



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 100161

Date Received
2003 AUG 15 AM 8:23
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42
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Name _____
Address _____
City DELRAY BEACH State FL Zip Code _____

Daytime Telephone Number _____
Evening Telephone Number _____

E-mail Address _____

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please provide the name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/1/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4CW94K34174998
Make BUICK Model PARK AVENUE Model Year 2003

Date Purchased 15-MAY-03 Dealer's Name and Telephone Number RALPH BUICK 561-
Engine: No. Cylinders 6 Fuel Type:

Original Owner Dealer's City DELRAY BEACH State FL Zip Code 33486

Transmission Type _____ Antilock Brakes Powertrain _____
Cruise Control Vehicle Component Code 020000 SUSPENSION
Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 8-15 + 8-18-03 Failure Mileage Failure Speed 55 + VIBRATION AT HIGHWAY SPEEDS

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: DOTM15ABC036) 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).

AFTER PURCHASING THE VEHICLE AND DRIVING IT OFF THE LOT VEHICLE EXPERIENCED VIBRATION WHILE DRIVING. THE VIBRATION FELT LIKE SOMETHING WAS LOOSE OR BROKEN. THE VEHICLE HAS BEEN TO THE DEALER FOR THIS PROBLEM SIX TIMES. *AK BUICK AGREED TO REPURCHASE VEHICLE AFTER MY INQUIRY TO FLORIDA "LEMON LAW". THEY CLAIM CAR COULD NOT BE REPAIRED.

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

The Privacy Act of 1974 (Public Law 93-502) 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)

A VIBRATION IS OFTEN CAUSED BY LOOSE PARTS. SINCE BUICK COULD FIND NOTHING TO REMEDY THE EXISTING VIBRATION AT HIGHWAY SPEEDS, IT IS POSSIBLE THAT AN IMBEDDED OBJECT EXISTS IN THE PARK AVE. ROAD, IT IS ALSO POSSIBLE THE THE VEHICLE IS DAMAGED, ESPECIALLY IF THIS OBJECT IS PRESENT IN OTHER PARK AVE. AVES.

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

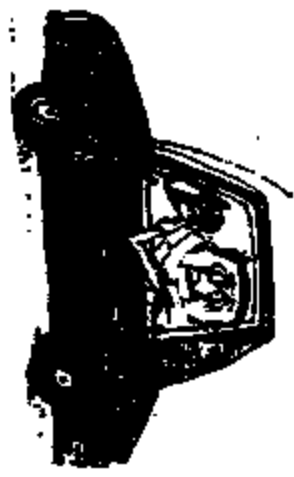
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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1-888-327-4238

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