Moisten Here Moisten Here Moisten Here

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

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline
Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY
Date Received: 10/23/01
Reference No.
Origin
Input
Input
Input

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

[redacted]

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side): 1G2NE5534RC819651
VEHICLE MAKE: PONTIAC
VEHICLE MODEL: GRAND AM
MANUFACTURE DATE:
MODEL YEAR: 1994

VEHICLE MANUFACTURER: ○ BMW ○ Ford ○ Honda ○ Nissan ○ Subaru ○ Volvo ○ Other ___ ○ Daimler/Chrysler ● General Motors ○ Hyundai ○ Saab ○ Toyota ○ VW

PURCHASE DATE: 8-2-94
● New ○ Used
DEALER'S NAME: DAN WOLF PONTIAC
CITY: COUNTRYSIDE
STATE: ILL
ZIP CODE:

ENGINE SIZE: (CID/CC/L) ___ NO. CYLINDERS: 4
FUEL SYSTEM: ○ Turbo ● Fuel Injection
FUEL TYPE: ○ Diesel ● Gas
TRANSMISSION TYPE: ○ Manual ● Automatic
ANTILOCK BRAKES: ● Yes ○ No
RESTRAINT SYSTEM: ● Driverside Airbag ○ Passengerside Airbag ○ 3-Point Belt ○ 2-Point Belt ○ Motorbelt
CRUISE CONTROL: ● Yes ○ No

DRIVETRAIN: ● Front ○ 4 Wheel ○ Rear
VEHICLE TYPE: ● Car ○ Minivan ○ Truck ○ Other ___ ○ Van ○ Sport Utility ○ Motorcycle
DOORS: ○ 2-Door ● 4-Door
BODY STYLE: ○ Hatchback ● Sedan ○ Pick Up Truck ○ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT:
○ Child Seat
○ Electrical Lights & Alarms
○ Engine & Cooling System
○ Equipment
○ Fuel System, Exhaust
○ Heater, Defrost, Ventilation
○ Interior
○ Parking Brake
○ Power Train
○ Service Brakes
○ Steering
○ Structure
○ Suspension
○ Visual Systems
● Other: MOTOR MOUNTS

NO. OF FAILURES: 2

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

INCIDENT DATE: 2-18-97 2-23-01
TIRE NAME:
COMPLETE TIRE SIZE:
MILEAGE AT INCIDENT:
TIRE BRAND:
○ BF Goodrich
○ Cooper
○ Firestone
○ Goodyear
○ Kelly Springfield
○ Michelin
○ Yokohama
○ Other ___
VEHICLE SPEED AT INCIDENT:
FAILED PART(S):
● Original
● Replacement

HANDICAPPED ADAPTIVE: ○ Yes ○ No
FAILED PART(S) AVAILABLE? ○ Yes ● No
NHTSA PREVIOUSLY CONTACTED? ○ Yes ● No

APPLICABLE 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:

CAUSE OF INCIDENT:
○ Wear/Corroded/Rust
○ Weak/Poor Fit/Loose
○ Cut/Torn
○ Disconnect/Fell Off
○ Erratic/Poor Performance
○ Excessive Effort
● Noisy
○ Leaks
○ Short
○ Locks/Sticks/Grabs
● Stability/Vibration
○ Broken

RESULT OF INCIDENT:
○ Explosion/Fire
○ Loss of Control
○ Poor Visibility
○ Inadvertent Start
○ Rollover
○ Stalls
○ Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA

04764

2000. MOTOR MOUNTS FAILURE
I PURCHASED A NEW
1994 GRAND AM, AFTER
APPROX. 19,000 MILES
A BANGING NOISE OCCURRED
WHEN THE CAR WAS PUT INTO
GEAR. THE CAR WAS SERVICED
AT DAN WOLF PONTIAC WHERE
I PURCHASED THE CAR. THE
PARTS & LABOR WERE COVERED
UNDER WARRANTY. THE
PROBLEM RE OCCURED AT
APPROX 46,000 MILES ON
THE VEHICLE. I CONTACTED
PONTIAC CUST. SERV. TO FIND OUT
WHY THESE FAIL SO OFTEN. THEY
SAID THEY COULD NOT COMMENT
AND DIRECTED ME TO TAKE IT
BACK TO THE DEALER FOR INSPECTION
AFTER THE INSPECTION THE DEALER
WOULD NOT TELL ME WHAT WAS
WRONG. PONTIAC CALLED BACK
AND SAID THE MOUNTS WERE
DRY-ROTTED, PER THE DEALER.
THEY WOULD NOT DO ANYTHING ABOUT
IT.

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

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.

HS Form 350 (Rev. 8/99)

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 72173 WASHINGTON, D.C.
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use

OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline

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 5)