

DOT AUTO SAFETY HOTLINE VEHICLE OWNER'S QUESTIONNAIRE

U.S. Department of Transportation National Highway Traffic Safety Administration		To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		DATE RECEIVED 05-MAR-2004	Repository ☐ Reference No. 10081440
OWNER INFORMATION (Type or Print)					
Name		2004 APD 200		Vehicle Identification Number	E-mail Address
Address					No
City	State	Zip Code			
TRIO	MI				
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO In the absence of an owner's signature, please print 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)			Make	Model	Model Year
164CH52K8X4620505			BLACK	PARK AVENUE	1998
Date Purchased	Dealer's Name and Telephone Number		Engine	Fuel Type:	
01-FEB-99	SHELTON (248) 651-5500		No. Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☒	ROCHESTER HILLS	MI	48307		
Transmission Type	☐ Anti-lock Brakes	Powertrain	Vehicle Component Code		
	☐ Cruise Control		111000 ELECTRICAL SYSTEM-BATTERY		
			Multiple Failure: 1		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
02/04/04	53,057				
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: DOTWALBAC038)	☐ Original Equipment	Failure Location:			
	☐ Prior Repair				
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), complaint, and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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).					
BATTERY LEAKED, CAUSING VEHICLE NOT TO START. *AK					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Privacy Act of 1974 (Public Law 93-570) 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.					

On January 15 2004 - ^{MECHANIC} ~~mechanic~~ (MARK GOING) install new ^{battery} ~~battery~~
because ~~I have my car for~~ engine does not start when
cranked. He said that he have testing battery. I paid \$75.00
Few days later I received papers for recall my car been
of a fuel pressure regulator leak can cause a backfire.
Now General Motors refusing to pay reimbursement \$75.00 for
battery.

ATTACH ADDITIONAL SHEETS IF NEEDED

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



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

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



US Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov/defects



BUICK

B03054-S
January, 2004

Dear Buick Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 and 1999 Buick Park Avenue model vehicles equipped with a 3.8L V6 engine. These vehicles have a much higher than usual rate of fuel pressure regulator diaphragm leaks. A leak can allow fuel to enter the intake manifold through a vacuum line. In low battery conditions, if the engine does not start when cranked, the fuel from the leaking regulator and a mistimed spark can cause a backfire. The backfire can rupture the intake manifold, causing a loud bang. The rupture of the intake manifold can displace a fuel line, pulling an injector out of place, and causing a fuel leak. If there is an ignition source, a fire can result.

Slow engine cranking and difficulty starting the engine could indicate a low battery. Poor driveability or a check engine light could indicate a fuel pressure regulator leak. If you experience these conditions, have your dealer check and repair your vehicle.

If your vehicle does not start and you hear a loud bang, there could be a fuel leak. Do not try to start it again. Contact your dealer for assistance.

What Will Be Done: Your Buick dealer will replace the engine fuel pressure regulator. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Buick dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Buick Customer Assistance Center at 1-866-608-8080. The deaf, hearing impaired, or speech impaired should call 1-800-832-8425 (Utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

General Motors Product Recall Customer Reimbursement Procedure

If you have paid to replace the engine fuel pressure regulator, or upper intake manifold and related repairs due to manifold over-pressurization before February 1, 2004, you may be eligible to receive reimbursement. Customer reimbursement requests are to be submitted by January 31, 2005.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- **Approved**, you will receive a check from General Motors.
- **Denied**, you will receive a letter from General Motors with the reason(s) for the denial, or
- **Incomplete**, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**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).**