



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 335

Date Received

Repository ☐

2003 JUN 17 AM 9:34
22-MAY-2003

Reference No.
10020439

OWNER INFORMATION (Type or Print)

Name

Address

City

LEVITTOWN

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 6/1/03

VEHICLE INFORMATION

17. Mark Vehicle Identification Number Located at bottom of windshield on driver's side

1G4CW52K3THG48294

Make

BUICK

Model

PARK AVENUE

Model Year

1996

Date Purchased

7/2/1996

Dealer's Name and Telephone Number

DEARDEN BUICK 215-944-1500

Engine: 3800

No. Cylinders

V6

Fuel Type:

FUEL
INJECTION

Original Owner

Dealer's City

LANGHORNE

State

PA

Zip Code

19047

Transmission Type

AUTOMATIC

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

W/OVER-DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

VARIOUS

Failure Mileage

60000

Failure Speed

20-25 mph

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: DOTN19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire 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

Number of Deaths

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).

ANTI-FREEZE LEAKED INTO THE ENGINE'S OIL. AS A RESULT, THE VEHICLE LOST POWER. *JB

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 responses, 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)

5/27/03

NOISE COMING FROM ENGINE AND LACK OF POWER AT 20-25 MPH
HAD ENGINE REPAIRED AT A COST OF 3,830.26 REMOVE OIL PAN
AND ROD BEARINGS FOUND ROD BEARING WORN AND GOUNDED ALSO METAL
SHAVINGS IN OIL PAN OTHER INTERNAL DAMAGE

4/9/02

COOLANT LEAK REPLACE UPPER AND LOWER INTAKE MANIFOLDS UPPER
INTAKE MANIFOLD MELTED THROUGH AT EGR PIPE. REPLACE MANIFOLD
COST 1,533.04 I FEEL THAT THIS MANIFOLD WAS A MALFUNCTIONING PART AND
SHOULD HAVE BEEN RECALLED BY BUICK. I TALK TO OTHER BUICK SERVICE
MANAGERS THEY SAID THIS WAS A PROBLEM. NEW MANIFOLD IS A MODIFIED
VERSION WHICH ALSO LEADS ME TO BELIEVE THAT THE ORIGINAL WAS FAULTY.
ENGINE REPLACEMENT WAS CAUSED BY INTAKE MANIFOLDS MALFUNCTIONING PARTS
THERE SHOULD HAVE BEEN A RECALL

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>

LEVITTOWN PA

ACCOUNT NUMBER 1-101-112397

JUNE 5, 2003

DEAR ALBERTO DELAROSA

I AM WRITING THIS LETTER REGARDING A SERVICE I RECEIVED FROM BUICK

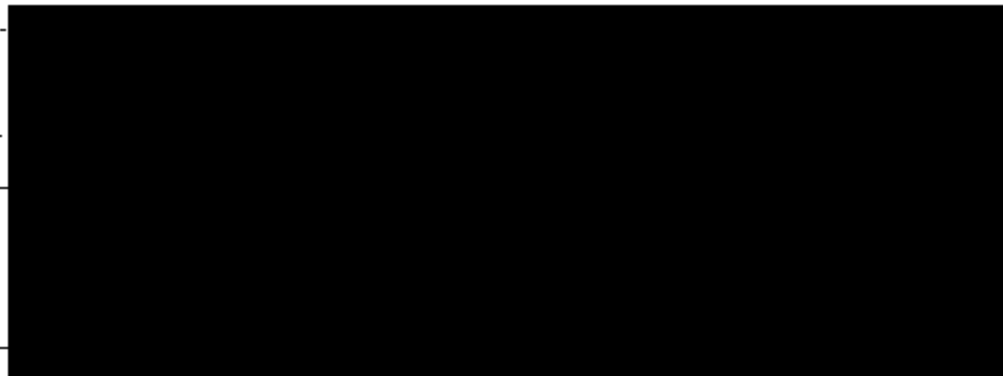
ON MAY 20TH I TOOK MY BUICK PARK AVENUE TO DIECKHAUSE BUICK FOR SERVICE AND HAD THEM CHECK FOR NOISE COMING FROM ENGINE AND HESITATION ON ACCELERATION AROUND 20-25 MPH AFTER CAR HAS WARMED UP. THEY FOUND INTERNAL ENGINE NOISE CAUSING KNOCK SENSOR TO RETARD TIMING. I TOOK THE CAR BACK TO DIECKHAUSE ON MAY 27TH 2003. THEY REMOVED OIL PAN AND ROD BEARINGS ALSO THEY FOUND ROD BEARINGS WORN AND GOUGED PUMP METAL SHAVINGS IN OIL PAN. ALSO OTHER INTERNAL DAMAGE POSSIBLE. THEY SAID TO REPLACE ENGINE AT A COST OF 3,820.26. I FEEL THAT THE INTAKE MANIFOLD LEAKING COOLANT INTO ENGINE, THAT THIS WAS THE CAUSE FOR ME TO REPLACE ENGINE.

I PAID 3,820.26 FOR THIS SERVICE. PAYMENT WAS MADE BY CHECK NUMBER #631 DATED JUNE 4, 2003. ENCLOSED ARE INVOICE FROM DIECKHAUSE BUICK CHECK # 631. VEHICLE REGISTRATION

P.S. I FEEL THIS SHOULD HAVE BEEN RECALLED BECAUSE OF MALFUNCTIONING PARTS, I HAVE BEEN A GM OWNER OVER

FOR MANY YEARS, JUST HAVING PURCHASED A 2002
BUICK REGAL L.S. FOR MY WIFE. IF NOT SATISFIED
I MAY HAVE TO SWITCH MY LOYALTY TO A
COMPETITOR OF YOURS. PLEASE CONTACT ME AT THE
ABOVE ADDRESS IF YOU HAVE QUESTIONS OR NEED
ADDITIONAL INFORMATION

SINCERELY



[REDACTED]
Levittown, PA [REDACTED]
Account Number: 1-3098-9588

September 11, 2002

Buick
Darrin Bippes
PO Box 33136
Detroit, MI 48232

Dear Darrin Bippes:

I am writing this letter regarding a service I received from Buick.

Intake manifold leaking \$1150.00 to replace upper and lower manifold, replace spark plugs \$130.00, Changing oil and filter \$24.95, and power flushing engine \$99.95, valve cover gaskets leaking \$135.00. I feel that this manifold was a malfunctioning part and should have been recalled. This I have discussed with other Buick service managers and was led to believe this to be true.

Also, after having the repairs made I find that the new manifold is a modified version of the original, which also leads me to believe that the original was faulty. I have been a GM owner for many years, just having purchased a 2002 Buick Regal LS for my wife. If I cannot be satisfied with this claim I may have to switch my loyalty to a competitor of yours.

I paid \$1,533.04 for this service. Payment was made by check, number #514, dated September 09, 2002.

I contacted Darrin Bippes on September 06, 2002, and explained that the service was unsatisfactory. All information regarding repairs and total cost, to Buick Rep. His response to me was that Buick would only pay for half the repairs. Failure to receive an appropriate response to this problem has prompted me to write directly to you.

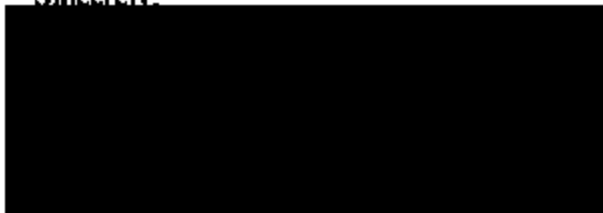
To resolve the problem, please refund the full cost of the service in the amount of \$1,533.04.

Enclosed are copies of my records, including Invoice from Dieckhaus Buick
Check #514
Vehicle Registration.

I look forward to hearing from you soon regarding my problem. I will wait 14 days before seeking further assistance.

Please contact me at the above address if you have questions or need additional information.

Sincerely,



**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).**