



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 1220

Date Received: 2004 OCT 15 11:26
17-NOV-2004
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OWNER INFORMATION (Type or Print)

Name _____
Address _____
City XENIA State OH Zip Code _____
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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/3/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4CW52K9WU
Make BUICK Model PARK AVENUE Model Year 1998
Date Purchased Oct 3 2000 Dealer's Name and Telephone Number WEBVIEW MOTRS
Original Owner Dealer's City 6245 4580 HILLSBORO State OH Zip Code 45133 Engine: 6 Fuel Type: GASOLINE
Transmission Type AUTOMATIC Antilock Brakes Cruise Control
Powertrain _____ Vehicle Component Code 150000 SEAT BELTS
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-SEP-2000 Failure Mileage _____ Failure Speed _____

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: DOTM19ABC035) 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).

CONSUMER'S VEHICLE WAS HAVING THE VERY SAME PROBLEM AS MENTIONED IN RECALL 00V117000. HE CONTACTED THE DEALER AND THE MANUFACTURER, AND WAS TOLD THAT THERE WAS NO RECALL. *AK

SEE OTHER SIDE AND page 2

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

The Privacy Act of 1974 - Public Law 93-502 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)

THE TWO FRONT SEAT BELTS FREQUENTLY BECAME JAMMED IN THE SHOULDER BELT RETRACTOR. THE ONLY WAY TO GET IT TO RETRACT IS TO MANUALLY WORK THE JAMMED EDGE OF THE WEBBING TO FLATTEN IT OUT AND THEN FEED IT INTO THE RETRACTOR. THIS NOT ONLY HAPPENS WHEN I FIRST PUT THE SEAT BELT ON BUT WHILE DRIVING. IF I LEAN FORWARD THE WEBBING WILL FREQUENTLY JAMB AND NOT RETRACT THUS LEAVING SLACK IN THE SHOULDER STRAP WHICH IS CONTINUOUS OF THE LAP BELT. SO THERE IS NO PROTECTION AT ALL. SO ALL I CAN DO IS FIND SOME PLACE TO PULL OVER, AND STOP, AND UNJAM THE SHOULDER BELT. TO DRIVE IN THIS CONDITION WOULD BE MORE OF A HAZARD
SEE PAGE 2

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

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THAN NO SEAT BELT AT ALL. YOU CAN IMAGINE THE PROBLEM PRESENTED WHEN THIS HAPPENS IN HEAVY TRAFFIC AND THERE IS NO PLACE TO PULL OVER!!

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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VEHICLE OWNER'S

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