



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

07-DEC-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

899961

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) _____ (Location at bottom of windshield and driver's side door)		Vehicle Make PONTIAC	Vehicle Model GRAND PRIX	Vehicle Year 2000	Current Odometer Reading _____
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 ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ 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 _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01550000	Part Name(s) STEERING:LINKAGES:TIE ROD:INNER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure _____	Dates of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed 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)

THERE IS A RATTLING NOISE IN FRONT END OF VEHICLE.AFTER BEING INSPECTED BY DEALER IT WAS DETERMINED THAT INNER TIE RODS WERE LOOSE. PLESE PROVIDE FURTHER INFORMATION.*AK

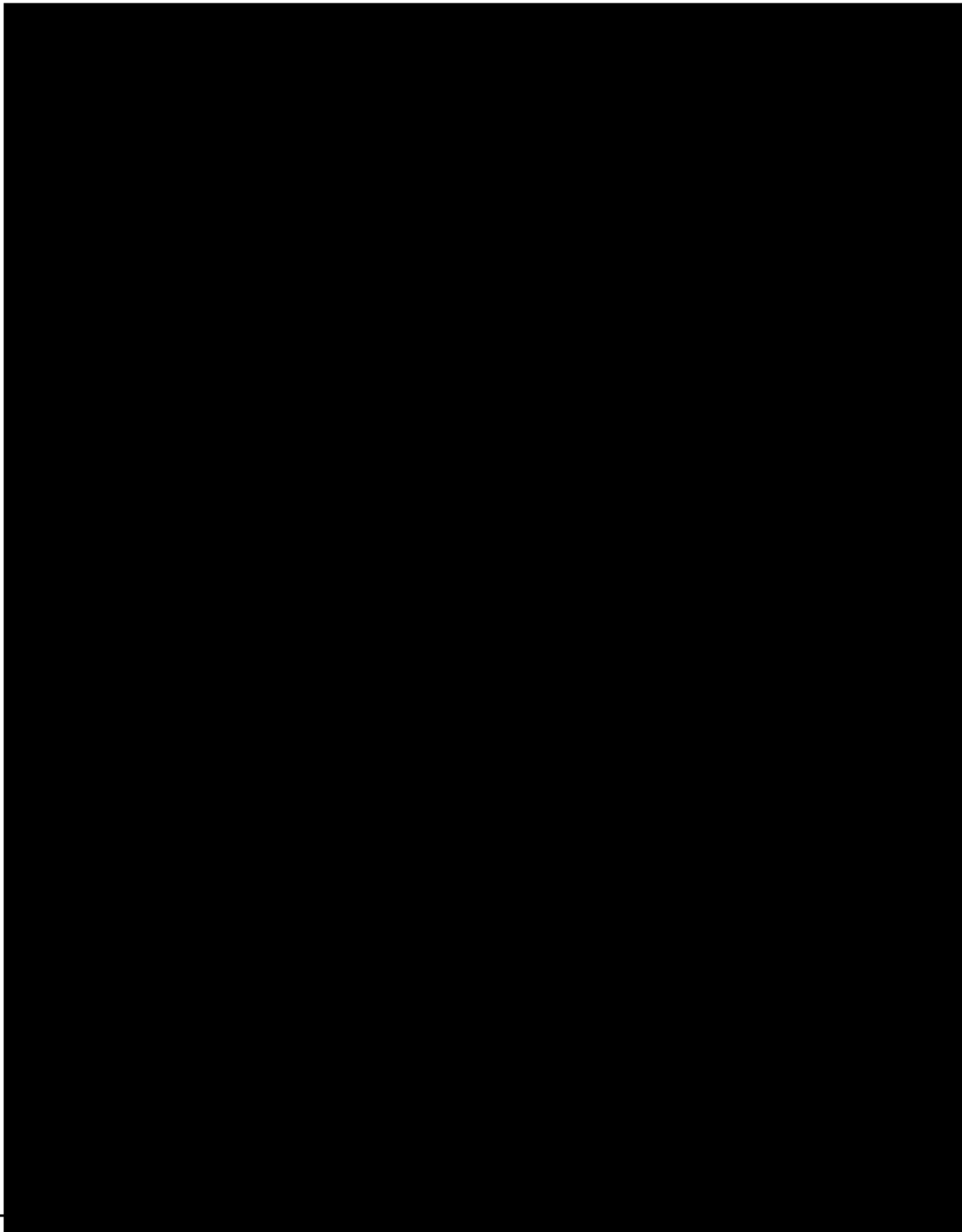
COPIES OF THIS FORM ARE:

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.

DOT Auto Safety Hotline		AGENCY USE ONLY	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 729311		Received 07-DEC-2001 Reference No. 899961	
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.		YES ☒ NO ☐	
Signature of Owner <u>Wayne C. Mc Coy</u>		Date <u>12/19/2001</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <u>1G2AK52JXF327428</u>	Vehicle Make <u>PONTIAC</u>	Vehicle Model <u>GRAND PRIX</u>	Vehicle Year <u>2000</u>
Current Odometer Reading <u>10,720 mi</u>		Purchase Date <u>8-9-1999</u>	
Dealer's Name <u>MC Coy</u>		Engine Size (CID/CYL) <u>3100</u>	
City <u>Alpena</u> State <u>MI</u> Zip Code <u>49707</u>		No. Cylinders <u>6</u>	
Transmission Type ☒ New ☐ Used	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☒ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Vehicle Type ☒ Car ☐ Sport Ut. ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>01550000</u>	Part Name(s) <u>STEERING LINKAGE S/TIE ROD INNER</u>	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures <u>1</u>	Date(s) of Failure(s) <u>SINCE New</u> Mileage at Failure(s) <u>SINCE New</u> Vehicle Speed at Failure(s) <u>ANY</u>	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 <u>None</u>	Number of Fatalities <u>None</u>
Estimated Property Damage <u>None</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
THERE IS A RATTLING NOISE IN FRONT END OF VEHICLE. AFTER BEING INSPECTED BY DEALER IT WAS DETERMINED THAT INNER TIE RODS WERE LOOSE. PLEASE PROVIDE FURTHER INFORMATION. At First service Date 3 Mo. Rattle in Front of Car was Reported to Dealer's service Dept. Corrective Action by service Dept Test Drove. No Rattle Found @ 2500 Miles, stopped @ Dealer later complained About Rattle to Owner, he Test Drove said oh yes A Rattle exists, Bring it Back Next service Date and tell Service About it. After 2yr's and 10000 Miles They Discovered A Tie Rod End so loose it Rattled since New			
(The Privacy Act of 1974-Public Law 93-573) 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.			

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

(Page 1 through Page 3)





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Od. or

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up. ltr

DEC-2001

DEFECTS INVESTIGATION

Reference No.

899961

OWNER INFORMATION (Type or Print)

729311

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an☒ YES ☐ NO

your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/19/2001

VEHICLE INFORMATION

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

1G2WK52JXF327428

Vehicle Make

PONTIAC

Vehicle Model

GRAND PRIX

Vehicle Year

2000

Current Odometer Reading

10,720 mi

Purchase Date

8-9 1999

Dealer's Name

M.C. Coy

Engine Siz

(CID/CC/L) 3100

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

City Alpena

State MI

Zip Code 49707

No Cylinders 6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☐ 3-Point Bel:☐ Motorbelt☒ Driverside Airbag☒ 2-Point Bel☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Lift☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

01550000

Part Name(s)

STEERING:LINKAGES:TIE ROD:INNER

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No. of Failures

1

Date(s) of Failure(s)

SINCE NEW LOOSE

Mileage at Failure(s)

Vehicle Speed at Failure(s)

ALL OR ANY

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

NONE

Number of Fatalities

NONE

Estimated Property Damage

NONE

Reported to Police

☐ Yes☒ No

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

THERE IS A RATTLING NOISE IN FRONT END OF VEHICLE.AFTER BEING INSPECTED BY DEALER
IT WAS DETERMINED THAT INNER TIE RODS WERE LOOSE. PLEASE PROVIDE FURTHER

INFORMATION. AK Date 1-9-01 Make 3163

INVOICE # 5-9346 Reported Rattle in Front of CAR inclosing copy of INV. No Rattle
Found, later complained to owner Mr. McCoy He test drive CAR heard the Rattle
said to Report it @ next service dateINV 515415, mil. 10308 Rattle Reported AGAIN this time They Found Loose tie
Rod end But as you noticed The didnt put the corrective Action on
Bill Just left it Blank. AM inclosing copies of Invoices

CONTINUE ON BACK IF NEEDED

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