



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

Date Received

OFFICE
INVESTIGATION

Ed. or

Dist.

City

State

Reference No.

10003737

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Decline Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 10/20/02

PRODUCT INFORMATION

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

Make

Model

Year

1G4CW52K45H628960

Buick

Park Ave

1995

Purchased Date

3-7-98

Dealer's Name

ALL PRO AUTO MALL

Engine Size (CID/GC/L)

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

Dealer's City

MAMURRAY

State

PA

Zip Code

No. Cylinders

6

Manufacture Date (on driver's door or pillar)

ERASED

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorball☒ Passengerside Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☒ 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

Part Name(s)

ALSO
SECOND CLUTCH PLATES/REVERSE DRUM

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

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). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

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

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

WHILE DRIVING ON A LOCAL BOULEVARD, I DEPRESSED THE ACCELERATOR TO PASS UP AT A SLIGHT GRADE FROM 50 MPH. THE CAR DOWNSHIFTED AND THEN JUMPED INTO PASSING GEAR TEMPORARILY SPEEDING THE ENGINE AND NOTHING ELSE RESPONDED. THE CAR WAS IN DRIVE AND I HAD TO COAST TO THE SLOW LANE, THERE WAS NO OFF ROAD BERM. AS THE CAR COASTED TO A STOP I TRIED ALL THE FORWARD GEARS AND ONLY WHILE IN LOW (1ST) GEAR THE CAR DROVE UNTIL I COULD SAFELY PULL OFF IT TO CALL FOR HELP.

PLEASE SEE ATTACHED MATERIAL

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

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

DASH 2 DOT

and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

(V00Q)

QUESTIONNAIRE

**VEHICLE
OWNER'S**

www.nhtsa.dot.gov/hotline

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 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1368 Date Received 02-OCT-2002 Oct or r_Let od_r up_h Reference No. 8020008 Work Number Home Number	
OWNER INFORMATION (Type or Print)			
PITTSBURG PA Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, your name and address to the vehicle manufacturer. Signature of Owner: _____ Date: 10/20/02		☒ YES ☐ NO	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1G4CW52KASH628960	BUICK	PARK AVENUE	1995
Current Odometer Reading		048,240	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)
MARCH 03, 1998	ALL PRO AUTO MALL		6
☐ New ☒ Used	City	State	Zip Code
McMURRAY	PA		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☒ Motorbelt ☐ 2-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag	☒ Yes ☐ No
Vehicle Type	Body Style	Turbo Diesel Gas Fuel Injection	
☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Ut ☐ Truck ☐ Motorcycle	☒ Fuel Injection	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
07240000	POWER TRAIN: TRANSMISSION: UNKNOWN TYPE	☐ Left ☐ Right ☒ Front ☐ Rear	☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)
1	12-SEP-2002 AUGUST 30, 2002	48,200	50 MPH
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash	Fire	Number of Persons Injured	Number of Fatalities
☐ Yes ☒ No	☐ Yes ☒ No	0	0
Estimated Property Damage		Reported to Police	
0		☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER STATES THAT WHILE DRIVING AT VARIOUS SPEEDS UP HILL AND WITHOUT WARNING THE TRANSMISSION WILL SHIFT TO NEUTRAL THEN THE VEHICLE WILL DECELERATE EVEN WHEN FOOT IS ON THE ACCELERATOR. DEALER NOTIFIED. NLN			

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.

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

WHILE IN MOTION AT 50 MPH I DEPRESSED THE ACCELERATOR TO PASS WHILE UP AT A SLIGHT ANGLE. THE CAR DOWN-SHIFTED AND THE 4TH GEAR TO BEAR TEMPORARILY SPEEDING THE ENGINE AND NOTHING ELSE HAPPENED. THE CAR WAS IN DRIVE POSITION AND I COASTED WHILE IN DRIVE TO THE SIDE OF ROAD (SLOW LANE NO PULL OFF ROOM.) AS THE CAR COASTED I TRIED ALL GEARS EXCEPT REVERSE AND INTO LOW GEAR (1ST) DID IT GO NO OTHER GEARS, JUST LOW AND AFTER 1 MILE I WAS ABLE TO CALL A TOW TRUCK. NO REVERSE ONLY LOW GEAR.

PLEASE SEE ATTACHED MATERIAL

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(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Informational Bulletin 88-001

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).