



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 255

Date Received

02-JAN-2001

Od_or
rt_dt
od_rt
up_itr

Reference No.

877217

OWNER INFORMATION (Type or Print)

663718

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 ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

Vehicle Mak

PONTIAC

Vehicle Mode

GRAND AM

Vehicle Year

1992

Current Odometer Reading

Purchase Date

Dealer's Name

Engine Siz
(CID/CC/L

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio

☐ New ☒ Used

City _____ State _____ Zip Code _____

No Cylinders _____

Transmission Type

☐ Manual
☐ Automatic

Antilock Brakes

☐ Yes
☒ No

Restraint System

☐ 3 Point Belt ☐ Motorbelt
☐ Driverside Airbag ☐ 2-Point Bel
☐ 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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
05100000

Part Name(s)
ENGINE

Location

☐ Left ☐ Right
☐ Front ☐ Rear

Failed Part(s)

☐ Original
☐ Replacement

No of Failures

Date(s) of Failure(s) _____

Mileage at Failure(s) _____

Vehicle Speed at Failure(s) _____

Failed
Part(s)

☐ Yes ☐ No

NHTSA
Previously

☐ 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 Fatalitie

Estimated Property Damag

Reported to Polic

☐ Yes ☒ No

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

WATER KEEPS MIXING INTO OIL, CAUSING ENGINE TO BLOW. 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 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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		Date Received <u>01 FEB - 1</u> 02-JAN-2001 REFLECTS NVE Date <u>01/11/01</u>	
OWNER INFORMATION (Type or Print)		Do of _____ rt dt _____ ea rd _____ up ltr _____ Ref No. 877217	
		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 authorized signature, you are NOT providing your name and address to the vehicle manufacturer.			
Signature of Owner _____		Date <u>01/11/01</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
<u>1G2NE54DL6NM316466</u>	<u>PONTIAC</u>	<u>GRAND AM</u>	<u>1992</u>
Purchase Date <u>11/5/2000</u>	Dealer's Name <u>Discount Auto Center</u>		Current Odometer Reading <u>173,800</u>
☐ New ☒ Used	City <u>San Antonio</u> State <u>Tx</u> Zip Code <u>78227</u>		Engine Size (CID/CC/L) <u>2.3L</u> No Cylinders <u>4</u>
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 Utl ☐ Truck ☐ Motorcycle ☐ Minivan ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>05100000</u>	Part Name(s) <u>Head gasket / cracked head</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☒ Replacement
No of Failures <u>3</u>	Date(s) of Failure(s) <u>164,000 ; unknown 3 mos. 173,000</u> Mileage at Failure(s) <u>164,000 ; 2000 July 19 9000 ; Dec 31 2000</u> Vehicle Speed at Failure(s) <u>15 mph ; 45 mph ; 30 mph</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>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>\$6,600</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WATER KEEPS MIXING INTO OIL, CAUSING ENGINE TO BLOW. DEALER HAS BEEN CONTACTED.*AK I am sorry to have bought this car. We are a large family on single income, if we are responsible to repair the car again I will <u>never</u> purchase or endorse Pontiac again. (please tell this to the dealers!) I have found on your web site well over 15 complaints of the same problem on the same car. I know the current mileage is high but I don't believe it is our fault... I think if the car has this severe of problems that are as costly as the car, they should repair it & refund us, then take the car off the road. Thanks for your support NHTSA. I just wish Pontiac was as nice!! DDB and JEB			
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