



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 1367

Date Received

2003 SEP 12
15-AUG-2003

Repository ☐

PN: E-20
Reference No.
10034031

OWNER INFORMATION (Type or Print)

Name

Address

City

BALTIMORE

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

N/A

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, address to the vehicle manufacturer.

Signature of Owner

Date 09/12/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2G4WS52JX31115054

Make
BUICK

Model
CENTURY

Model Year
2003

Date Purchased
April 26, 2003

Dealer's Name and Telephone Number
BOB SCHMIDT BUICK INC.

Engine
No. Cylinders 6

Fuel Type:
Gas

Original Owner ☒ NO

Dealer's City
BALTIMORE

State
MD

Zip Code
21215

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Automatic

☒ Cruise Control

Automatic Transmle

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage
24000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

The Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

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).

WHEN BRAKE PEDAL IS DEPRESSED WHILE DRIVING ON A WET SURFACE VEHICLE FAILS TO STOP, RESULTING IN EXTENDED STOPPING
DISTANCE. THE CAUSE OF FAILURE NOT YET DETERMINED. *AK

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 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 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)

WHILE DRIVING ON A WET SURFACE AUTO FAILS TO STOP.
CAUSE OF FAILURE NOT KNOWN.
CRASHES: NONE AT PRESENT DATE AUG. 29, 2003
INJURY: NONE AT PRESENT DATE AUG. 29, 2003

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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, NVS-216
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
ON

DASH2DOT

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
Washington, D.C. 20590



MULTI-POINT INSPECTION REPORT

NAME: [REDACTED] PHONE #: [REDACTED] EMAIL: [REDACTED] DATE: 22 Aug 03
 YEAR/MODEL: [REDACTED] ODOMETER: [REDACTED] VIN: 1115K127
 REPAIR ORDER #: 196629 TECHNICIAN: John SERVICE CONSULTANT: Dane

CHECKED AND OKAY **WILL REQUIRE FUTURE ATTENTION** **REQUIRES IMMEDIATE ATTENTION**
 CHECK EVERY 3,000 (MAX. 7,500) MILES: CHECK BATTERY PERFORMANCE:

- ☒ Coolant recovery reservoir fluid.
- ☒ Window washer fluid.
- ☒ 4x4 transfer case, front-drive axle, and clutch reservoir fluids (truck only).
- ☒ Transmission fluid.
- ☒ Brakes fluid.
- ☒ Power steering fluid.

- ☐ Rotate tires (approx. every 6,000 miles).
- ☐ Check oil life monitor (if equipped). If engine oil and filter are changed, reset monitor.
- ☒ Check interior lights, exterior lamps, brake lamps, turn signals and hazard warning lights.
- ☒ Check windshield wiper fluid, wiper blades, and wiper operation. (Replace wiper blades every 12,000 miles.)
- ☒ Inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.
- ☒ Inspect and lubricate suspension.
- ☒ Inspect CV drive axle boots (if equipped).
- ☒ Inspect and lubricate steering and steering linkages.
- ☒ Visually inspect exhaust system for leaks, damage, and loose parts. Remove any foreign materials trapped by shielding.
- ☒ Visually inspect radiator, heater, and air-conditioning hoses for leaks or damage.

CHECK EVERY 15,000 (Plus items mentioned above):

- ☒ Check brake system including lines, hoses, and parking brake.
- ☒ Inspect engine cooling system, hoses, and clamps.
- ☒ Inspect air cleaner filter and pollen/air filter (if equipped).

CHECK EVERY 30,000 (Plus items mentioned above):

- ☒ Inspect clutch operation.
- ☒ Replace air cleaner filter.
- ☒ Inspect pollen/air filter (if equipped).
- ☒ Inspect fuel tank, cap, cap gasket, and lines for damage and/or leaks.

NON-MILEAGE RELATED CHECKS (optional):

- ☒ Check shocks/struts for leaks or for any damage.
- ☒ Inspect windshield for cracks or chips.
- ☒ Check battery for corrosion.
- ☒ Visually inspect belts and check for oil and fluid leaks.

- ☒ Good
- ☐ Recharge
- ☐ Bad



TIRE AND BRAKE INSPECTION (If equipped with power windows)

- | | | | |
|---|---|---|---|
| LF | ☒ Brake Lining <u>12</u> mm | RF | ☒ Brake Lining <u>12</u> mm |
| ☒ Tire Tread <u>7</u> 32nds | | ☒ Tire Tread <u>7</u> 32nds | |
| ☒ Tire Pressure <u>32</u> psi | | ☒ Tire Pressure <u>32</u> psi | |

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT



Lowest Brake Lining (mm): _____

Lowest Tire Tread Depth (32nds): _____

- | | | | |
|---|--|---|--|
| LR | ☒ Brake Lining <u>4</u> mm | RR | ☒ Brake Lining <u>4</u> mm |
| ☒ Tire Tread <u>5</u> 32nds | | ☒ Tire Tread <u>5</u> 32nds | |
| ☒ Tire Pressure <u>32</u> psi | | ☒ Tire Pressure <u>32</u> psi | |

Comments: _____

NEXT SCHEDULED RESERVATION:

Date: _____ Time: _____
 Reason for Service: _____



Customer Assistance Center

June 26, 2003

[REDACTED]
Baltimore, MD [REDACTED]

Service Request: 1-107670873

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2003 Buick Century. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sean McGowan".

Sean McGowan
Customer Relationship Manager

MN0001-P/lb



Customer Assistance Center

August 6, 2003

[REDACTED]
Baltimore, MD [REDACTED]

Service Request: S1-116514548

Dear [REDACTED]

We are sorry you have experienced concerns with your 2003 Buick Century. Customer satisfaction is a top priority for us at Buick.

Because you are a loyal Buick customer, we are providing you with one complimentary brake repair. Present this letter to any Buick dealership for redemption.

If you have future questions, feel free to contact our Buick Customer Assistance Center at 1-800-521-7300 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

A handwritten signature in cursive script that reads "Yves Etienne".

Yves Etienne
Customer Relationship Manager
Business Resource Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary other

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

JUNE 28, 03 - July 1, 03 - 4 HRS. REJUST FOTERS, TOLD WILL
HARD TO BE REPHRASED AT NEXT BRANES JOB. NO CUSTOMER
INVOICE GIVEN, JUST A claim check

329

329

**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).**