



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

03-MAY-2004

Repository ☐

Reference No.
10071975

OWNER INFORMATION (Type or Print)

Name

Address

City

BRENTWOOD

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.
Signature of Owner _____ Date 5/24/04

VEHICLE INFORMATION

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

Make

BUICK

Model

REGAL

Model Year

1999

Date Purchased

2-11-99

Dealer's Name and Telephone Number

NEIL BUICK - 631 289-7800

Engine:

No. Cylinders 6

Fuel Type:

Premium

Original Owner

☒

Dealer's City

Medford, NY

State

NY

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-APR-2004
11-12-03

Failure Mileage

37111

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM18A8C038)

☐ 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

☐ 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;
i.e., parts repaired or replaced (and if old part is available).

WHEN DRIVING AT ANY SPEED CHECK ENGINE LIGHT APPEARED ON THE DASHBOARD. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP FOR INSPECTION, AND MECHANIC DETERMINED THAT ENGINE FAILED. CONSUMER WILL HAVE THE MECHANIC REPLACE THE ENGINE. *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 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.

[REDACTED]
Brentwood, NY,
January, 26, 2004
VIN#2G4WF5201X1474166

Buick Customer Relations Center
P.O. Box 5039
Troy, MI, 48098

To Customer Service,

I purchased a new Buick 1999 Regal, on 2/13/1999. I used the vehicle primarily on Sundays to go back and forth from church. The mileage as August 19, 2003 was only 34398 for a four year old car by most standards is quite low. The car consistently performed wonderfully, all required maintenance schedules were strictly adhered followed.

On or about August 19, 2003 I noticed oil on my driveway, I immediately contacted Neil Buick, Medford, NY expressed my belief that between the motor and transmission fluid leaking, sharing my suspicion that the rear seal or front transmission seal was cracked. They repaired above mention problem, \$760.42 (see attached receipt). On September 12th, 2003, I returned the vehicle back to Neil Buick with the same concerns, they again replaced the rear cover and gasket and to add insult to injury they charged me \$108.75, (see receipt). Once again I noticed small amounts of fluid, but to the inclement weather in New York I was unable to make another appointment with Neil Buick. Unfortunately for me less than a month from the last repair, on Wednesday, November 12th, 2003 my vehicle suffered complete engine failure. I'm totally displeased with Neil Buick. By December 31, 2004 I had a new factory purchased engine replaced in my 1999 Buick Regal with 37111 mileages at this point at a cost of \$4300. (See receipt).

I've always driven a Buick, my son [REDACTED] also has the same Buick Regal that I have. Considering that I used this car for outings and not for day to day work related trips, I never reached the mileage earlier in this cars history which would have this costly repair eligible for the Buick Warranty.

Attached is a letter from the installer of my new motor attesting to what condition they found my motor in, they also advised me that they took pictures of the motor, which I thanked them for documenting. They too were surprised that a motor would fail in such a new car with such low mileage, and with obvious good care being taken of this vehicle.

I'm writing you just in the oft chance that any of this unexpected motor failure would be considered criteria enough that Buick Customer Relations would find my vehicle a candidate for the Special Policy Adjustment Program.

Sincerely submitted,
[REDACTED]

[REDACTED]
Brentwood, NY [REDACTED]

Wednesday, January 07, 2004

RE:
1999 Buick Regal
Vin: 2G4WF5210X1474116

Dear [REDACTED]

As per your request, we have disassembled the original motor that was removed from your 1999 Regal and determined that, in our opinion, the reason for the premature engine failure was due to a connecting rod bolt not being properly torqued (tightened). This condition allowed the bolt to loosen and eventually back it's way all the way out of the connecting rod. Once that happened, the stress on the rod cap was such that the cap failed resulting in a catastrophic engine failure.

Please let me know if I can be of further assistance in this matter.

Regards,

Scott Fallon, Pres
Woodmax Gulf, Inc.



SERVICE HAS ITS REWARDS

This morning your service advisor requested that I should come and take a look at your current vehicle. The Year, Mileage and Condition are perfect. I would like to take this time to commend you on the care you have given your car over the past several years. Used Cars in this condition are not only rare, but also carry the highest retail amount in the market today.

With this in mind, I would like to extend an invitation for you to visit me in the showroom so that we may discuss your future automotive needs. No purchase is necessary and you never know, your current car may be more valuable than you think.

Hope to see you soon.....

***Andrew F. Paulus
Sales & Leasing Specialist
(631) 289-7800 ext.224***

**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).**