



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

26-FEB-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_ltr _____

Reference No.

881469

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 01120000	Part Name(s) STEERING COLUMN	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 ABOUT ANY MPH COULD LOSE DIRECTIONAL CONTROL OF VEHICLE. STEERING WHEEL WILL MAKE PUMPING NOISE, AND STEERING COLUMN HAD TO BE REPLACED. *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 197

Date Received: 26-FEB-2001
Od_or: _____
Mile: _____
ad_rt: _____
up_itr: _____

Reference No.
881469

OWNER INFORMATION (Type or Print)

[Redacted] 676698

Work Number: _____
Home: [Redacted]

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.

Signature of Owner: [Redacted] Date: 3/13/01

VEHICLE INFORMATION

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

Purchase Date: 10-10-2000
Dealer's Name: Dick Smith Ford
City: Raytown State: Mo Zip Code: 64138
Engine Size (CID/CC/L): V6
No. Cylinders: 6
Turbo: Diesel: Gas: Fuel Injection:

Transmission Type: Manual Automatic
Anti Lock 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 Utility Van Truck Minivan Motorcycle Other
Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 01120000
Part Name(s): STEERING COLUMN
Location: Left Right Front 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 ABOUT ANY MPH COULD LOSE DIRECTIONAL CONTROL OF VEHICLE. STEERING WHEEL WILL MAKE PUMPING NOISE, AND STEERING COLUMN HAD TO BE REPLACED. *AK

I have had my car in shop 3 times for the steering column and it has been replaced 2 times the car still has the noise. The car is in shop as of 3-12-01 for steering, no radio pulling to right, ABS light on all the time. air bag has fell out two times steering make noise & smells funny. Like a burning smell.

CONTINUE ON BACK IF NEEDED

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GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Delivery Information - Dealer Information - Service Contracts - Warranty Block - Branded Title

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
BAIS 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 Contracts:	No	Branded Title:	No
		Warranty Block:	No
		PDI 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	7/16/2005	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
46/36 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	#	Z3000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	23154 miles

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

2/23/2001

Item - Summary

Page 2 of 2

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	#	J3032 - 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



BUICK



Oldsmobile

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

JOB# 1 CHARGES

LABOR
 JOB# 1 16PMZ ELECTRICAL SYSTEM **TECHNICIAN: LDR** 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		WARRANTY
	1	12368061	HORN 2.810		WARRANTY
	1	12368062	HORN 2.810		WARRANTY
	1	28077618	COLUMN 6.518		WARRANTY
TOTAL - PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	25000	ADDTL PYS MARKUP/WTY		WARRANTY
TOTAL - MISC				0.00

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

JOB# 2 CHARGES

LABOR
 JOB# 2 16PMZ CUSTOMER REPORTS AIR BAG LOOSE **TECHNICIAN: LDR** WARRANTY
 REPLACED AIR BAG (SEE NOTE)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22617914	MODULE 14.866		WARRANTY
	1	22614798	WHEEL 6.513		WARRANTY
	1	22664225	HOUSING 6.518		WARRANTY
	1	22611138	LEVER 6.514		WARRANTY
	1	22659865	SHAFT 6.526		WARRANTY
TOTAL - PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	25001	WARRANTY FREIGHT		WARRANTY
TOTAL - MISC				0.00

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

JOB# 3 CHARGES

LABOR
 JOB# 3 24PMZ01 ENTERPRISE RENTAL CAR **TECHNICIAN: LDR** WARRANTY

SUBLET	PO#	VEND IN#	INV DATE	DESCRIPTION	WARRANTY
	8558	681175	02/28/01	681175 RENTAL 69987	WARRANTY
TOTAL - SUBLET					0.00

DISCLAIMER OF WARRANTIES
 The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**IF YOU ARE HAPPY,
 LET YOUR NEIGHBOR KNOW!
 IF YOU ARE UNHAPPY,
 LET US KNOW!**

1-800-999-1111 (The Buick and Oldsmobile Companies) 1-800-999-1111



DAVE CROSS MOTORS INC.

1120 NORTH BLUE PARKWAY

LEE'S SUMMIT, MO 64086

Phone (816) 524-2233

Fax (816) 524-3670



BUICK



Oldsmobile

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

JOB#	TOTALS	JOB#	JOURNAL PREFIX	PNC5	JOB#	TOTAL	0.00
	TECHNICIAN CERTIFICATION	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

DISCLAIMER OF WARRANTIES
 The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

**IF YOU ARE HAPPY,
 LET YOUR NEIGHBOR KNOW!
 IF YOU ARE UNHAPPY,
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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	ADVISOR	PAUL	134	TAG NO	257	INVOICE DATE	03/14/01	INVOICE NO	PNC570597
LABOR RATE		LIC. NO.	848CME	MILEAGE	24,976	COLOR	RED/	STOCK NO		
YEAR MAKE MODEL	99/PONTIAC/GRAND AM/2DR GT CPE			DELIVERY DATE		DELIVERY MILE				
VEHICLE ID NO	1G2NW12E9XM927296			SELLING DEALER NO		PRODUCTION DATE	03/07/01			
P.T.F. NO		P.S. NO								
COMMENTS										

- CHARGE
- CREDIT CARD
- CHECK #
- CASH

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.G.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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IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT ME IMMEDIATELY. THANK YOU.
JACK BRUE SERVICE MANAGER
DAVE CROSS MOTORS
(816) 524-2233

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



BUICK



Oldsmobile

INVOICE NO	18182	AGENT	PAUL	134	FAIR DEALER	257	INVOICE DATE	03/14/01	WORK ORDER NO	PNC570597
DATE		LICENSE	848CME	NET PRICE	24,976	COLOR	RED	STOCK NO		
YEAR / MAKE / MODEL	99 / PONTIAC / GRAND AM / 2DR GT CPE		DELIVERY DATE		OR clocked MILE					
VEHICLE ID NO	1G2NW12E9XM927296		SELLER DEALER NO		ASSOCIATION DATE					
FIN NO		FIN NO					03/07/01			
COMMENTS										

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

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	26086616	GEAR REM 8.508		
	-1	26086616	CORE RETURN		
	1	1050C17	P/S FLD 8.800		
				TOTAL - PARTS	0.00

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

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

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

JOB# 3 CHARGES
 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 PNC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
 LABOR
 # 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		
				TOTAL - PARTS	0.00

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

JOB# 5 CHARGES

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