



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

FOR AGENCY USE ONLY 100148

Date Received

Repository

05-MAR-2008

Reference No.

10220152

2:19

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: DECATUR State: GA 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4CW52K5V [REDACTED]
 Make: BUICK Model: PARK AVENUE Model Year: 1998
 Date Purchased: 12-07-07 Dealer's Name and Telephone Number: Town and Country Dodge, Inc. 770-922-3400
 Engine: 3.8 Liter No: Cylinders 6 Fuel Type: Gas
 Original Owner: Dealer's City: Conyers, GA 30094 State: GA Zip Code: 30094
 Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: UNKNOWN
 Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING:ENGINE
 Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-MAR-2008 Failure Mileage: 133485 Failure Speed: 20
 Upper Pleum

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 PARK AVENUE. WHILE DRIVING 20 MPH, THE VEHICLE BEGAN TO VIBRATE, RUN HOT, AND MAKE SOUNDS AS IF THE VEHICLE WAS GULPING WATER. THE MOTOR LOCKED UP. WHEN THE VEHICLE WAS TURNED OFF, IT WOULD NOT RESTART. A MECHANIC EXPLAINED THAT THE MOTOR LOCKED UP BECAUSE COOLANT WAS ENTERING INTO THE MOTOR. THE FAILURE HAS OCCURRED TWICE IN THREE YEARS. THE DEALER STATED THAT NOTHING COULD BE DONE AND INFORMED THE CONTACT THAT HE WOULD HAVE TO PAY FOR THE REPAIR. HE PAID FOR THE REPAIRS ON BOTH OCCASIONS. THE PURCHASE DATE, POWERTRAIN, AND MILEAGES WERE UNKNOWN.

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 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.

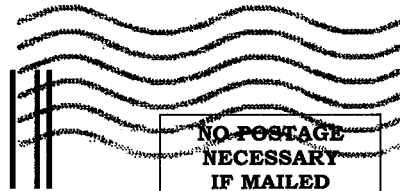
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The Car Was traveling North on 285 in DeKalb County Decatur Ga. Traffic Was Congested to about 20 to 25 miles per hour, the Car Made a gulping Sound, like it was Swallowing Water. About 3 or 4 minutes later the Car began to Vibrate, lose pressure and run hot. I Pulled to the Side of the Road let the Car Cool, and it Would not Start again. This is the Second time in 3 years this has happened, No Motor Should go out That Soon.

ATTACH ADDITIONAL SHEETS IF NECESSARY

NORTH METRO GA 300

12 MAR 2008 PM 10



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

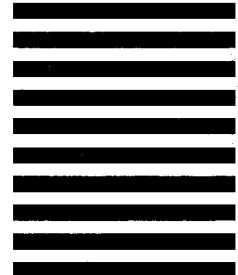
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

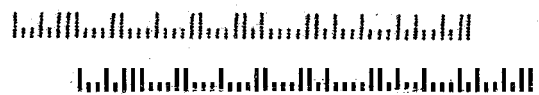
BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

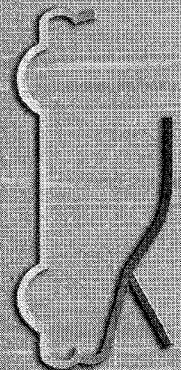
POSTAGE WILL BE PAID BY ADDRESSEE



**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**
1200 New Jersey Ave SE
Washington, DC 20077-9382
20077+9382



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



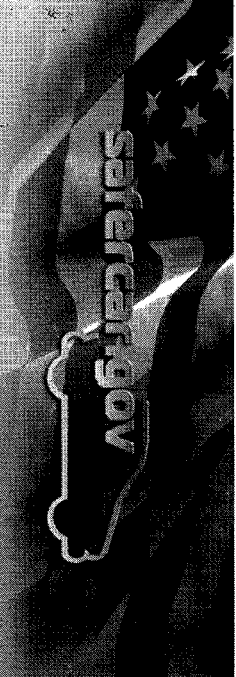
**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



896202

212738



INVOICE



GMC TRUCK

Royal Oldsmobile-Buick-Pontiac-GMC Truck
1744 Scott Blvd., Decatur, GA 30033
(404) 325-8400
www.DriveRoyal.com

DECATUR, GA

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 39 VAN WATERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	98	BUICK PARK AVENUE	1G4CW52K5W [REDACTED]		94600/94600	[REDACTED]
IN SVC DATE	EST. COMPLETION TIME		PAYMENT	INV. DATE		
29JUN1998	17:00 05AUG04		CASH	07AUG2004		
R.O. OPENED	READY	INFO:				
15:06 02JUL04	14:59 07AUG04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES UPPER INTAKE MANIFOLD LEAKING...SEE ESTIMATE FROM OCT03 -							
		TECH 489					
		J0254	MANIFOLD, INTAKE (UPPER)	REPLACE			
		489	CP1			200.00	200.00
		1	89017554	GASKET KI	47.41	47.41	47.41
		1	89017272	MANIFOLD	259.03	259.03	259.03
		1	12346290	COOLANT	18.42	15.00	15.00
		1	12354949	BOLT, BATT	4.64	4.64	4.64
		ST	REPLACE ALL SPARK PLUGS WITH CUST SUPPLIED PARTS AND CLEAN COOLANT FROM CYLINDERS			56.00	56.00
		489	CP1				
		J3500	REPLACE THERMOSTAT WITH CUST SUPPLIED PARTS			56.00	56.00
		489	CP1				
		ST	REPLACE SERPENTINE BELT WITH CUST SUPPLIED BELT			56.00	56.00
		489	CP1				
		PARTS:	326.08	LABOR:	368.00	OTHER:	0.00
		TOTAL LINE A:				694.08	694.08

UPPER PLEUM LEAKING REPLACE UPPER PLEUM, INSTALL CUST PARTS, SPARK PLUGS, THERMOSTAT & GASKET, SERP BELT,

B REPL FUEL PRESSURE REGULATOR PER RECALL 03054
CAUSE: RECALL

V1082 REPL FUEL PRESSURE REGULATOR PER RECALL 03054

489 WNO4
99 WNO4
1 89017530 REGULATOR
FC: 96
PART#: 89017530
COUNT: 1
CLAIM TYPE:
AUTH CODE:
MA

(N/C)
(N/C)
(N/C)

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller, Royal Oldsmobile Co., Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Royal Oldsmobile Co., Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

Most repairs carry a 12 month/12,000 mile limited warranty. Please see our service consultant for details.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
OTHER LABOR & MATERIALS	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SERVICE INVOICE
CUSTOMER COPY