



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 100148

Date Received

2007 JUN -6 PM 7:11
30-APR-2007

Repository ☐

Reference No.
10189280

OWNER INFORMATION (Type or Print)

Name

Address

City BRANDON

State MS

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 5/18/07

VEHICLE INFORMATION

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

2G4WB5

Make

BUICK

Model

REGAL

Model Year

2000

Date Purchased
31-OCT-00

Dealer's Name and Telephone Number
PAUL MOAK 601-352-2700

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner
☒

Dealer's City
JACKSON

State
MS

Zip Code
39215

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD

Multiple Failure: 1 (YES)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-APR-2007

Failure Mileage
70280

Failure Speed
N/A

COOLANT (ENGINE) LEAK THROUGH INTAKE MANIFOLD CAUSED COOLANT
TO MIX WITH OIL AND OVERHEAT.

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: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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).

GM, ROGERS-DABBS-BRANDON, MS

TL* THE CONTACT OWNS A 2000 BUICK REGAL. ON APRIL 26, 2007 THE CONTACT TOOK THE CAR TO A FORD DEALER BECAUSE THE BATTERY
FAILED WITHOUT WARNING. THE DEALER STATED THAT THE ENGINE COOLING LEAKED AT THE MANIFOLD GASKET AND MIXED WITH OIL.
THE CURRENT AND FAILURE MILEAGES WERE 70,280. *AK

I DISCOVERED THEN THAT GM DEALER PAUL MOAK, JACKSON, MS HAD PUT STOP LEAK (COOLANT SEALANT PELLETS) AS REPAIR WHILE
DOING OTHER WORK IN 9/04. THIS "STOP LEAK" WAS DONE UNDER ENGINE COOLANT LEAK RECALL #03034. I ALSO DISCOVERED
NHTSA ITEM #10006144-SERVICE BULLETIN #03019 REFER TO SAME PROBLEM AND SAME CUSTOMER SATISFACTION #03034. GM
CUSTOMER ASST STACY FISH 1ST STATED GM HAS NO SUCH BULLETIN (AND NHTSA DOES NOT GET BULLETINS FROM GM). SHE SAID
SHE THOUGHT BULLETIN DOES APPLY TO MY CAR, BUT SINCE IT HAD BEEN REPAIRED ONCE, GM WOULD NOT REPAIR AGAIN. LATER, SHE TOLD
ME DOGGS-DABBS TOLD HER IT WAS NOT THE SAME PROBLEM, SO GM WOULD DO NOTHING. A LOCAL INDEPENDENT SHOP DID THE REPAIRS
AND VERY FAMILIAR WITH THE PROBLEM PLUS DETERMINED GM HAD "STOP LEAK" WORK DONE THE CORRECTION. I UNDERSTAND THE
CORRECTION COULD ULTIMATELY CAUSE ENGINE EXPLOSION. PERTINENT REPAIR DOCUMENT COPIES ARE ATTACHED.

INSUFFICIENT
REPAIR WHILE

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)

REFER TO FRONT PAGE. IT IS DIFFICULT TO FULLY EXPLAIN ALL FACTS BY WRITING BRIEF REPORT FORM.
I WILL BE GLAD TO DISCUSS ADDITIONAL FACTS DETAILS IF ANYONE CARES TO CONTACT ME.

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

JACKSON MS 392

19 MAY 2007 PM 2 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

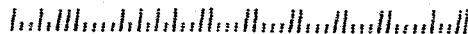
BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

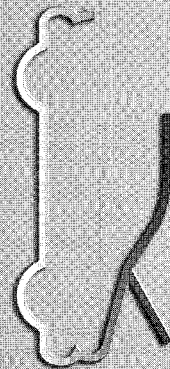
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

20590+0000



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

nhitsa
www.nhtsa.dot.gov
people saving people

Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

NVS-216cg

Dear Consumer:

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

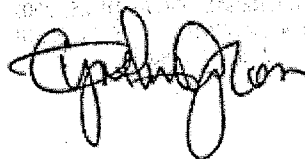
The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

5/8/97
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THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).