



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

137

Date Received

13-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

880514

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
1G2WP52K1WF330175	PONTIAC	GRAND PRIX	1998	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures 0	Date(s) of Failure(s) 13-FEB-2001 Mileage at Failure(s) 41000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER HAD STARTED ENGINE AND SMELLED THAT IT WAS FLUSHED. TECHNICIAN SAID THAT ENGINE AND ANTI-FREEZE HAD A CHEMICAL REACTION. HEATING CORE HAD SUFFERED FROM THIS 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 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 197

Date Received

91 MAR 12
13-FEB-2001

Od or

rt dt

od #

up_ltr

Reference No.

880514

Work Number

Home Number

OWNER INFORMATION (Type or Print)

674566

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of a signature, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 2/28/01

VEHICLE INFORMATION

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

1G2WP52K1WF330175

Vehicle Make

PONTIAC

Vehicle Model

GRAND PRIX

Vehicle Year

1998

Current Odometer Reading

41850

Purchase Date

6-16-2000

Dealer's Name Jim Cook

Engine Size

(CID/CC/L) 3.8

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection☐ New ☒ Used

City MARION State N.C. Zip Code 28752

No Cylinders V-6

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☐ Van☐ Minivan☐ Other☐ Sport Utv☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
05100000Part Name(s)
ENGINE

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

0

Date(s) of Failure(s) 13-FEB-2001

Mileage at Failure(s) 41000

Vehicle Speed at Failure(s) 0

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

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes☒ No

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

CONSUMER HAD STARTED ENGINE AND SMELLED THAT IT WAS FLUSHED. TECHNICIAN SAID THAT ENGINE AND ANTI-FREEZE HAD A CHEMICAL REACTION. HEATING CORE HAD SUFFERED FROM THIS PROBLEM. *AK

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5 March 2001

[REDACTED]

U. S. Dept. of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th. Street, SW
Washington, DC 20590

To Whom It May Concern!

Back in August of 2000, our car started over-heating. We called Jim Cook Chevrolet and talked to the service manager about what the car was doing. He ask us to bring it in so he could look at it, but it was a few days before we could get it there, so we had to let it set a few days before we took it out there. It even started running hot before we got it there,(about five miles).

You can see from the invoice what they said they done to the car. From then until last month (February) it started getting worse, and then the heater core went out. The weekend of February 25, I found a heater core and put it in. From the invoice they said that they put in a new thermostat, new coolant and flushed out the system, but when I did everything that weekend I had to pry the thermostat out, when I should have just pulled it out with my fingers. I'm not saying that they didn't change the thermostat and flush out the system, but if they had, it wouldn't have been so hard to get the thermostat out, and the coolant wouldn't have looked like it did when we took it to Jim Cook Chevrolet.

The one item on the invoice (1 12346500 heavy dut.), we have on idea what that is. It's been two weeks now, and the coolant still looks like I had just put it in, and we drive it everyday, to and from work. I just wish we could get the smell out of the car where the heater core busted, but in time.

What we'd like to know is, why is the coolant reacting with engine causing the coolant to rust and clog the cooling system, and what is GMAC doing about the problem? When I flushed out the system, I put DEXCOOL (red) back in the car, just like what was in it before. Thank you for your time and help in this matter!

Sincerely,

[REDACTED]

5 March 2001



1998 Pontiac Grand Prix GT (1G2WP52K1WF330175)
41850 miles June 16, 2000
Jim Cook Chevrolet, Marion, N. C. 28752
3.8 V6 Gas Fuel Injection
Automatic, Antilock brakes

HARR575

40943

Jim Cook

B & J CHEVROLET - BUICK, INC.

North Main Street - P.O. Box Drawer 40

MARION, NC 28752

Telephone (828) 652-3221

INVOICE

PAGE 1



SERVICE ADVISOR: 105 CURTIS FRANK MEDFORD

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
SILVER		98	PONTIAC GRAND PRIX		1GZWP52K1WF330175		35766/35766		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
19JUN1998			17:00 21AUG00			46.00	CASH	24AUG2000	
B.O. OPENED		READY		OPTIONS: STK:F20927A ENG:3.8_Liter_V6 MF1_FLT'					
16:34 21AUG00		13:24 24AUG00							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A TEMP GAUGE SHOWS HOT/COOLANT LOOKS RUSTY
CAUSE: CHEMICAL REACTION BETWEEN DEXCOOL COOLANT AND ENGINE BLOCK

CAUSING COOLANT TO RUST

J3540 COOLING SYSTEM - FLUSH

168 WP94 0.80

2 2346290 COOLANT

1 12346500 HEAVY DUTY

1 24505924 THERMOSTA

PC: SW

PART#: 24505924

COUNT: 4

CLAIM TYPE:

AUTH CODE:

AV

(N/C)

(N/C)

(N/C)

(N/C)

Ms. Harris

Thank you for your business, if you need
further assistance please contact us.

Curtis Medford
Service Mgr

CUSTOMER

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

The factory warranty constitutes all of the warranties with respect to the sale of this automobile. 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/terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY