



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 3: 39
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

21-JUL-2008

Repository ☐

Reference No.
10235110

OWNER INFORMATION (Type or Print)

Name

Address

City

LANCASTER

State

MA

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 authorized signature, you must provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/1/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2G4WS52JXY1

Make
BUICK

Model
CENTURY

Model Year
2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

Original Owner

Dealer's City

Titusville

State

FL

Zip Code

No. Cylinders

3.1

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

062000 ENGINE AND ENGINE COOLING: COOLING SYSTEM

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-MAR-2008

Failure Mileage
97000

Failure Speed
0

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: DOTM4L9ABC036)

☐ 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).

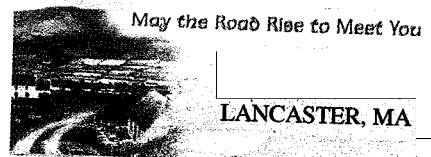
TL*THE CONTACT OWNS A 2000 BUICK CENTURY. WHENEVER THE CONTACT WOULD PARK THE VEHICLE IN HER GARAGE, SHE WOULD SMELL HOT WATER COMING FROM THE RADIATOR. SHE DID NOT NOTICE ANY DIFFERENCES IN THE VEHICLE PRIOR TO THE ODOR. THE VEHICLE WAS SERVICED BY A LOCAL MECHANIC, AND WAS NEVER DIAGNOSED BY THE DEALER. THE FAILURE MILEAGE WAS 97,000.

See included letter
and copies of repair
invoices

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.



August 1, 2008

US DEPT OF TRANSPORTATION
NHTSA
OFFICE OF DEFECTS INVESTIGATION, NVS-210

Dear Sirs:

In July, 2006 I purchased my 2000 Buick Century as a used car.

In July, 2007 I had to have the intake manifold gaskets replaced at a cost of \$686.68. This work was done at an independent shop. The experienced mechanic there told me the problem was common to the make and model of my car. (See included invoice copy.)

In the spring of 2008 I began smelling an odor coming from my radiator each time I would park my car in my garage after having been out driving. I took it to another independent shop and had to have the radiator replaced, the water pump replaced and the intake manifold gaskets replaced again. If I had not had this all done at a cost of \$1256.73, my ENGINE WOULD HAVE BURNED UP -- VERY UNSAFE! (See included invoice.)

The head of the shop there told me that the problem was very common to the make and model of my car. He further referred me to a technical service bulletin (see photocopy) regarding all this. He suggested that I might call the manufacturer to see if they could do anything for me.

I called the GM Customer Assistance number and, to make a long story short, they said they could not reimburse me for my repair costs because I had not taken my car to a GM dealership for repairs and that the vehicle was beyond its warranty. (GM Customer Service request # 71-646-701512)

I do believe that this make and model of car needs to be RECALLED.

I would like to the owners of similar vehicles, spared the RISK TO PERSONAL SAFETY and THE EXPENSE of driving such faulty GM cars.

Thank you very much.

Sincerely,

ENGINE OIL OR COOLANT LEAK (INSTALL NEW INTAKE MANIFOLD GASKET)

TECHNICAL SERVICE BULLETIN

Reference Number(s): 03-06-01-010B, Date of Issue: October 2003

BUICK: 2000-2003 Century; 2002-2003 Rendezvous with 3.1L or 3.4L V-6 Engine (VINs J, E - RPOs LG8, LA1)
CHEVROLET: 1996 Lumina APV; 1997-2003 Venture; 1999-2001 Lumina; 1999-2003 Malibu, Monte Carlo; 2000-2003 Impala with 3.1L or 3.4L V-6 Engine (VINs J, E - RPOs LG8, LA1)
OLDSMOBILE: 1996-2003 Silhouette; 1999 Cutlass; 1999-2003 Alero with 3.1L or 3.4L V-6 Engine (VINs J, E - RPOs LG8, LA1)
PONTIAC: 1996-1999 Trans Sport; 1999-2003 Grand Am, Montana; 2000-2003 Grand Prix; 2001-2003 Aztek with 3.1L or 3.4L V-6 Engine (VINs J, E - RPOs LG8, LA1)
SECTION: 06 - Engine/Propulsion System
Superseded Bulletin(s): 03-06-01-010A

ARTICLE BEGINNING

CONDITION

NOTE: This bulletin is being revised to change the model information. Please discard Corporate Bulletin Number 03-06-01-010A (Section 06 - Engine).

Some owners may comment on an apparent oil or coolant leak. Additionally, the comments may range from spots on the driveway to having to add fluids.

CAUSE

Intake manifold may be leaking allowing coolant, oil or both to leak from the engine.

CORRECTION

Install a new design intake manifold gasket. The material used in the gasket has been changed in order to improve the sealing qualities of the gasket. When replacing the gasket, the intake manifold bolts must also be replaced and torqued to a revised specification. The new bolts will come with a pre-applied threadlocker on them.

Fig. 1: Intake Manifold Bolts

NOTE: An oil leak may result if the vertical bolts are not tightened before the diagonal bolts.

Diagonal bolts may require a crow's foot to tighten.

Tighten:

1. Tighten the vertical lower intake manifold bolts (1) to 7 N.m (62 lb in).
2. Tighten the diagonal lower intake manifold bolts (2) to 13 N.m (62 lb in).
3. Tighten the vertical lower intake manifold bolts (1) to 13 N.m (115 lb in).
4. Tighten the diagonal lower intake manifold bolts (2) to 25 N.m (18 lb ft).

PARTS INFORMATION

ARTS INFORMATION

Part Number	Description	Qty
-------------	-------------	-----

11588915	Intake manifold bolt - short	4
11588914	Intake manifold bolt - long	4

Parts are currently available from GMSPO.

WARRANTY INFORMATION

For vehicles repaired under warranty, use:

WARRANTY INFORMATION

Labor Op.	Description	Labor Time
J0259	Manifold or Gasket, Intake (Upper, Lower) - Replace Gasket Lower	Use Published Labor Time

AUTO-TECH, INC
500 CHENEY HIGHWAY
TITUSVILLE, FL. 32780
 Phone - 321-267-3011 Fax - 321-383-8030
WITH CARE AND KNOW HOW

INVOICE

30147

Org. Est. # 008514
 MV 22502

INVOICE

Work Completed Date : 05/05/2008

Print Date : 05/07/2008

2000 Buick - Century Custom

3.1L, V6, VIN (J)

Lic # :

Odometer In : 94958

Unit # :

Vin # :

Hat # :

Home _____ Office _____

Cust ID : _____ Ref # : _____

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ANTI-FREEZE COOLANT 500	1.00	15.95	15.95	RADIATOR - Remove & Replace	154.00
INTAKE MANIFOLD GASKET MS98003T	1.00	78.00	78.00	WATER PUMP - Remove & Replace	105.00
VALVE COVER GASKET VS50442R	1.00	22.08	22.08	INTAKE MANIFOLD GASKET - Remove & Replace - V6,3.1L Eng - Manifold - [Includes: R&I Plenum and Fuel Injectors.]	490.00
WATER PUMP, NEW WP625	1.00	50.20	50.20	WRITTEN ESTIMATE GIVEN AND APPROVED AT \$1251.00 BE IN ON WEDNESDAY, 4-7-08	
RADIATOR, NEW 432297	1.00	242.00	242.00		
ENGINE OIL MOBIL 10W30	5.00	3.50	17.50		
OIL FILTER PGO241	1.00	2.50	2.50		
POLLUTION CONT.VALVE PV892	1.00	5.36	5.36		
Shop Supplies		3.00	3.00		

Org. Estimate **\$1,251.04** Revisions **\$0.00** Current Estimate **\$ 1,251.04** Additional Cost Revised Estimate

Labor:	\$749.00
Parts:	\$436.59
Sublet:	\$0.00
Sub:	\$1,185.59

Tax:	\$71.14
Total:	\$1,256.73
Bal Due:	\$0.00

[Payments - Check - \$1256.73]

SERVING TITUSVILLE SINCE 1981

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 90 DAYS or 4,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

QTY.	PART NO. AND DESCRIPTION	PRICE
1	Intake Manifold Gasket Set	15772
1	RTV Sealant	798
1	Brake Lamps	589
5	qts motor oil	1475
1	gal Dexcool Antifreeze	1441
1	oil Filter	962



WILLARD'S AUTO SERVICE
 232 CENTRAL ST. ROUTE 12
 LEOMINSTER, MA 01453
 (978) 840-2855

28227

NAME _____		CUSTOMER'S ORDER NO. _____	DATE 7-2-07
ADDRESS _____		ORDER WRITTEN BY <i>[Signature]</i>	PROMISED A.M. P.M.
CITY, STATE, ZIP 5 Lancaster			
HOME PHONE _____	BUS. PHONE _____	EXT. _____	ODOMETER IN FCA
YEAR, MAKE AND MODEL 00 Buick Century		LICENSE NUMBER _____	ODOMETER OUT 170614
SERIAL NUMBER _____	MOTOR NUMBER _____		

DESCRIPTION OF WORK		AMOUNT
☐ LUBE	☐ CHANGE OIL	
☐ OIL FILTER	☐ TUNE-UP	
☐ TRANS.	☐ DIFF.	
Largest Refill Intake Manifold Gaskets		4650
<i>[Signature]</i>		

TOTAL PARTS		210 17	LITERS/GALS. OF GAS @ _____	TOTAL LABOR	4650
ACCESSORIES			LITERS/QTS. OF OIL @ _____	TOTAL PARTS	210 17
			kg/LBS. OF GREASE @ _____	ACCESSORIES	
				GAS, OIL AND GREASE	
				SUBLET REPAIRS	
			I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.	EPA / WASTE DISPOSAL	100
			SAVE OLD PARTS? ☐ YES ☐ NO	TAX	1051
TOTAL ACCESSORIES			SIGNATURE _____	TOTAL THANK YOU	68668