



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 100145

Date Received  
2004 APR - 1 11:34  
17-FEB-2004

Repository

Reference No.  
10059140

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: WEST SAINT PAUL State: MN Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an owner's signature or address to the vehicle manufacturer.  YES  NO  
Signature of Owner: [REDACTED] Date: 3/2/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4CW52K3W4036013  
Make: BUICK Model: PARK AVENUE Model Year: 1998

Date Purchased: 6-29-99 Dealer's Name and Telephone Number: WHITAKER BUICK 651-645-7781  
Original Owner:  Dealer's City: ST PAUL MN State: MN Zip Code: 55104  
Engine: No. Cylinders: 6 Fuel Type: GAS

Transmission Type: AUTO  
 Antilock Brakes Powertrain: [REDACTED]  
 Cruise Control  
Vehicle Component Code: 121000 EXTERIOR LIGHTING: HEADLIGHTS REAR LIGHTING SYSTEM  
Multiple Failures: 2 4

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 01-OCT-2003  
Failure Mileage: 28000  
Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM1ALBABC038): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injuries.)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 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).

REAR HEADLIGHT HOUSING PRODUCED MOISTURE. AS A RESULT, A THICK FILM COVERED THE LENS. \*AK  
THE REAR OF THE AUTO CONTAINS 4 SETS OF LIGHT HOUSING (FOR BRAKE LIGHTS, TURN SIGNALS, BACKUP LIGHTS ETC.) THERE IS ONE LIGHT HOUSING ON EACH FENDER, AND ONE ON EACH SIDE OF THE TRUNK LID (TOTAL 4) —  
THE 4 HOUSINGS WHICH ARE SUPPOSED TO BE SEALED, ARE ALLOWING MOISTURE TO ENTER THE UNITS MAKING THEM Fog UP — THUS THE SAFETY ISSUE!! SINCE I HAVE A 100% FAILURE ON ALL HOUSINGS, IT IS APPARENT THAT WE ARE DEALING WITH A COMPONENT DEFECT — THE DATA INDICATED — OVER

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

The Privacy Act of 1974 (Public Law 93-578) 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)

They see a 30% Failure Rate on these components.  
GM and the Dealer assume no responsibility for this  
condition!! The car has been driven only 29000 miles-

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 7373 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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



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OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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