



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 231

Date Received

24-AUG-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

895127

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2WK2JYF348828	PONTIAC	GRAND PRIX	2000	

Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ 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 Bel	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) Mileage 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 Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE MAKING A LEFT TURN VEHICLE WILL STALL WITHOUT ANY INDICATION. DEALER HAS BEEN TRYING TO REPAIR VEHICLE. PLEASE PROVIDE FURTHER INFORMAITON.*AK

COPIES OF REPORTS - FREE -

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

Form Approved O.M.B. No. 2127-0008

FOR AGENCY USE ONLY

231

Date Received

01 SEP 19 AM 10:30

21-AUG-2001

DEFECTS INVESTIGATION OFFICE

Od. or

rt. dt.

os. rt.

up. ltr.

OWNER INFORMATION (Type or Part)

710524

Work Number

Home Number

Reference No.

895127

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of a signature, NHTSA will provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 9/2/01

VEHICLE INFORMATION

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

1G2WK2JYF348828

Vehicle Make

PONTIAC

Vehicle Model

GRAND PRIX

Vehicle Year

2000

Current Odometer Reading

20,3039

Purchase Date

8/3000

Dealer's Name Cole Motor Co.

Engine Size

(CID/CC/L 3.1

No. Cylinders 6

☐ Turbo

☐ Diesel

☐ Gas

☒ Fuel Injection

☒ New ☐ Used

City, Tru Rivers State, MI Zip Code 49093

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

☐ Sport Util

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☐ 4-Door

☐ Station wagon

☐ Pick Up

☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

05100000

Part Name(s)

ENGINE

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☐ Original

☐ Replacement

No. of Failures

4 reported

Date(s) of Failure(s) 6/28/01 / Aug 13, 01 / 8/23/01 / 8/24/01

Mileage at Failure(s) 17177, 19350, 20337, 20339

Vehicle Speed at Failure(s) ~10 mph

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

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes

☒ No

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

WHILE MAKING A LEFT TURN VEHICLE WILL STALL WITHOUT ANY INDICATION. DEALER HAS BEEN TRYING TO REPAIR VEHICLE. PLEASE PROVIDE FURTHER INFORMATION. *AK

Engine replaced @ ~10,000

@ 17,177 dealer did nothing / could not duplicate customer concern

@ 19350 replaced PCM module

@ 20,337 replaced theft det. module & instrument cluster

@ 20,339 car sitting in dispute w/ Pontiac for vehicle buy back.

CONTINUE ON BACK IF NEEDED

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10-01
400 7th Street, SW
Washington, DC 20590

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

U.S. G.P.O. 1992-622-977 / 60066

Vehicle began stalling and having difficulty restarting @ ~12,000 miles @ 19,000⁺ miles it began stalling during driving, sporadically when making left turn crossing on ramp bridge the first 2 times this sporadically occurred I allowed Pontiac of the dealership took me into that everything was fine and fixed. One third time (which was the day after I'd just gotten it back) I took the car back to the dealership and I have not driven it since. I am currently in dispute w/ Pontiac for a buy back

FOLD TO SHOW RETURN ADDRESS (NO STAMP NEEDED) FASTEN WITH TAPE OR STAPLE AND MAIL																			
INFORMATION ON THE FAILURE(S) (IF APPLICABLE)																			
THE IDENTIFICATION NO. *																			
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D	O	T																	
MANUFACTURER/TIRE NAME																			
SIZE																			
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																			
NARRATIVE DESCRIPTION (CONTINUED)																			