

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 294

Date Received

05-SEP-2000

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

Reference No.

869493

 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 driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2NE5536RM528773	PONTIAC	GRAND AM	1994	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <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 Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input 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 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <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) 83 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)

WHEN BRAKES ARE APPLIED PEDAL GOES TO THE FLOOR, RESULTING IN EXTENDED STOPPING DISTANCE. DEALER HAS REPAIRED BRAKES; HOWEVER THE PROBLEM STILL EXISTS. \*AK

CONTINUED ON BACK PLEASE

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		FOR AGENCY USE ONLY	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 633326		Date Received: 05-SEP-2000 OFFICE DEFECTS INVESTIGATION Reference No. 869493	
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: 9/25/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1G2NE5536RM528773	Vehicle Make PONTIAC	Vehicle Model GRAND AM	Vehicle Year 1994
Current Odometer Reading 82,000		Purchase Date 12/21/96	
Dealer's Name: Auto Fair Car Barn 1313 Hooksett Rd City: Hooksett State: NH Zip Code: 03106		Engine Size (CID/CC/L) No Cylinders: 4 Quad	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio	
Transmission Type <input type="checkbox"/> Manua <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"/> 2-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <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 checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Utl Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03260000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacemen
No of Failures happens alot.	Date(s) of Failure(s): 12/99 Mileage at Failure(s): 82,000 Vehicle Speed at Failure(s): 80-0 miles per hour	Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <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	Number of Fatalitie
Estimated Property Damag		Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<b>WHEN BRAKES ARE APPLIED PEDAL GOES TO THE FLOOR, RESULTING IN EXTENDED STOPPING DISTANCE. DEALER HAS REPAIRED BRAKES; HOWEVER THE PROBLEM STILL EXISTS. *AK</b> Back in April, 1998 I was loosing my brakes + my ABS Light was coming on. My brake pedal was going to the floor at a slow stop + I could not have any brakes. So, I immediately called ABS + they told me to bring my car in. They proceeded to give me new brakes and as I was driving away from ABS after they fixed my brakes I lost my brakes again + my ABS light was still on. I brought it back + they told me I would have to go to			
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.			

So I brought it to Texaco Pontiac + they supposedly fix it. In the meantime I moved to San Diego CA and did not drive my car for about 4 mths. and it started happening again shortly after. I called a dealer in SD they told me they would chg. Auto Fair again.

6683394

84306

TALARICO

PONTIAC • Cadillac • Mazda

\*INVOICE\*

1050 GOLD STREET • MANCHESTER, NH 03103  
PHONE (603) 626-6686

PAGE 1

SERVICE ADVISOR: 2200 SHERRYL DODD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
SILVER	94	PONTIAC GRAND AM	1G2NE5536RMS28773	BDT863	60069/60069	T2913
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT
01JAN94			17:00 02JUN98		0.00	
R.O. OPENED	READY	OPTIONS:	DLR:51483			
02JUN98	02JUN98					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES THE ABS LIGHT IS COMING ON INTERMITTENTLY.  
BR CUST STATES THE ABS LIGHT IS COMING ON INTERMITTENTLY.

3000	CPP				91.50	91.50	
1	12140079	CONN W/LE			37.80	37.80	37.80

WE CONFIRMED CUSTOMERS CONCERN OF THE ABS LIGHT WE FOUND CODES 22 AND 26 STORED FOR RIGHT FRONT WHEEL SPEED SENSOR. TESTED AND FOUND THE ABS HARNESS CHAFFED. WE REPLACED THE HARNESS, OK NOW.

B\*\* PERFORM TIRE ROTATION AND BALANCE SPECIAL.  
TRB PERFORM TIRE ROTATION AND BALANCE SPECIAL.

3000	CPP				29.95	29.95	
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WE PERFORMED A TIRE ROTATE AND BALANCE

\*\*\*\*\*  
AT TALARICO YOUR COMPLETE SATISFACTION IS OUR ULTIMATE GOAL... IF YOU HAVE ANY QUESTIONS OR COMMENTS PERTAINING TO THE SERVICES RECEIVED PLEASE CONTACT ED HORN, YOUR SERVICE AND PARTS DIRECTOR.

**PAID**  
JUN 02 1998  
ck 754

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	221.45
IS/ONED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	37.80
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	159.25
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	159.25

CUSTOMER-COPY

59420

NAME	DATE 4-30-98	MILEAGE 59,420
ADDR	MAKE Grand Am	MODEL Pontiac YR 94
CITY	VIN #	LIC #
PHON	INSP BY	TECH

TV  RADIO  PAPER  REPEAT  REFERRED  FLEET  SIGN  MAILER  COUPON  YELLOW PAGES  OTHER  
 WARRANTY VERIFICATION INFORMATION DATE: INV # MILEAGE: STORE #

SERVICE PROBLEM **ABS LIGHT ON →**

BRAKE SERVICE	OK	REP	RES	ADJ	LF	RF	LR	RR	QTY	PART #	UNIT S	PARTS	LABOR
DISC PADS		X			X	X			14	MX-506			119 <sup>00</sup>
SHIM KIT		X			X	X			1 set				2495
HARDWARE		X											
ROTORS			X		X	X			2	TO LIMITS			INCLD
CALIPERS		X								NO GUARANTEE AGAINST PULSATION			
HOSES		X											
STEEL LINES		X											
BRAKE FLUID		X											
GREASE SEALS		X											
WHL BEARINGS		X											
BRAKE SHOES		X			X	X			1 set	553			79 <sup>00</sup>
WHL CYL		X											
DRUMS			X		X	X			2				INCLD
HARDWARE		X			X	X			1 set	H7281			2495
MASTER CYL													
E. BRAKE CABLES													
CV JOINT													
SHOCKS/STRUTS													
WHL BAL. & ROT													
ALIGNMENT													
LOF													

CUSTOMER NOTE: Subtotal 247<sup>90</sup>

REVISED ESTIMATE APPROVED BY: \_\_\_\_\_

AMOUNT \_\_\_\_\_

SIGNATURE \_\_\_\_\_

CASH  
 CHECK  
 CHRG. CARD  
 ATM

Special - 20% Tax  
 Total 227<sup>90</sup>

I hereby authorize \_\_\_\_\_ necessary material and agree that you are not responsible for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.  
 \*SERVICE CHARGE OF 1.12% PER MONTH - AN ANNUAL PERCENTAGE RATE OF 13% - WILL BE ADDED TO ALL ACCOUNTS UNPAID AFTER 30 DAYS.