



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383

DC METRO AREA (202) 368-0123

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

1-27-03

Reference No.

10004805

Order

ndt

odrt

up-rt

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

STREET NO.

APT. NO.

Newtown, Penna.

CITY

STATE

ENTER ZIP CODE

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

☒ Yes
☐ No

In the presence of an authorized NHTSA representative, provide your name and address to the vehicle manufacturer.

SIGNATURE OF OWNER

DATE

1/4/03

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Record at bottom of windshield on driver's side)

2G4WB52K5Y1195606

VEHICLE MAKE

Buick

VEHICLE MODEL

REGAL/SL

MANUFACTURE DATE

Manufactured in Gresham, OR, USA

MODEL YEAR

2000

VEHICLE MANUFACTURER

☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other
☐ Daihatsu/Chrysler ☒ General Motors ☐ Hyundai ☐ Isuzu ☐ Toyota ☐ VW

PURCHASE DATE

12/30/99

☒ New
☐ Used

DEALER'S NAME

PERUZZI Pont/GMC

CITY

Fairless Hills, NJ

STATE

NJ

ZIP CODE

19030

ENGINE SIZE

3800 cc 111

100/00/0

NO. CYLINDERS

4

FUEL SYSTEM

☐ Turbo
☒ Fuel Injection

FUEL TYPE

☐ Diesel
☒ Gas

TRANSMISSION TYPE

☐ Manual
☒ Automatic

ANTILOCK BRAKES

☒ Yes
☐ No

RESTRAINT SYSTEM

☒ Driver's Side Airbag
☐ 2-Point Belt
☒ Passenger's Side Airbag
☐ Motorcyclist
☒ 3-Point Belt

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
☐ Pick Up Truck
☒ Sedan
☐ 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

NO. OF FAILURES

1

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

INCIDENT DATE

4/7/2002

MILEAGE AT INCIDENT

35000

VEHICLE SPEED AT INCIDENT

25-30 mph

FAILED PART(S)

☒ Original
☐ Replacement

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

TIRE NAME

COMPLETE TIRE SIZE

TIRE BRAND

☐ BF Goodrich
☐ Cooper
☐ Firestone
☐ Goodyear
☐ Kelly Springfield
☐ Michelin
☐ Yokohama
☐ Other

HANDICAPPED ADAPTIVE

☐ Yes ☒ No

FAILED PART(S) AVAILABLE?

☐ Yes ☒ No

NHTSA PREVIOUSLY CONTACTED?

☒ Yes ☐ No PHONE

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

0

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

NUMBER OF FATALITIES

0

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

CAUSE OF INCIDENT

☐ Wear/Corroded/Rust
☐ Weak/Poor Fit/Loose
☐ Cut/Torn
☐ Disconnect/Fall Off
☐ Excessive Effort

☐ Not a
☐ Leak
☒ Short
☐ Loose/Stakes/Grabs
☐ Stability/Vibration
☐ Broken

RESULT OF INCIDENT

☒ Explosion/Fire
☐ Loss of Control
☐ Poor Visibility
☐ Inadvertent Start
☐ Rollover
☐ Stalls
☐ Sudden Acceleration

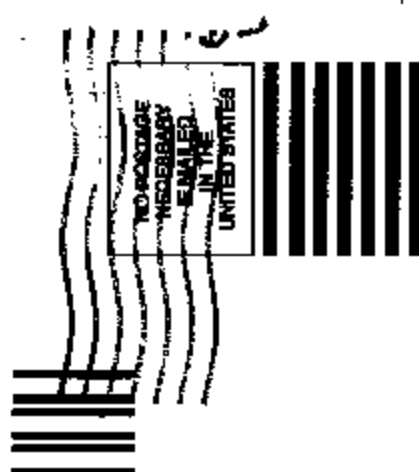
Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

On Sunday 4/8/02 my wife and I left home early on the way to visit my son & his family in King of Prussia approx. 45 min drive (New boxes triplets). Approximately 60 min we left to return home via Thompson. After leaving Thompson, we must have been the town of Langhorne, Pa. It was in Langhorne that my wife smelled smoke. Thinking it was odors from fireplace, shortly thereafter we saw flames coming out of hood/cracks between hood & fenders. I pulled onto sidewalk, quickly turning off ignition which caused door locks. We got out of car & ran away from car & fire. Thanks to Passerby w/ cell phone, he called 911 and Fire Dept & Police who eventually responded. By that time, auto was engulfed in flames and had to be extinguished by fire truck. Auto was towed away. Insurance Co. was notified and eventually auto was totaled. Family members picked us up on scene & we went home. *NOTE: See continuation on additional page if necessary.*

Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974—Public Law 93-553 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 responses 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.

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HB Form 300 (Rev. 5/98)



BUSINESS REPLY MAIL

FIRST-CLASS MAIL 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

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

1-888-DASH-2-DOT

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



VEHICLE OWNER QUESTIONNAIRE (VOLUNTARY)

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

April 25, 2002

F.S.I.S. CENTRAL CHAIRS
M.C. 482-C-20-D71
300 RENAISSANCE CENTER
DETROIT, MICHIGAN

RE: FILE # 06736571

NEWTON, Pa

Dear Sirs:

This morning I was in conversation with your Larry Meek. To regrettably report our traumatic experience, with our 2000 Buick Regal sitting on fire, while my wife and I were there the small town of Kyrghorne, Penn. We were advised that Mr. Meek will forward a report regarding all details concerning this incident.

As loyal N.M. customers from 1950 till present, we were proud and satisfied owners of Chevrolets, Pontiacs (Catalinas & Bonnevilles), Oldsmobile, Corsas and Delta 88's and last, our Buick Regal 2000, which up to 4/7/02 was very satisfactory. Not only was this a traumatic and disappointing experience, but also now, a financial burden.

At this time, we are driving a rental vehicle provided.

(One)

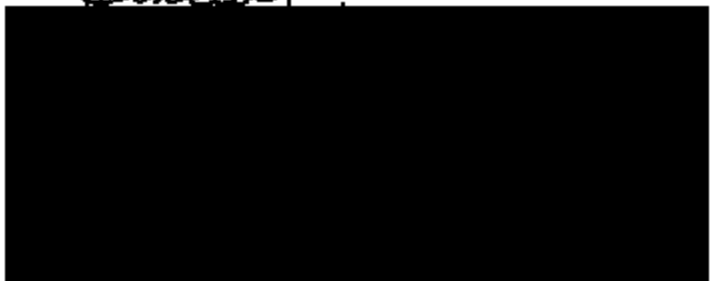
by my Insurance Company (Prudential) DATE JAN 10 1961
for a term as transportation to look for a
replacement vehicle.

I believe you will agree that we have been put
unexpectly into a financial bind thru no fault
yours.

Since we provided the proper care, recommended by
the factory, we strongly feel that General Motors
should consider giving us consideration to make
us whole again, so we could be able to get
into another General Motors vehicle.

Thanking you in advance for your prompt and
kind consideration, and will be looking forward
to hearing from you and your favorable reply.

Faithful D. M. Crestone
Sincerely



June 14, 2002

Mr. Janice Lapinski
E.S.G.S. / Gm Claims
300 Renaissance Center
Mail Code 482 220 871
Detroit, Mi. 48265-3000

Re: [REDACTED]
Claim # 437760
Buick Regal 2000
I.D. # 2G4WB52K5Y1195606

Dear Mr. Lapinski:

First, please accept my sincerest thanks for your prompt return of my phone call, as compared to other G.M. representatives, that promised to get back to me in reasonable time but never do.

Janice, although I explained to you exactly when and what happened to our vehicle and the traumatic experience that my wife and I had as a result of this incident, please find a copy of my letter to E.S.G.S., as recommended by Harry Meek, who agreed that we were entitled to restitution due to this accident.

Being seniors, it was our plan to purchase this vehicle upon termination of the lease, but because of this untimely incident, we were forced to make a quick decision to lease another G.M. car for the next four (4) years, in order to satisfy our financial situation.

As a result of a near catastrophe, and thus no fault of ours, in our opinion, General Motors was totally

Cont. . . .

Mrs. Janice Topinski -

Re: [REDACTED]

satisfied because of insurance coverages paid for by me, but any equity paid in to help us purchase the vehicle was totally lost, i.e.;

Value of Buick Regal New	\$21,928. ⁰⁰ / ₁₀₀
Administrative Fee	400. ⁰⁰ / ₁₀₀
Total Value	\$22,328. ⁰⁰ / ₁₀₀
Residual at Expiration of lease	14,330. ⁰⁰ / ₁₀₀
Equity to purchase auto for residual	\$7998. ⁰⁰ / ₁₀₀

Other Misc. Expenses:

New Four (4) year extended insurance	702. ⁰⁰ / ₁₀₀ (inc. Tax.)
G.M.A.C. Deductible	100. ⁰⁰ / ₁₀₀
Cost of increased insurance for 9 months @ 15 p/m	135. ⁰⁰ / ₁₀₀
Cost of New Registration	142. ⁵⁰ / ₁₀₀
Total Claim	\$9077. ⁵⁰ / ₁₀₀

I am sure you understand there are many other expenses associated with upkeep, that are factory recommended, aside from the expense, aggravation, time, etc. looking for a replacement vehicle to satisfy our needs and budget.

We feel that our claim is justifiable and realistic, and looking forward to hearing from you and your favorable reply.

[REDACTED]

Narrative Continuation —



It has been very discouraging and disappointing of the way G.M. and its management have handled this matter. All they keep on doing is double talking and lying, with promises they will look into this matter. Never a mention about the Govt. investigating similar situations with ASD's similar to ours. We have been very patient, but apparently we will have to pursue this matter in front of a Judge in Small claims court.

For the sake of brevity, I have tried to give you specifics, but if you wish, I will be glad to give names of people I have been dealing with etc., including my own Insurance company.

Anything or Anyway that you may assist me, will be most appreciated. Thank you

