



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 -- 120

Date Received: 14 JUL 2004  
Repository: 10081997  
Reference No: 04-7-58

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: DUVALL State: WA Zip Code: [REDACTED]

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

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, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 8/4/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4CW62K8W4[REDACTED]  
Make: BUICK Model: PARK AVENUE Model Year: 1998  
Date Purchased: 12/10/2000 Dealer's Name and Telephone Number: K&A CHEVROLET CADILLAC  
Original Owner:  NO Dealer's City: SCOTTSDALE State: AZ Zip Code: [REDACTED]  
Engine: No. Cylinders: 6 Fuel Type: GASOLINE  
Transmission Type: AUTO  
 Antilock Brakes  
 Cruise Control  
Powertrain: [REDACTED]  
Vehicle Component Code: 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD  
Multiple Failure: 1

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

Incident Date(s): 14 JUL 2004 Failure Mileage: 77327 Failure Speed: 30 MPH  
UPPER INTAKE MANIFOLD CRACKED, LEAKING COOLANT INTO THE ENGINE  
JAN BA

**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: DOTM15ABC096): [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 injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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):

CONSUMER STATED THAT INTAKE MANIFOLD FAILED, ALLOWING COOLANT TO GET INSIDE THE ENGINE. THIS COST \$1200.00 TO REPAIR. CONSUMER CALLED THE MANUFACTURER AND SPOKE WITH A REPRESENTATIVE, WHO BASICALLY TOLD HIM THAT THEY COULD NOT HELP. THEN, CONSUMER CALLED THE BUICK DEALER, AND WAS TOLD THAT THIS WAS A COMMON PROBLEM, AND BUICK WILL NOT DO ANYTHING ABOUT IT. BUICK SERVICE DEPARTMENT TOLD CONSUMER THEY KEPT A NUMBER OF THEM BECAUSE OF THIS PROBLEM. \*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.

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

I WAS THREE BLOCKS FROM HOME WHEN THE LOW COOLANT LIGHT AND SERVICE BRK. LIGHT CAME ON, I DROVE ON HOME AND THE ENGINE DIED, WHEN I TRIED TO START IT THE STARTER WOULD NOT WORK, THEN I CALLED THE TOW TRUCK AND TOOK IT TO MY MECHANIC. HE FOUND THE ENGINE FULL OF COOLANT AND TRACED THE PROBLEM TO AN UPPER INTAKE FAILURE DUE TO HEAT FROM THE ESP PASSAGE ERODING AWAY THE PLASTIC MANIFOLD CAUSING A COOLANT LEAK INTO THE ENGINE. HE HAD TO REPLACE THE STARTER, UPPER MANIFOLD AND FLUSH THE COOLANT FROM THE ENGINE.

UPON INVESTIGATION ON THE INCIDENT, I FOUND THE ABOVE FAILURE TO BE VERY COMMON AND BUICK WILL TAKE NO ACTION TO REPAIR THE DEFECTIVE PART NOR WILL THEY REIMBURSE FOR THE PARTS. 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

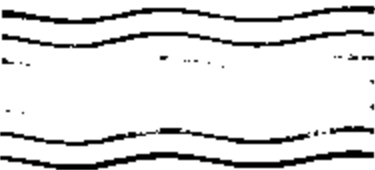


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**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, 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  
OR

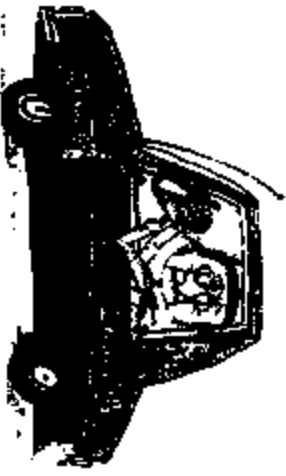
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and dial toll free at

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(DASH) 2 DOT



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