



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 100147

Date Received: 702-558-2603 AM 12:52
Repository:
Reference No.: 10037707

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: JACKSONVILLE State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4C252K9W4641734
Make: BUICK Model: PARK AVENUE Model Year: 1998
Date Purchased: 5-27-98 Dealer's Name and Telephone Number: TERRY BUICK INC 1-904-777-5550 Engine: No. Cylinders: 6 Fuel Type: GAS
Original Owner: Dealer's City: JACKSONVILLE State: FLA Zip Code: 32038
Transmission Type: AUTO Antilock Brakes: Cruise Control: Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING:ENGINE 3.8L I V6
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-AUG-2002 Failure Mileage: Failure Speed: 25

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: DOTM19ABC036): Original Equipment Prior Repair Failure Location:
The Component Code: The 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 (e.g., parts repaired or replaced (and if old part is available)).

WHILE DRIVING AT 25 MPH AND WITH NO WARNING ENGINE LOCKED UP. CONSUMER MADE CONTACT WITH DEALER. *AK

I NOTICED A PROBLEM WITH THE ENGINE & TRANSMISSION EARLY ON. I HAVE (2) TWO WORK ORDERS WITH REFERENCE TO THESE PROBLEMS. ON 5/8/2001 AFTER ANSWERING AN GM CUSTOMER SURVEY AND STATING MY CONCERN THE BUICK CUSTOMER REP GAVE ME #C0409996 EXTENDING MY BUMPER TO BUMPER WARRANTY FOR A YEAR.

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.

**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).**