



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 (1-888-327-4238) INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

10053412

2003 DEC 31 AM 11:21

Od_or _____
R_dt _____
od_rt _____
up_ltr _____

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

SAN BERNARDINO

State

CA

Zip Code

Daytime 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 H 126102

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)

(Located at bottom of
windshield on driver's side)

Make

BUICK

Model

RIVIERA

Year

1982

1G4AZ57Y0CE432013

Purchased Date

1996

Dealer's Name

NO LONGER IN BUSINESS

Engine Size
(CID/CCA)

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☐ Now ☒ Used

Dealer's City

SAN BERNARDINO

State

CA

Zip Code

92410

No. Cylinders

6

Manufacture Date
(on driver's door or pillar)

4/82

Transmission Type

☐ Manual
☒ Automatic

Restraint System

☐ Driverside Air Bag ☐ Motorbelt
☐ Passengerside Air Bag ☐ S-Point Belt
☒ 3-Point Belt

Cruise Control

☒ Yes
☐ No

Drivetrain

☒ Front
☐ Rear
☐ 4-Wheel

Vehicle Type

☒ Car ☐ Sport Utility
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other

Body Style

☒ 2-Door ☐ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

TORSION BAR ANCHOR
SUPPORT INSULATORS

Location

☐ Left ☐ Right
☒ Front ☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

Handicap Adaptive Equip

☐ Yes
☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?

☐ Yes ☐ No

NHTSA Previously
Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

☐ Yes ☒ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

SINCE PURCHASING THE VEHICLE IVE HAD AN IMMEDIATE AMOUNT OF FRONT END WORK DONE ON THIS VEHICLE. SEARS ROEBUCK MECHANICS AND OTHER GARAGES NEVER IDENTIFIED THE FAILED COMPONENT AS BEING A PROBLEM. RECENTLY I ASKED A MECHANIC TO CHECK THE FRONT AND HE LET ME KNOW WHAT WAS NEEDED. THE THING THAT HE IDENTIFIED WAS THE TORSION BAR ANCHOR SUPPORT INSULATORS. I THEN FOUND THAT GM NO LONGER MAKES THE PART AND I COULD NOT FIND AN AFTER MARKET SOURCE. I FINALLY HAD THEM MANUFACTURED BY A LOCAL RUBBER COMPANY. SINCE THERE ARE NO FRONT SPRINGS ON A RIVIERA THE TORSION BARS SPRING THE ENTIRE FRONT END. WHEN THE INSULATORS WEAR OUT THE FRONT END SAGS AND THE VEHICLE

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

THE TORSION BARS CANNOT DO WHAT THEY WERE INTENDED TO DO, I.E. EXCESSIVE
WEAR AND STRAIN IS PUT ON THE OTHER FRONT END COMPONENTS. BEFORE I
HAD THE INSULATORS MANUFACTURED AND INSTALLED THE CAR WOULD NOSE DIVE
ON A QUICK STOP. THIS NEGATED THE PURPOSE OF THE SHOCKS BEHIND THE
BUMPER BECAUSE THEY NEVER WOULD HAVE COME INTO PLAY IF THE FRONT END
WENT UNDER INSTEAD OF INTO AN OBJECT OR ANOTHER VEHICLE.

I BELIEVE GM SHOULD HAVE TO MAKE THIS PART. I ALSO BELIEVE
THAT GARAGES WORKING ON THIS VEHICLE BE INFORMED TO CHECK THE
INSULATORS, ADVISE CUSTOMERS IF THE INSULATORS ARE WORN OUT AND TAKE
APPROPRIATE STEPS AFTER THAT.

SINCE REPLACING THE INSULATORS ON MY CAR THE CAR DOES NOT NOSE DIVE,
THE FRONT END IS NOW OF EQUAL HEIGHT ON BOTH SIDES AND HANDLES IN A FAR
MORE POSITIVE MANNER.

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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



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

**VEHICLE
OWNER'S
QUESTIONNAIRE
(VQQ)**



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