



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-STOP
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY... 241

Date Received

24-AUG-2004

Repository

Reference No.
10089583

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CANADA State: 00 Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening 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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 13/SEPT/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of dashboard on driver's side: 1G4CW52K1W4 [REDACTED]
Make: BUICK Model: PARK AVENUE Model Year: 1998
Date Purchased: 25-OCT-87 Dealer's Name and Telephone Number: [REDACTED]
Engine: [REDACTED] No. Cylinders: 5 Fuel Type: Gas
Original Owner: [REDACTED] Dealer's City: ABBOTS FORD/B.C./CANADA State: BC Zip Code: [REDACTED]
Transmission Type: AUTOMATIC Automatic Brakes: [REDACTED] Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 111000 ELECTRICAL SYSTEM: BATTERY
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-JAN-2004 Failure Mileage: 89500 Failure Speed: PARKED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/85R15): [REDACTED]
DOT No. (Example: DOTMALDABC038): [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: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) event 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).

VEHICLE BATTERY FAILED. CONSUMER WAS UNABLE TO EXIT THE VEHICLE. DEALER WAS NOT NOTIFIED AT THIS TIME. *AK
WHILE WAITING TO BOARD FERRY FROM VANCOUVER ISL. TO MAINLAND A BATTERY CABLE CAMP LOOSE AND ELECTRICS FAILED. WHEN TRYING TO EXIT THE CAR TO INVESTIGATE CAUSE MY WIFE & I FOUND THAT THE DOORS WERE NOW LOCKED AND THE ELECTRIC BUTTONS WOULD NOT WORK - (OVER)

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

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act. This information is requested for the purpose of conducting a safety investigation. 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)

BOTH OF US DID NOT REALIZE THE MANUAL UNLOCK
BUTTON WAS AVAILABLE AND WOULD OPEN THE DOORS.
WHEN THIS WAS BROUGHT TO OUR ATTENTION BY THE
TRUCK DRIVER WE WERE ABLE TO EXIT THE CAR.

THE BATTERY WAS REPLACED AND WE HAD NO
OTHER PROBLEMS.

I POINT OUT HERE THAT WE WERE LUCKY WE WERE NOT
ON FIRE OR IN A WATER FILLED DITCH. WE ARE
SURE OTHER OWNERS WERE NOT SO LUCKY.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL 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 20580



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OWNER'S
QUESTIONNAIRE**

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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