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.)

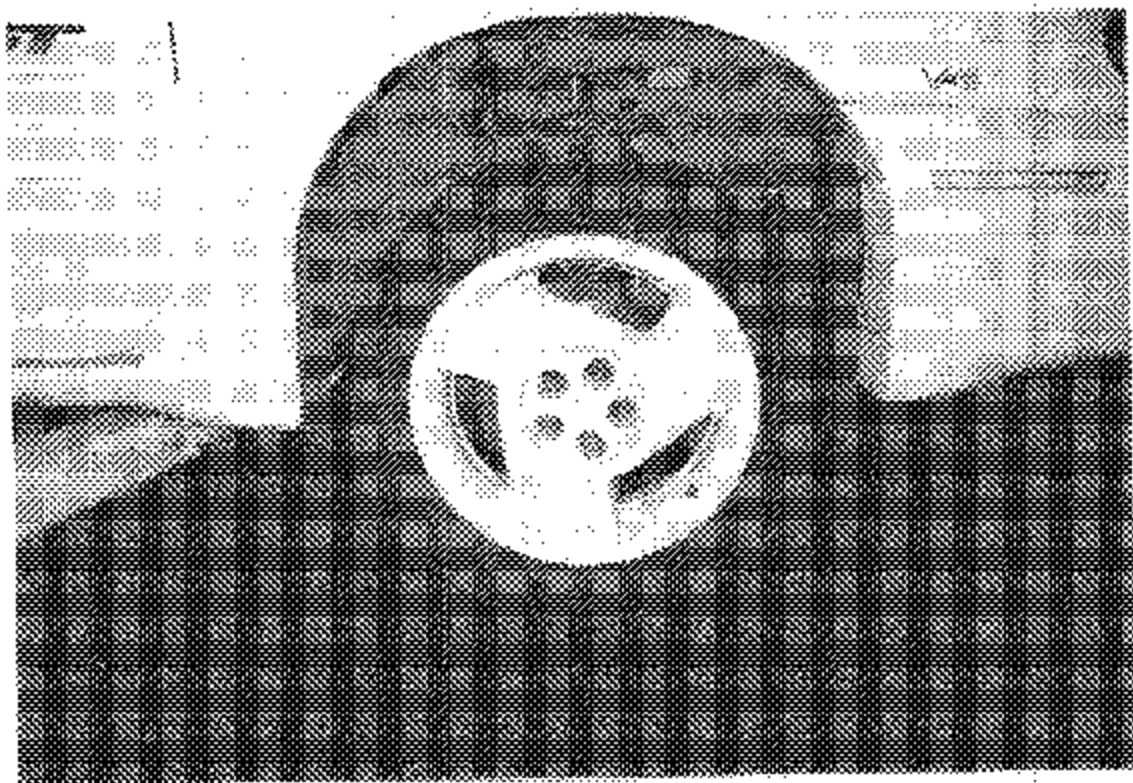
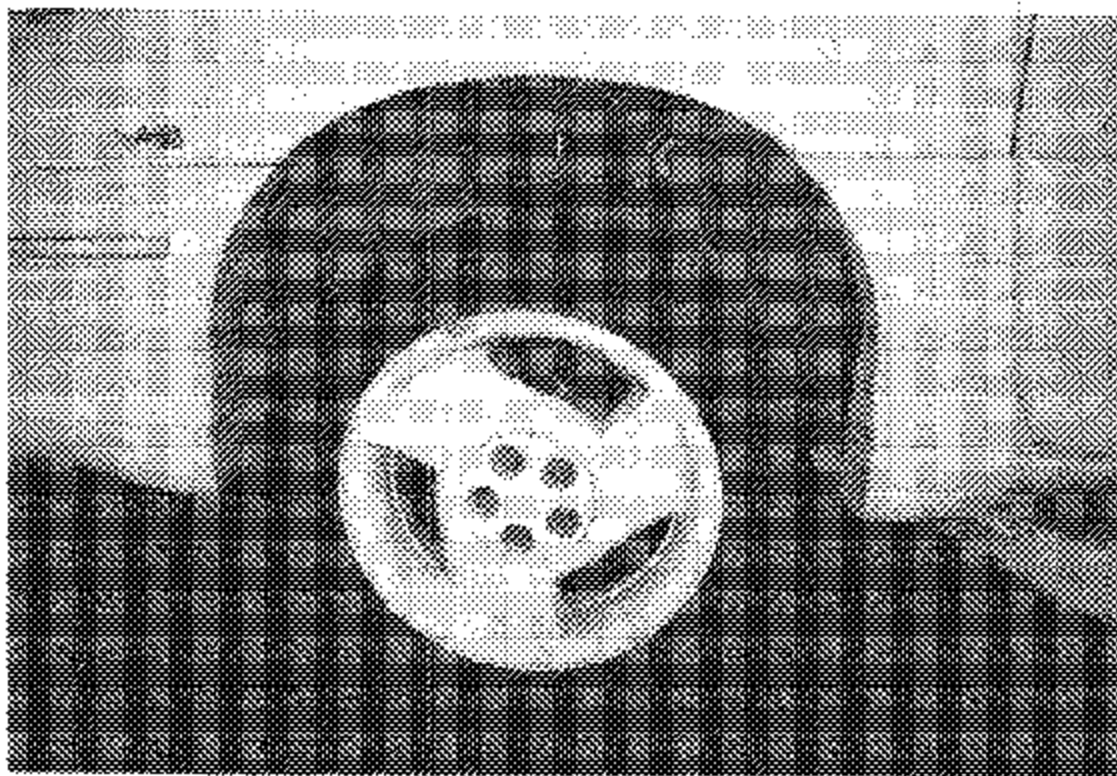
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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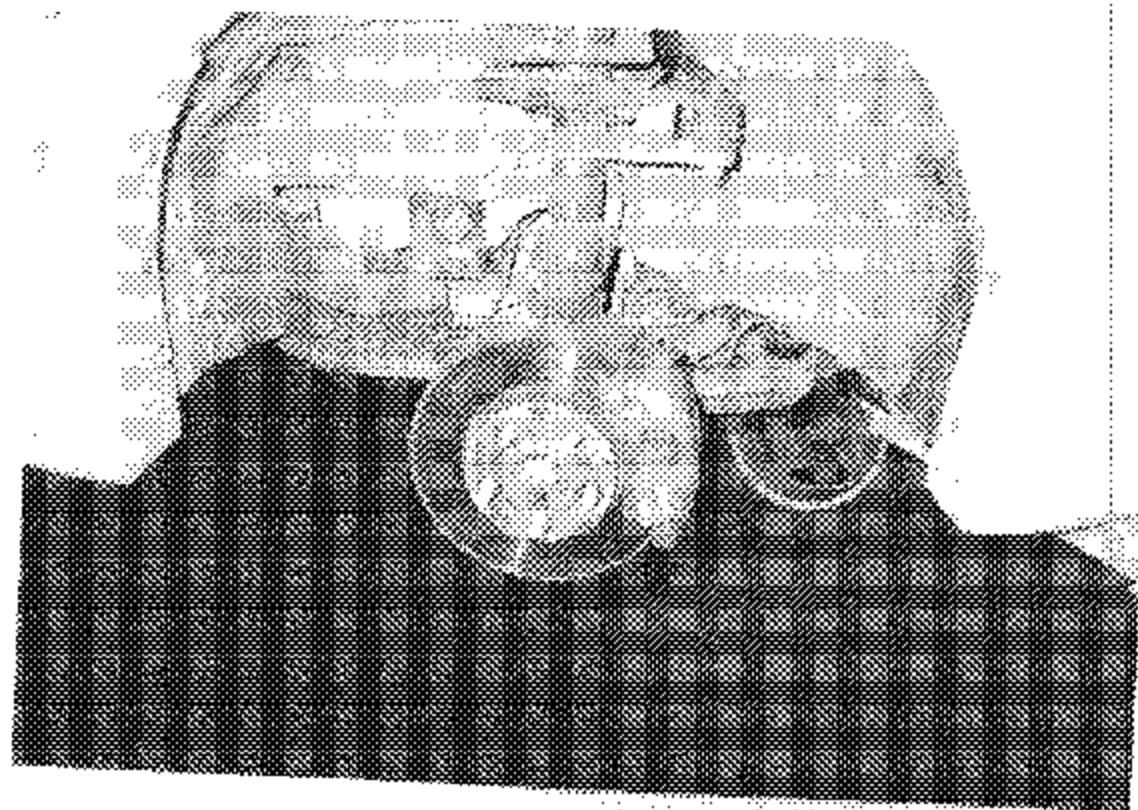
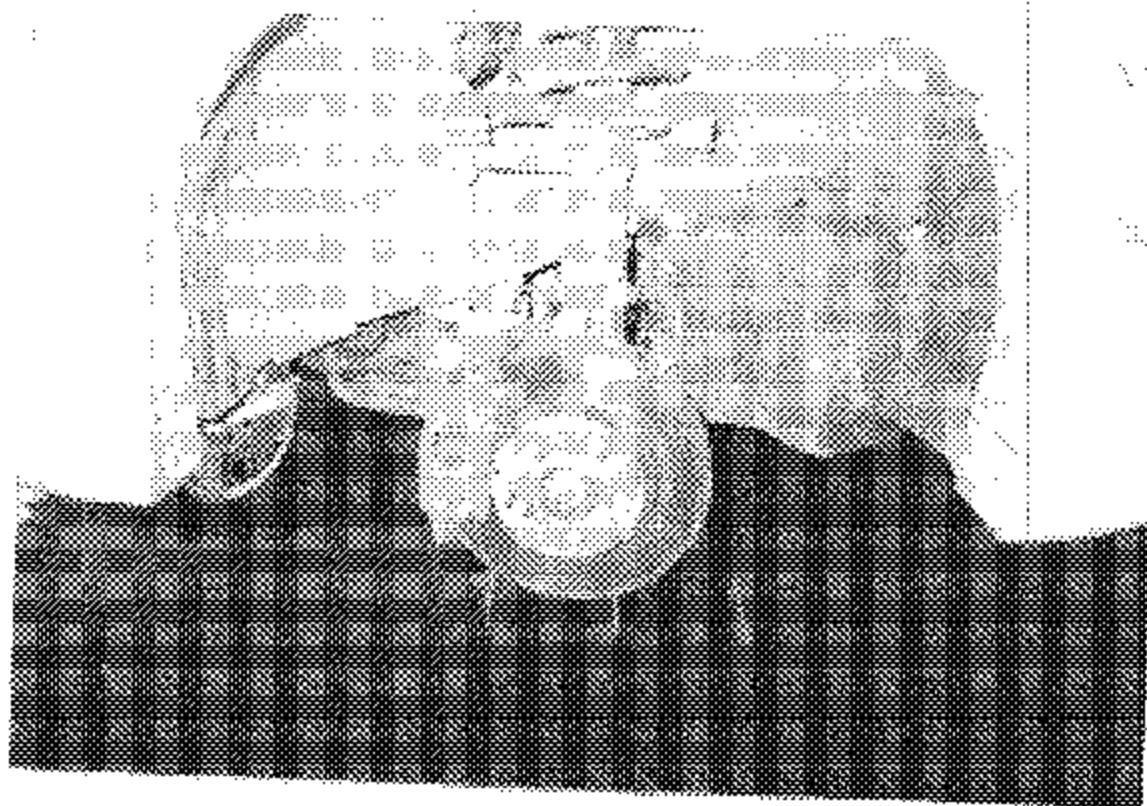
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

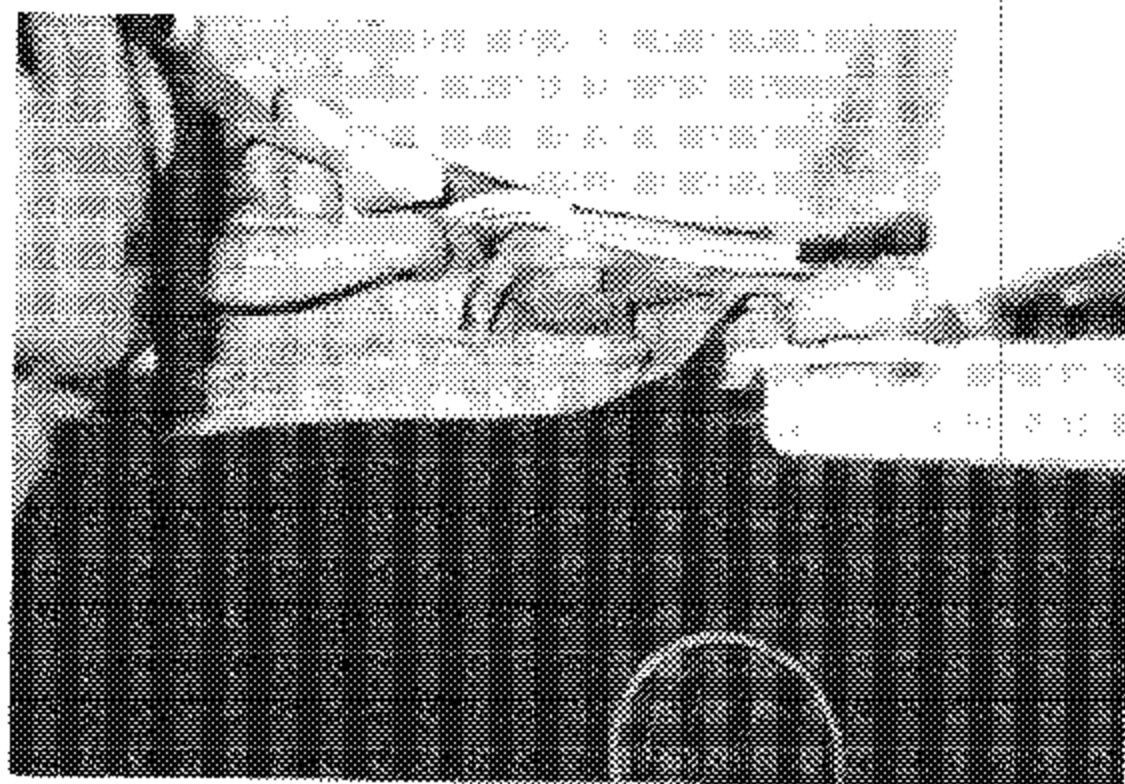
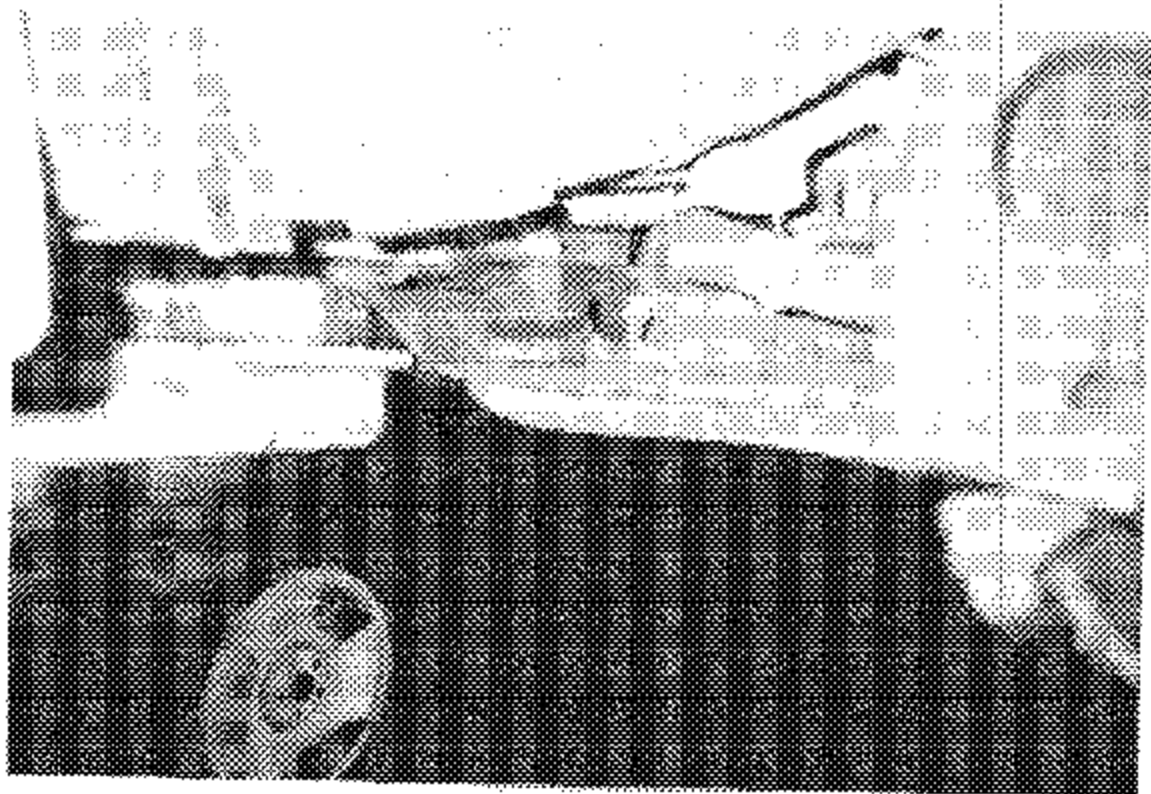
BOTH THE FRONT LOWER CONTROL ARM BUSHING WORE OUT CAUSING THE VEHICLE TO PUL TO THE LEFT AND, THE RIGHT DURING ACCELERATION. THE DEALER HAS BEEN CONTACTED.

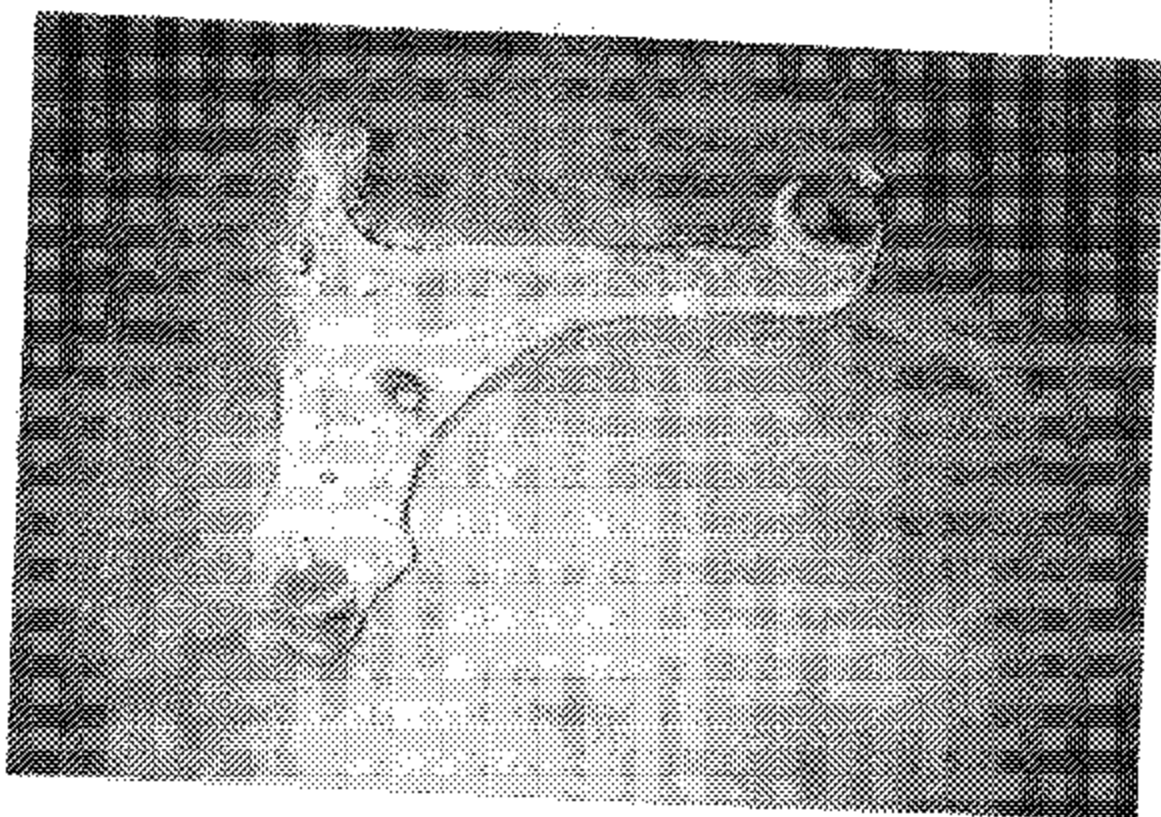
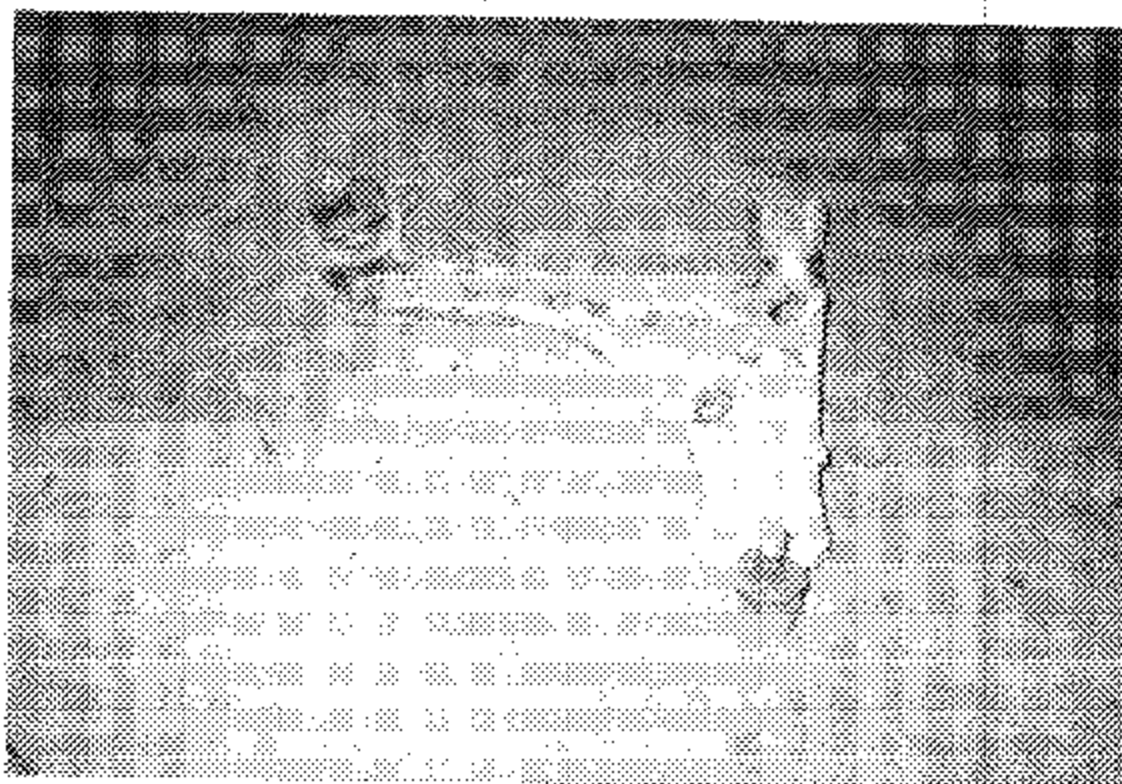
CONTINUE ON BACK IF NEEDED

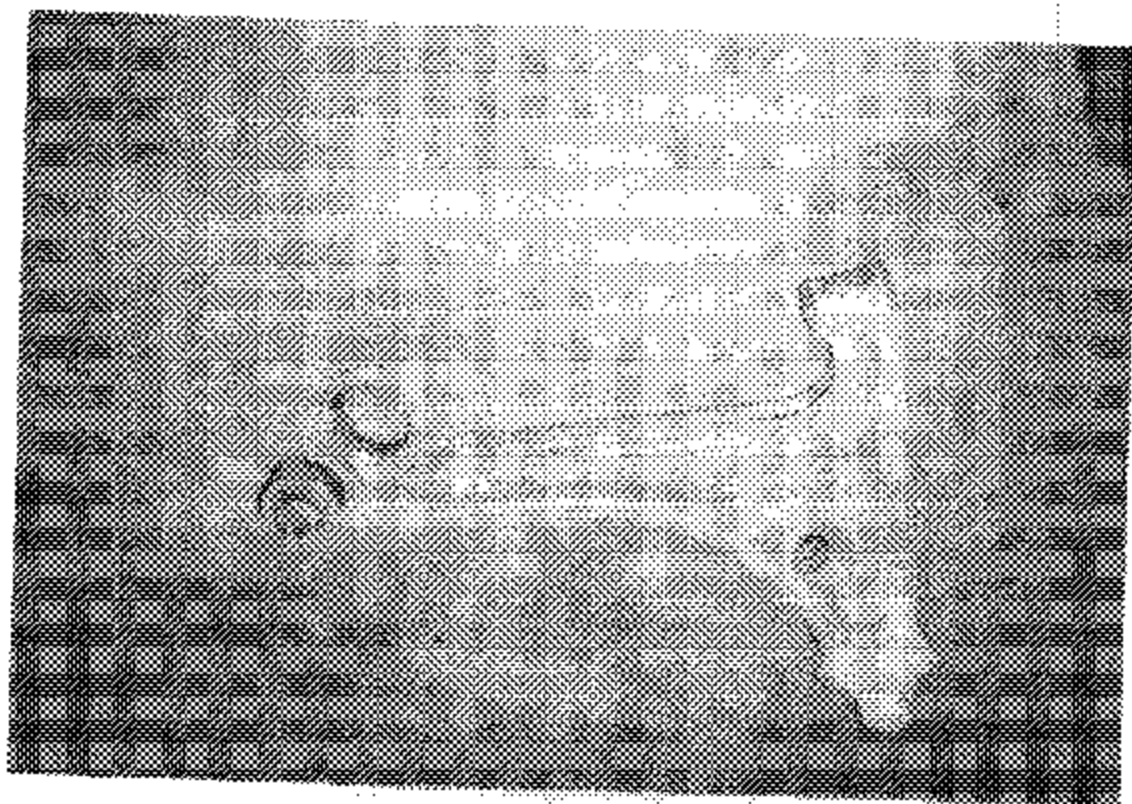
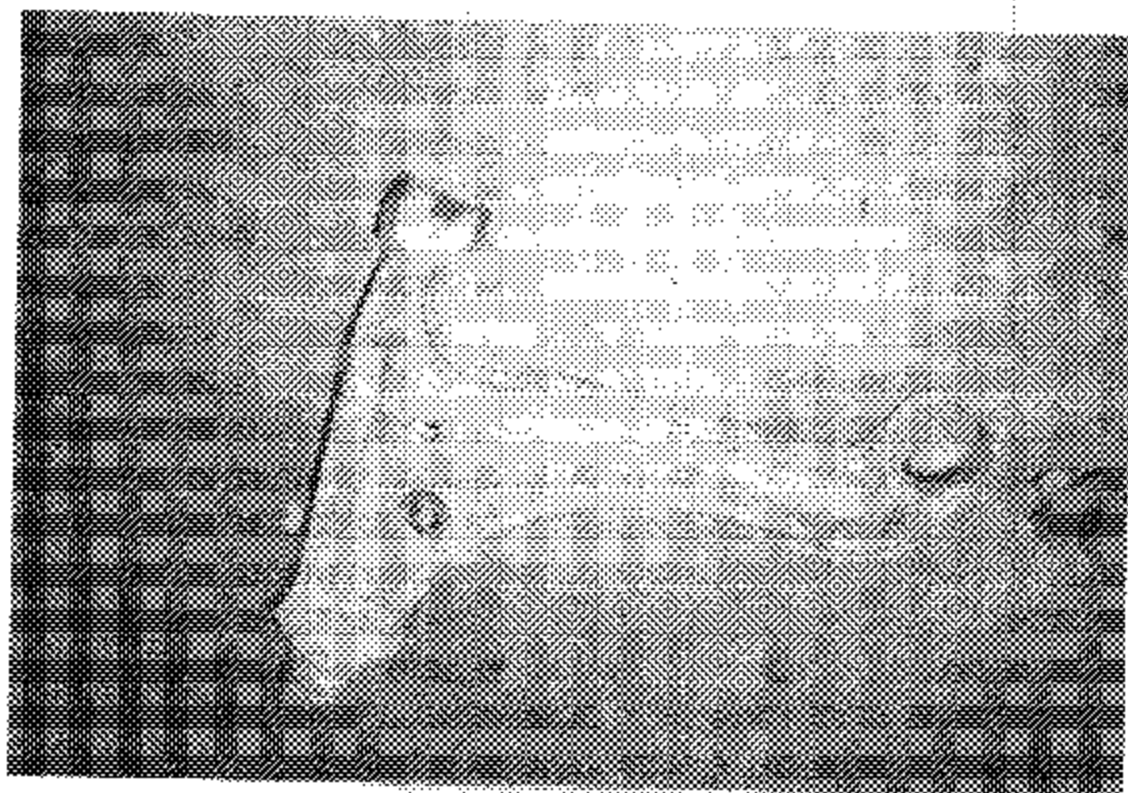
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

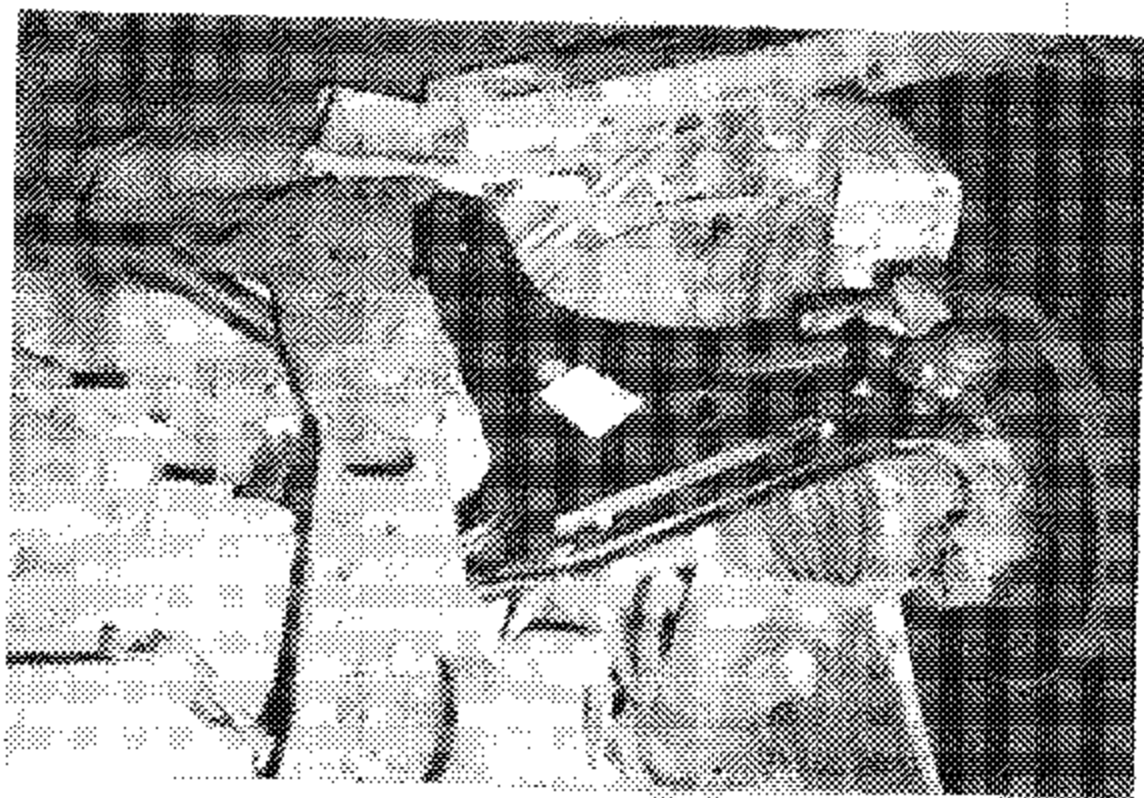
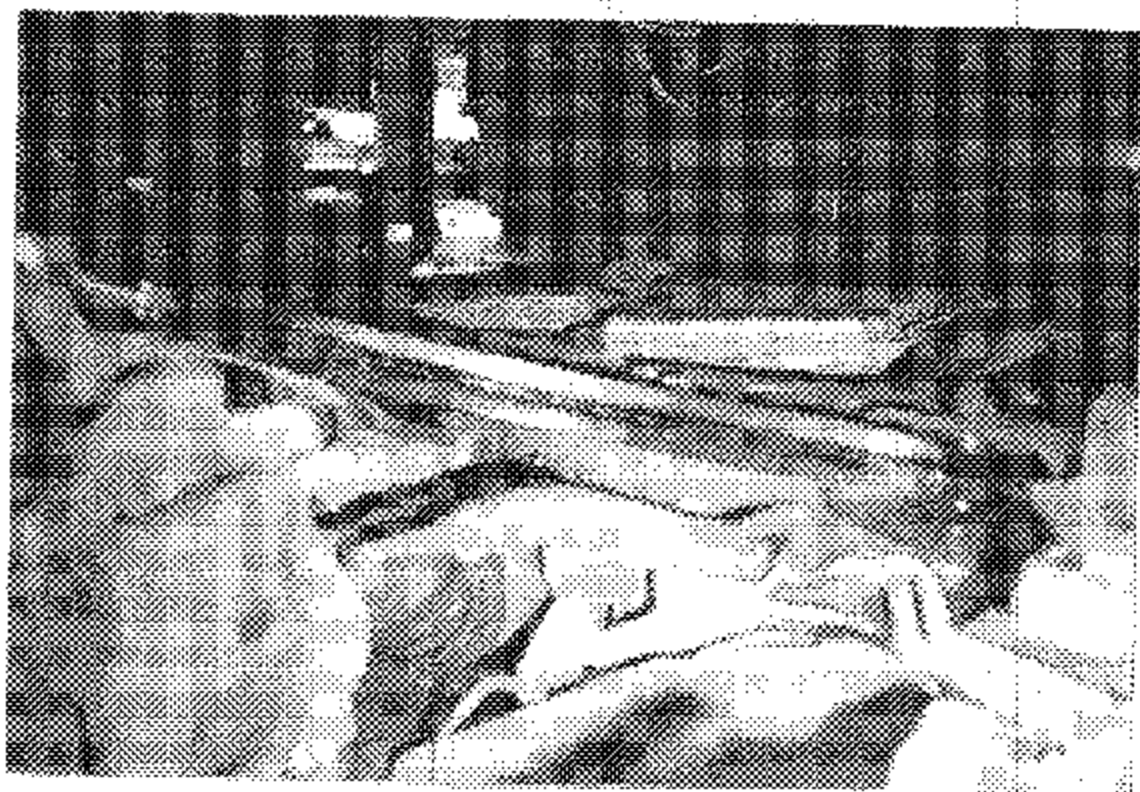


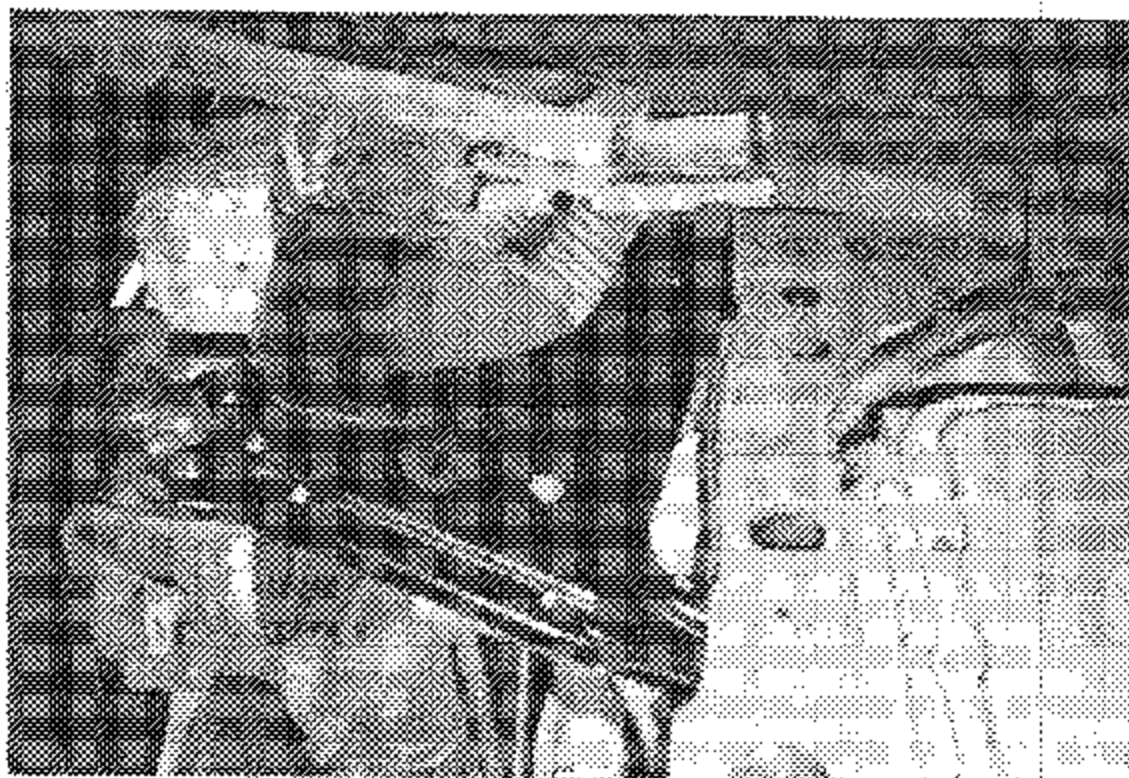














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Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 255

Date Received:

05 SEP 18 PM 2:50
10-AUG-2000

DEFECTS INVESTIGATION OFFICE

Od_or _____
rt_dt _____
od_rt _____
up_Wr _____

Reference No.

867339

OWNER INFORMATION (Type or Print)

825957

Work Number

Home Number

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 08/12/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2NW12M6VC720147	PONTIAC	GRAND AM	1997	37020
Purchase Date	Dealer's Name <u>T.M. O'Neill Chevrolet Inc.</u>		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	City <u>Council Bluffs</u> State <u>IA</u> Zip Code <u>51501</u>		No Cylinders <u>6</u>	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Ult ☐ Truck ☐ Motorcycle		☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02150008	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER	Location ☒ Left ☒ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) Mileage at Failure(s) <u>31,000</u> Vehicle Speed at Failure(s) <u>N/A</u>	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 <u>N/A</u>	Number of Fatalities <u>N/A</u>	Estimated Property Damage <u>N/A</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH FRONT LOWER CONTROL ARM BUSHINGS WORE OUT, CAUSING VEHICLE TO PULL TO LEFT AND RIGHT DURING ACCELERATION. DEALER HAS BEEN CONTACTED. *AK

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 7

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)

enclosed is photos of the A. Frame and its defects, and
also enclosed a copy of the letter I sent to General Motors,
Pontiac and the local dealership. I hope this will help

★ U.S.G.P.O. 1982-620-887/80080

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

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

August 26, 2000

Carl Sutton
Service Manager
Mike Gorges Pontiac
6544 L. ST.
Omaha NE. 68117

Dear Mike,

I took your advice and forward the following information to the Pontiac and General Motors division so this case will be looked at. Also the have the engineering department review there diagrams for possible errors. The following is a copy of the letter I sent and who I sent it to. I feel your findings were wrong and would like other GM personnel to review it and open up the possibility of a recall on all Grand AM's and other GM cars with the same suspension. This suspension design is dangerous and I feel safety factor alone is worth looking at. Thanks for your time.

I recently purchased a 1997 Pontiac Grand AM in March 2000 for my sons senior graduation gift. The car was used and three months out of warranty and in good shape. Being I work for Union Pacific Railroad, I don't spend, nor have much time at home. Over the fourth of July my wife borrowed my sons car to come and see me in Wisconsin. When she arrived, I drove the car and the steering felt strange. When I came home (Omaha NE.) on the ninth of July I investigated the steering and found the rear front lower control arm bushings were broken.

I filed a complaint with Pontiac and the complaint number is C00872839. I'm writing to you to let you know that after talking with the parts department at Mike Gorges in Omaha NE. There have been a high number of these bushing and lower frames being sold, they could not give me exact numbers but the parts department did say that they have sold a lot of bushings and control frames in the last year. In fact when I told them what I needed, they didn't even need to look up the number; they knew it by pure memory. I think General motors and the Pontiac division should do an investigation to find out weather there is a defect in the design or the material of this system and a recall is in order to repair and adjust this flaw.

If the lower frame would have broke someone could have been killed. This situation could have been very costly. The safety of my son and our family is riding in this new car. And for this trouble to exist there is a problem. As a mechanic for the United States Air Force for twenty years, and now a mechanic for the railroad, I know from personal and professional experience that these bushings should and do last for more then three years. As far as the owner's manual for up keeps on this, all the manual says is to check joints every six months.

I understand my vehicle is out of warranty, but there are many other Grand AM's out there that are still under warranty and the people who own these cars need to be aware of this probability potential problem. If you should initiate a recall on this problem, I would like to be informed of this, to see if there is a possibility of me recovering some of my expenses.

Sincerely,

C/C William Smith
CEO
C/C Dave Hanson
General manager
C/C Dave Spencer
Director of Field Strategy / Development & Special Projects
C/C Director of Engineering
C/C J. Sassa
Regional F/C Manager

*Copy Sent to
Each of the
Following
←*