



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 111

Date Received: FEB 12 2003
OFFICE OF DEFECTS INVESTIGATION
Daytime Telephone Number
Evening Telephone Number

Repository
Reference No. 10002445

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PITTSBURGH State: PA Zip Code: [REDACTED]

Do you authorize NHTSA, in the absence of your signature, to contact the manufacturer of your vehicle?
In the absence of your signature, to the vehicle manufacturer. YES NO
Signature of Owner: [REDACTED] Date: 1/21/03

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side: 1G4CW52K9W4660560
Make: BUICK Model: PARK AVENUE Model Year: 1998
Date Purchased: 11/17/98 Dealer's Name and Telephone Number: DISMISSED WITH JOHN NARETTO BUICK SERVICE - SEE NOTE
Engine: No. Cylinders: 8 Fuel Type: REG
Original Owner: Dealer's City: WHITE OAK (PA) State: PA Zip Code: 15135
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: [REDACTED] Vehicle Component Code: 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH.
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): Failure Mileage: Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15):
DOT No. (Example: DOTM19ABC036): Original Equipment Prior Repair Failure Location:
Tire Component Code: The Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: N Number of Deaths: N Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE RIGHT REAR PASSENGER DOOR FAILS TO UNLOCK BY USING ELECTRONIC LOCKING BUTTON OR MANUALLY PULLING ON THE DOOR LOCK. THE CAUSE OF THE PROBLEM HAS NOT BEEN DETERMINED. PLEASE DESCRIBE DETAILS. *NLM

USE THIS CAR MOSTLY FOR LONGER TRIPS & OUT TO DINNER - INFREQUENT NEED FOR REAR DOORS - DINNER GUESTS ON ZIMOU HAD DIFFICULTY OPENING REAR DOOR - THOUGHT I HAD SET UP PROGRAM WRONG - NOT CONCERNED TIL TRIP TO BOSTON ON 26 DEC 02. COULDN'T GET TO WORK - DAUGHTER COULDN'T GET IN. COULD RIDE IN THE BACK SEAT TRIED REPROGRAMMING - NO LUCK AGAIN - REPORTED TO BUICK CUSTOMER SERVICE & DEALERS - JACOB BUICK'S OUT OF WARRANTY! I MAINTAIN PART LOAS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

IF THIS HAPPENED HERE AND WE HAD MAINTAINED THIS CAR WITH LHM USAGE - HOW MANY OTHERS SHOULD BE VERY DANGEROUS FOR BACK SEAT RIDERS

DEFECTIVE EARLY ON THERE SHOULD BE ADJUSTMENT

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ON 1/25/99 TOOK CAR IN
TO HARTOBUCK FOR
SERVICE -
LEFT OIL DIPSTICK OOT
GREASE ALL OVER FRT
FLOOR MATS
WOULD NOT GO BACK !!
HAVE BEEN GOING TO LOCAL
GARAGE MILWAUKEE FOR
A LK OF OUR CARSTX
35 YRS - TOOK PARK HO THERE
FOR RECENT MEDICAL SERVICE
+ DON ALLEN - LIKE DON
ALLEN

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

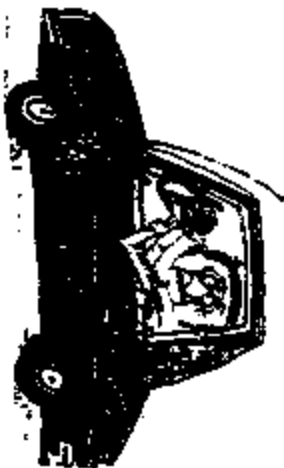
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-866-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**