



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
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 798

Date Received

11-JAN-2001

Od_or
rt_dt
od_rt
up_tr

Reference No.

878041

OWNER INFORMATION (Type or Print)

666378

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 Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2WP1ZJ7WF210194	PONTIAC	GRAND PRIX	1998	

Purchase Date

Dealer's Name

Engine Size
(CID/CC)

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☐ New ☒ Used

City State Zip Code

No Cylinders

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Utility ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failures	Date(s) of Failure(s) 01-JAN-2000 Mileage at Failure(s) 65 Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ 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 ☐ 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)

WHILE DRIVING AT AROUND 20-25MPH AND MAKING A LEFT TURN, THEN TRYING TO TURN BACK TO RIGHT, VEHICLE WOULD TURN BACK. VEHICLE WOULD NOT LET CONSUMER TURN TO RIGHT. CONTACTED DEALER, AND DEALERSHIP FIXED PROBLEM. *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.

 U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline 1-888-327-4238 NATIONWIDE 1-888-DASH-2-DOT Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline	
FOR AGENCY USE ONLY 798 Date Received: 11-JAN-2001 Reference No.: 875041 File No.: 875041	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO	
Signature of _____ In the absence of _____ Date: 1/30/01	
VEHICLE INFORMATION	
Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side) 1GMDK7W510194	Vehicle Make PONTIAC
Vehicle Model GRAND PRIX	Vehicle Year 1998
Current Odometer Reading 71326	Engine Size (CID/CIL) 3800
Fuel Injection ☒ Gas ☐ Diesel ☐ Turbo	No Cylinders 6
Transmission Type ☒ Automatic ☐ Manual	
Antilock Brakes ☒ Yes ☐ No	
Restraint System ☒ 3-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag	
Cruise Control ☒ Yes ☐ No	
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	
Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION	
Component 02000000	Part Name(s) SUSPENSION
Location ☒ Left ☐ Right	Failed Part(s) ☒ Original ☐ Replacement
Date(s) of Failure(s) 81 JAN 2000 8-30-00	
Mileage at Failure(s) 65,920	
Vehicle Speed at Failure(s) 65 MPH	
Failed Part(s) Available? ☒ Yes ☐ No	
NHTSA Previously Contacted? ☒ Yes ☐ No	
APPLICATION INCIDENT INFORMATION	
(Please describe in detail the incident(s), failure(s), 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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)	
WHILE DRIVING AT AROUND 20-25MPH AND MAKING A LEFT TURN, THEN TRYING TO TURN BACK TO RIGHT, VEHICLE WOULD TURN BACK. VEHICLE WOULD NOT LET CONSUMER TURN TO RIGHT. CONTACTED DEALER, AND DEALERSHIP FIXED PROBLEM. *AK	
CONTINUE ON BACK IF NEEDED	

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CUSTOMER COPY

END OF INVOICE] 16:09:53

CUSTOMER SIGNATURE

TOTAL INVOICE \$ 932.61

270.00	TOTAL LABOR
614.00	TOTAL PARTS
0.00	TOTAL SUBLET
0.00	TOTAL G.O.
0.00	TOTAL MISC CHG.
0.00	TOTAL MISC DISC.
48.61	TOTAL TAX

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO
CASE OR ARTICLES LEFT IN CARE OF
FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR
CONTROL.
SUPPLIES-A down charge equivalent to 5% of the book
charge is included for supplies used on your vehicle.
Maximum charge of \$15.00. Applicable supply items
and parts, body, wheeling, tape, paint, bodywork, body
repair, rust, electrical, engine, brake, safety, body
damage, vent, window, hood, hazardous waste, etc.

TOTALS

CUSTOMER NO. 20410		ADDRESS B. GREGG WALTON		LICENS. NO. TGP-002		MILEAGE 65,914		COL. CTN. BLACK/GRAPH		DELIVERY DATE 09/23/97		DELIVERY MILES 199		VEHICLE ID NO. 1G2WP12K7WF210194		F.T.E. NO. 08/31/00		COMMENTS	
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FRANIE MILLER

PONTIAC-GMC, INC.

4700 S. MEMORIAL
TULSA, OKLAHOMA 74145
918-663-4700

Goodwrench
Service
Plus

ERNIE MILLER **PONTIAC-GMC, INC.**

4700 S. MEMORIAL
 TULSA, OKLAHOMA 74145
 918-683-4700



CUSTOMER NO.	20410	REVISOR	B. GREGG WALTON	TAG NO.	102	347	INVOICE DATE	09/01/00	INVOICE NO.	PNC5121597	
		LABOR RATE		LICENSE NO.	TGP-002	MILEAGE	65,914	COLOR	BLACK/GRAPH	STOCK NO.	
		YEAR / MAKE / MODEL	98 / PONTIAC / GRAND PRIX/GT COUPE						DELIVERY DATE	09/23/97	DELIVERY MILES
		VEHICLE ID. NO.	LG7WP17K7WF710194						SELLING DEALER NO.	21812	PRODUCTION DATE
		F.T.E. NO.							FLD. DATE	08/31/00	
COMMENTS											

LABOR & PARTS
 JOB # 1 25PNZ. FRT. END/SUSP. DEPT. 14 HOURS: 254.00 TECH(S): 94.00 212.00
 CK CAUSE STEERING WHEEL BINDS W/TURN TO LEFT \$26.50 CK OUT
 REPORT
 STEERING GEAR BINDING INTERNALLY AND LEAKING. NEC TO REPLACE
 STEERING SHORT GEAR, CK AND ADJUST TOE IN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	26031079	REM ST/GR 6.508	709.60	709.60
JOB # 1	1	26031079	CORE RETURN	50.00	-50.00
JOB # 1	1	1050017	P/S FLD 8.800	4.40	-4.40
JOB # 1	1	26031079	CORE RETURN	50.00	-50.00
JOB # 1 TOTAL PARTS					614.00
JOB # 1 TOTAL LABOR & PARTS					826.00

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO
 CARS OR ARTICLES LEFT IN CARS IN CASE OF
 FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR
 CONTROL.
 SUPPLIES-A token charge equivalent to 5% of the labor
 charge is included for supplies used on your vehicle.
 Maximum charge of \$10.00. Applicable supply items
 are: fuses, bolts, washers, tips, pins, aerospray, dielectric,
 solvent, rags, customer cleaner, towels, wax, battery
 cleaner, wds, window sealer, hazardous waste, etc.

JOB # 2 21PNZ. STATE INSPECTION 1.9 HOURS: 19.00 TECH(S): 19.00 19.00
 CUSTOMER REQUESTS STATE INSPECTION
 OK DL 8/1/04 INS 2/26/01
 STATE REQUIRED
 COMPLETED STATE INSPECTION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					5.00

JOB # 3 21PNZ. SHORTING AT THE 200 53.00
 PARTS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					53.00

COMMENTS
 APPOINTMENT
 DELETED OPERATION(S)
 11PNZ ENGINE ELECTRICAL

VEHICLE Delivery DATE - 9-23-97

"Letter To Manufacturer"

"To Customer Assistance"

My Name is [REDACTED]

I purchased a 1998 Grand Prix ON SEPT. 19th 1997 # 1B2WPIAK7WF210194.

My Problem is that ON Aug. 30th 2000, I was driving ON the highway around a Curve TO The Left AND then a curve TO The Right, but the CAR KEPT GOING Left ONTO ONCOMING TRAFIC, Just Barely escaped having a headon Collision, because I could hardly pull it back to The Right.

So I took it to, ERNIE MILLER PONT. where I ~~was~~ purchased the CAR.

ERNIE MILLER PONT.

4700 S. MEMORIAL

Tulsa OKIA. 74145

The service MANAGER said IT JUST WENT haywire. AND said STEERING GEAR BINDING AND Leaking, NEC. TO Replace Short Gear.

STEERING

It did NOT give me ANY warning, IT JUST STAYED Left.

In my opinion There's a DEFECT IN The STEERING Gear, because the car had "65914" miles ON, IT AND NEVER BEEN WRECKED, I AM sending A copy OF The Invoice. [REDACTED]