



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 197

Date Received

28-FEB-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_lfr _____

Reference No.

881468

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 on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2NW12E9XM927296	PONTIAC	GRAND AM	1999	

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

Transmission Type <input type="checkbox"/> Manual <input 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 type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <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	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09312000 09302000	Part Name(s) LIGHTING:FUSE:INSTRUMENT LIGHTS LIGHTING:FUSE:HEAD LIGHTS	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 0	Date(s) of Failure(s) 26-FEB-2001 Mileage at Failure(s) 20000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	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)

WHILE DRIVING IN DARK INTERIOR LIGHTS ON DASHBOARD AND HEADLIGHTS STOPPED WORKING. DEALER SAID THAT IT WAS AN ELECTRICAL FAILURE. *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

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 137

Date Received
26-FEB-2001

Od_ or
rl_ dl
od_ rl
up_ ltr

Reference No.
881468

OWNER INFORMATION (Type or Print)

576698

Work Number

Home Number

Do you authorize NHTSA to provide a copy of your 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 **3-13-00**

Vehicle Ident. No. (VIN) **1G2NW12E9XM927296** Vehicle Make **PONTIAC** Vehicle Model **GRAND AM** Vehicle Year **1999** Current Odometer Reading **25,000**

Purchase Date **10-10-200** Dealer's Name **Dick Smith Ford** Engine Size (CID/CC/L) **6 cyl.** Turbo Diesel Gas Fuel Injection
 New Used City **Raytown** State **Mo** Zip Code **64038** No Cylinders _____

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component **09312000
09302000** Part Name(s) **LIGHTING:FUSE:INSTRUMENT LIGHTS
LIGHTING:FUSE:HEAD LIGHTS** Location Left Front Right Rear Failed Part(s) Original Replacement

No of Failures **0** Date(s) of Failure(s) **26-FEB-2001** Mileage at Failure(s) **20000** 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)

WHILE DRIVING IN DARK INTERIOR LIGHTS ON DASHBOARD AND HEADLIGHTS STOPPED WORKING. DEALER SAID THAT IT WAS AN ELECTRICAL FAILURE. *AK
While driving in dark Dashboard lights go off + on car was left in shop + they called + said was fixed. Same night car light Radio, Cruise, Headlights stop work car smell like a burning smell. Car in shop again 3-13-01

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1120 NORTH BLUE PARKWAY
 LEE'S SUMMIT, MO 64086
 Phone (816) 524 2233
 Fax (816) 524-3670



18182

NAME: PAUL	134	257	03/14/01	PNC570597
DATE: [REDACTED]	24,976	REQ/		
99/PONTIAC/GRAND AM/2DR GT CRP			03/07/01	

JOB# 1 05PNZ STEERING TECH(S):108 WARRANTY
 CUST STATES STEERING SQUEAKS--MIKE B
 LOOSE STEERING RACK
 REPLACE STEERING RACK AND SET TOF

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	26086616	GEAR REM 6.508		WARRANTY
	1	26086616	CORE RETURN		WARRANTY
	1	3050017	P/S FLJ 8.800		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
 JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 07PNZ ACCESSORIES TECH(S):107 WARRANTY
 CUSTOMER REPORTS RADIO INOP
 NO PROBLEM FOUND

JOB# 2 TOTALS
 JOB# 3 CHARGES JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

JOB# 3 16PNZ ELECTRICAL SYSTEM TECH(S):107 WARRANTY
 CUSTOMER REPORTS LITES ON DASH DIM
 NO PROBLEM FOUND

JOB# 3 TOTALS
 JOB# 4 CHARGES JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

JOB# 4 19PNZ MISCELLANEOUS TECH(S):107 WARRANTY
 CUSTOMER REPORTS CIG LITER INOP
 LIGHTER ELEMENT ELEC INOP
 REPLACE LIGHTER ELEMENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	11516146	LIGHTER A 9.709		WARRANTY
				TOTAL - PARTS	0.00

JOB# 4 TOTALS
 JOB# 4 CHARGES JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 0.00

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LEE'S SUMMIT, MO 64086

Phone (816) 824-2233
Fax (816) 524-3670



18182

SALES REP PAUL	134	TAO# 257	DATE 03/14/01	PNCS# 70597
ADJUST NAME		INVOICE	24,976	REO/
VEHICLE MAKE/MODEL	99/PONTIAC/GRAND AM/ZDR GT CPE		DELIVERY DATE	
VEHICLE LICENSE			03/07/01	

LABOR
1 05PNZ STEERING TECH(S):108 WARRANTY
CUST STATES STEERING SQUEAKS..MIKE B
LOOSE STEERING RACK
REPLACE STEERING RACK AND SET TOE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	26086616	GEAR REN 6.508		
	1	26086616	CORE RETURN		
	1	1050017	P/S FLD 8.800		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

LABOR
2+17PNZ ACCESSORIES TECH(S):107 WARRANTY
CUSTOMER REPORTS RADIO INOP
NO PROBLEM FOUND

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

LABOR
3+16PNZ ELECTRICAL SYSTEM TECH(S):107 WARRANTY
CUSTOMER REPORTS LITES ON DASH DIM
NO PROBLEM FOUND

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

LABOR
4+19PNZ MISCELLANEOUS TECH(S):107 WARRANTY
CUSTOMER REPORTS CIG LITER INOP
LIGHTER ELEMENT ELEC INOP
REPLACE LIGHTER ELEMENT

	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	11526146	LIGHTER A 9.709		
				TOTAL - PARTS	0.00

4 TOTALS
JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00

5 CHARGES

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GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

C | *Claim Case*
C-03268381

[Help](#)



VIN:	1G2NW12E9XM927296
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VEHICLE INFORMATION

Merchandising Model:	2NW37 - 1999 GRAND AM GT COUPE	Warranty Start Date:	07/16/1999
BARS Order Type:	N/A		
Delivering Dealer:	GALEN BOYER MOTORS, INC. 3107 S NOLAND RD INDEPENDENCE, MO 64055-1377 (816) 252-9800	Selling Source:	16 - PONTIAC
		Site Code:	13051
		Business Associate Code:	116163
Service Contract:	No	Branded Title:	No
		Warranty Block:	No
		PD1 Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00036	CONSOLE COVER LATCH	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	07/16/1999	6 miles	7/16/2002	36006 miles
72/100 SHEET METAL RUST-THROUGH	07/16/1999	6 miles	7/16/2003	100006 miles
36/36 CORROSION	07/16/1999	6 miles	7/16/2002	36006 miles
96/80 PCM/CC EMISSIONS	07/16/1999	6 miles	7/16/2007	80006 miles
36/36 FEDERAL EMISSIONS	07/16/1999	6 miles	7/16/2002	36006 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
12/21/2000	068523	#	F7274 - HOUSING, STERING COLUMN -- REPLACE	23154 miles
12/21/2000	068523	#	Z7906 - DEALER SERVICE LOANER REIMBURSEMENT (OVER FIVE DAYS)	23154 miles
12/21/2000	068523	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	23154 miles

<https://www.autopartners.net/apps/gmvis/cgi-bin/gx.cgi/AppLogic+GMVIS.SelectVin>
2/23/2001

GM Vehicle Inquiry

12/21/2000	068523	#	B4180 - RT FT DR CYL R&R/RP	23154 miles
12/05/2000	068153	#	Z7901 - COURTESY TRANSPORTATION DAY 1	22293 miles
11/30/2000	068000	#	J5032 - SENSOR COOL LVL RPL	22293 miles
11/30/2000	068000	#	E3901 - L/F SEAT SPRING RPL	22293 miles
08/17/2000	121545	#	H0042 - DISC PADS R&R/RPL	17829 miles
08/17/2000	121545	#	N2840 - DOOR LOCK RELAY RPL	17829 miles
08/17/2000	121545	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE	17829 miles
08/17/2000	121545	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	17829 miles
07/10/2000	119674	#	E9050 - POW STEER PUMP RPL	15916 miles
07/10/2000	119674	#	T2020 - WARRANTY TOWING	15916 miles
07/10/2000	119674	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	15916 miles
07/10/2000	119674	#	V0508 - 1999-2000 ALERO, GRAND AM - REPLACE CONSOLE COVER LATCH	15916 miles
07/08/2000	S95425	#	Z8012 - ROADSIDE SERVICE (LOCKOUT)	15916 miles
06/15/1999	A27296	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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DAVE CROSS MOTORS INC.

1120 NORTH BLUE PARKWAY

LEE'S SUMMIT, MO 64086

Phone (816) 524-2233

Fax (816) 524-3670



CUSTOMER NO.	18182	NAME	PAUL	AGE	134	ISSUE NO.	893	ISSUE DATE	02/28/01	ISSUE NO.	PNC569987	
LABOR RATE		DEBIT AMT		TOTAL DUE	24,783	COLOR	RED/	STOCK NO.				
YEAR MAKE MODEL	99/PONTIAC/GRAND AM/2DR GT CPE						DELIVERY DATE		DELIVERY V/LFS			
CLASS TRAILER NO.							PRODUCTION DATE					
P.T.E. AC								02/13/01				
COMMENTS												

JOB# 1 CHARGES

LABOR
 J# 1 16PNZ ELECTRICAL SYSTEM REPAIRS: 1.00 WARRANTY
 CUSTOMER REPORTS HORN IS STUCK
 HORN RING AND MULTIFUNCTION SWITCH (SEE STORY)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22602262	SWITCH 2.895		
	1	12368061	HORN 2.810		
	1	12368062	HORN 2.810		
	1	26077618	COLUMN 6.518		
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY	
	Z5800	ADDTL PTS MARKUP/WTY		0.00	
				TOTAL - MISC	0.00

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 25PNZ MISCELLANEOUS REPAIRS: 1.00 WARRANTY
 CUSTOMER REPORTS AIR BAG LOOSE
 REPLACED AIR BAG (SEE NOTE)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22517914	MODULE 14.865		
	1	22514786	WHEEL 6.513		
	1	26064225	HOUSING 6.518		
	1	22611138	LEVER 6.514		
	1	22659665	SHAFT 6.526		
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY	
	Z5001	WARRANTY FREIGHT		0.00	
				TOTAL - MISC	0.00

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 24PNZ03 ENTERPRISE RENTAL REPAIRS: 1.00 WARRANTY
 ENTERPRISE RENTAL CAR

SUBLET	PO#	VEND INVO#	INV DATE	DESCRIPTION	WARRANTY	
	8568	681175	02/28/01	681175 RENTAL 69987	0.00	
					TOTAL - SUBLET	0.00

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Cover Print, and the Warranty and Rental Company



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LEE'S SUMMIT, MO 64086

Phone (816) 524-2233

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BUICK



Oldsmobile

CUSTOMER NO 18182	ADVISOR PAUL	TAG NO 134	893	INVOICE DATE 02/28/01	INVOICE NO PNC569987
	LABOR RATE	LICENSE NO 848CME	MSRP 24,783	COLOR RED/	STOCK NO
	YEAR MAKE MODEL 99/PONTIAC/GRAND AM/2DR GT CPE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G2NW12E9XM927296			SELLING DEALER NO	PRODUCTION DATE
	FIN NO	FIN NO	P.O. DATE 02/13/01		
COMMENTS					

JOB# 3 TOTALS		
TECHNICIAN CERTIFICATION	JOB# 3 JOURNAL PREFIX PNC5	JOB# 3 TOTAL
108	MICHAEL K BATES	108
TOTALS		
<input type="checkbox"/> CHARGE	TOTAL LABOR.....	0.00
<input type="checkbox"/> CREDIT CARD	TOTAL PARTS.....	0.00
<input type="checkbox"/> CHECK #	TOTAL SUBLET....	0.00
<input type="checkbox"/> CASH	TOTAL G.O.G.....	0.00
	TOTAL MISC CHG.....	0.00
	TOTAL MISC DISC.....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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THANK YOU FOR CHOOSING DAVE CROSS MOTORS FOR ALL OF YOUR CAR CARE NEEDS!!!!!! OUR SERVICE TEAM LOOKS FORWARD TO ALL OF YOUR FUTURE VISITS..

DAVE CROSS SERVICE DEPARTMENT

CUSTOMER SIGNATURE

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 IF YOU ARE UNHAPPY,
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