

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

335

Date Received

23-AUG-2000

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

Reference No.

868474

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2AS87HDEL271899	PONTIAC	FIREBIRD	1984	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
13561001	STRUCTURE:HATCHBACK FRAME	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
0	01-AUG-2000	183000	?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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


CONSUMER STATES THAT WHILE DRIVING HIT A POT HOLE AND WHEELS STARTED TO WOBBLE FROM SIDE TO SIDE CONSUMER COULD NOT STEER PROPERLY. TOOK MECH THEY FRAME RAIL WAS CRACKED, AND IS LOCATED BEHIND STEERING BOX.

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.

 DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY</b> 335 Date Received: <b>00 OCT -2 AM 10</b> <b>23-AUG-2000</b> <b>OFFICE</b> <b>DEFECTS INVESTIGATION</b>	
U.S. Department of Transportation National Highway Traffic Safety Administration		Od or _____ rt dt _____ od rt _____ up ltr _____ Reference No. <b>868474</b>	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] <b>630006</b>		Work Number [Redacted] Home Number [Redacted]	
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 Date <b>09 19 , 00</b>	
<b>VEHICLE INFORMATION</b>			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <b>1G2AS87H0EL271899</b>	Vehicle Make <b>PONTIAC</b>	Vehicle Model <b>FIREBIRD</b>	Vehicle Year <b>1984</b>
Current Odometer Reading <b>163,100</b>		Purchase Date <b>12/85</b>	
Dealer's Name <b>Charle Harris Pontiac</b> City <b>Clearwater</b> State <b>FL</b> Zip Code <b>33764</b>		Engine Size (CID/CC/L) <b>305</b> No Cylinders <b>8</b>	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> 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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input checked="" 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 Ult <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
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Component <b>13100000</b>	Part Name(s) <b>STRUCTURE:FRAME:MEMBERS AND BODY</b>	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures <b>0</b>	Date(s) of Failure(s) <b>01-AUG-2000</b> Mileage at Failure(s) <b>163000</b> Vehicle Speed at Failure(s) <b>0</b>	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>APPLICATION INCIDENT INFORMATION</b> (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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>			
<b>WHILE DRIVING HIT A POTHOLE AND WHEELS STARTED TO WOBBLE FROM SIDE TO SIDE. CONSUMER COULD NOT STEER PROPERLY,. TOOK VEHICLE TO DEALERSHIP, AND MECHANIC INDICATED THAT FRAME RAIL WAS CRACKED WHICH WAS LOCATED BEHIND STEERING BOX.*AK</b> ?lease see attached letter for more information.			
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.			

September 19, 2000



Pontiac Customer Service  
P.O. Box 33172  
Detroit, MI. 48232  
Attn: Request # C00666875

Dear Customer Service Rep,

I am writing to you regarding a problem I have on my 1984, Firebird with V.I.N. 1G2AS87HOEL271899. The front, driverside frame rail is cracked behind the steering gear box. This crack is getting worst as I must continue to drive my Firebird. It is becoming a dangerous problem because when the car rolls over a bump or a pot hole in the road, the front wheels start to violently wobble from side to side. When this happens, it becomes very difficult to maintain control of the automobile. I am not able to regain full control until the car is slowed below 25 mph. The history of this car is that I bought it new and this Firebird has never been in any accidents. I had the car checked at the local tire store, they said that the steering linkage and suspension are in good shape. They also said they could not check the alignment because of the cracked frame rail. They also said that they have seen 5 other Firebirds in the last year with a cracked frame rail. I have also looked at the web site for the National Highway Traffic Safety Administration, complaint database, (<http://www.nhtsa.dot.gov/cars/problems/complain/compmmy1.cfm>) and found three complaints regarding the cracked frame rails on other Firebirds (see report numbers; ODI ID:825679 filed July, 1998; ODI ID:374903, filed December, 1990 and in the investigations database, NHTSA action report number; PE88070 opened June, 1988). I am in the process of filing a complaint report as well with the National Highway Traffic Safety Administration. I feel this problem is an engineering defect and should be corrected by Pontiac at no cost to me. I would like a response in writing regarding what Pontiac plans to do about this problem. If I do not hear from you by October 31, 2000, I will be sending a copy of this letter to the editors of the local newspapers, The Saint Petersburg Times and The Tampa Tribune. Also, I will send a copy of this letter to the editor of the national magazine, High Performance Pontiac. I look forward to hear from you soon.

Sincerely,

