



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

207 DEC 12 AM 9:55

21-SEP-2007

Repository ☐

Reference No.
10203682

OWNER INFORMATION (Type or Print)

Name

Address

City

HOT SPRINGS VILLAGE

State

AZ

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 10/8/07

VEHICLE INFORMATION

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

1G4GD2215W4

Make

BUICK

Model

RIVIERA

Model Year

1998

Date Purchased
01-JAN-04

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain
UNKNOWN

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-SEP-2007

Failure Mileage
57617

Failure Speed
40

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: DOTM9ABC036)

☐ 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).

TL*THE CONTACT OWNS A 1998 BUICK RIVIERA. WHILE DRIVING 40 MPH, THE VEHICLE CONTINUED TO ACCELERATE AND WOULD NOT STOP WHEN THE CONTACT DEPRESSED THE BRAKE PEDAL WITH BOTH FEET. HE DROVE ON THE SHOULDER AND HAD TO PLACE THE VEHICLE IN NEUTRAL FOR IT TO STOP. THE CONTACT OPENED THE HOOD NOTICED THAT THE PLASTIC SHIELD SEPARATED THAT COVERS THE MOTOR. HE WAS ABLE TO TAPE THE SHIELD BACK AND DROVE THE VEHICLE TO HIS RESIDENCE. THE DEALER STATED THAT THE SUPERCHARGER WASTE GATE VALVE SEPARATED AND NEEDED TO BE REPAIRED. THE MANUFACTURER ADVISED HIM TO GET AN EVALUATION FROM THE DEALER. THE DEALER DECIDED TO REDUCE THE LABOR COST TO [REDACTED] THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 57,728 AND FAILURE MILEAGE WAS 57,617.

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.

WHILE DRIVING ABOUT 40 MPH FOLLOWING ANOTHER CAR I PUSHED ON THE GAS PEDAL TO PASS THE OTHER CAR. AT THIS POINT MY CAR CONTINUED TO ACCELERATE AND WOULD NOT STOP. HOLDING AS MUCH PRESSURE AS I COULD ON THE BRAKES THE VEHICLE STILL WOULD NOT STOP.

I DROVE UNTIL THERE WAS A PLACE TO GET OFF THE ROAD. BY THIS TIME THE BRAKES WERE SMOKING. I PLACED THE VEHICLE IN NEUTRAL FOR IT TO STOP.

AFTER ~~BEING STOPPED~~ AND ~~OPENING THE~~ HOOD REMOVING PLASTIC SHIELD THAT COVERS THE MOTOR. AT THIS POINT I NOTICED THAT THE PART LATER TO BE IDENTIFIED AS THE SUPERCHARGER WASTE GATE VALVE SEPARATED. TOP HALF JUST ~~COMING~~ OFF WHICH MADE THE CAR ~~BE~~ RUN AT FULL SPEED

MY FEELING IS IF THIS HAD OCCURRED AT ANOTHER TIME OR PLACE, A CRASH OR EVEN DEATH COULD HAVE OCCURRED. THE PART SHOULD NOT HAVE BEEN DESIGNED TO ALLOW IT TO SEPARATE

DEALER AND MANUFACTURER I THINK DID NOT SHOW MUCH INTEREST IN THE PROBLEM.

I FEEL WITH THE DESIGN THERE COULD BE MORE OR MAY HAVE BEEN OTHER SUCH EVENTS

I HAVE THE OLD PART !

10-8-07