U.S. Department of Transportation

National Highway Traffic Safety Administration

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	Repository
16-MAR-2016 APR 29 2016	Reference No. 10850080

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City COLTON	State CA	Zip Code [redacted]	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1G4GD2210W4[redacted]	BUICK	RIVIERA	1998

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
1998	PAUL REED BUICK - GMC			6	PRGM
Original Owner ☒	Dealer's City SAN BERNARDINO	State CA	Zip Code		

Transmission Type			Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain		10-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage	Failure Speed
	56513	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 ENTERING THE VEHICLE, THE CONTACT NOTICED ENGINE OIL ON THE GROUND UNDER THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE VALVE COVER GASKET FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V701000 (ENGINE AND ENGINE COOLING). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 56,513.

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

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

AS THE ENGINE IN MY 1998 BUICK RIVIERA IS THE EXACT ENGINE IN THE NHTSA ACTION # EA07008 RECALL, IT SHOULD BE INCLUDED AS SUCH. THE FRONT VALVE COVER GASKET IN MY VEHICLE DID IN FACT FAIL, AS DESCRIBED IN THE ABOVEMENTIONED REPORT, AND I HAD IT FIXED, INVOICE ENCLOSED. I CONTACTED GENERAL MOTORS BUICK DIVISION (CASE # [redacted]) AND WAS TOLD THERE WAS NOTHING THEY COULD DO, AS MY VEHICLE WAS NOT LISTED IN THE NHTSA REPORT. THIS LEAK HAD BEEN GOING ON FOR AWHILE; I WASN'T AWARE OF IT UNTIL SOME DROPS WERE FOUND ON THE FLOOR OF THE GARAGE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

SAN BERNARDINO
CA 924
19 APR '16
PM 3 L

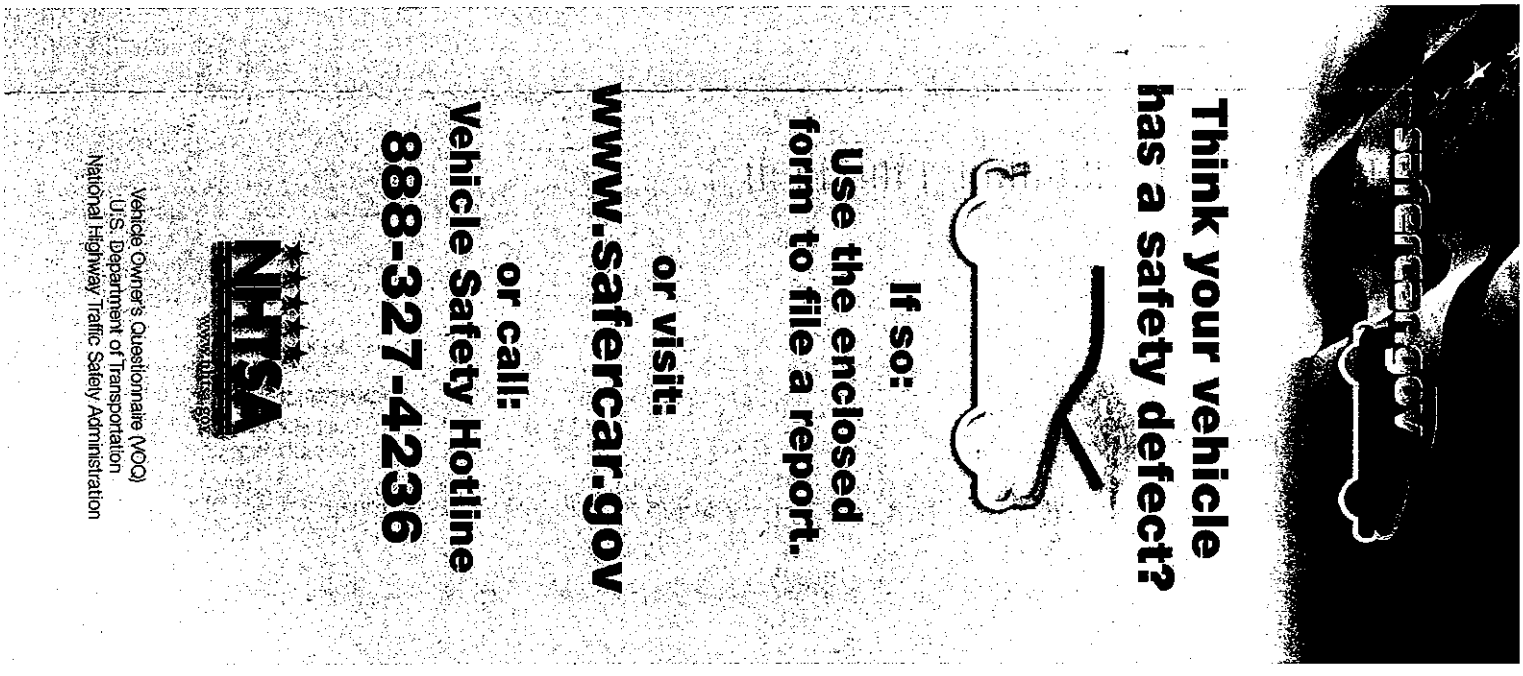
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



[redacted]

COLTON CA [redacted]

HATFIELD BUICK AND GMC
ESTABLISHED 1913
(909) 793-3238
301 E. Redlands Blvd. · Redlands, CA 92373
B.A.R. # AL156890 E.P.A. # CAL000004773

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/10/16	98	BUICK	RIVIERA	1G4GD2210W4[redacted]	[redacted]	56513	56513	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/15/16	15	00:00	[redacted]	118.00	01	02/15/16

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]	000-000-0000	1

========== REPAIR LINE 001 ==========
CUSTOMER STATES VEHICLE IS LEAKING OIL POSSIBLY FROM VALVE COVERS
CHECK AND VERIFIED LEAKING FRONT VALVE COVER GASKET
REPLACED LEAKING GASKET AND NOW OKAY.
Bill Code - C

RR	REMOVE & REPLACE	42 M D		177.00
42				
			Total Labor	177.00
GM	25534749	GROMMET	6	11.16
GM	24503937	GASKET	1	24.09
			Total Parts	35.25
			Total Line	212.25

========== REPAIR LINE 002 ==========
CARBS TIRE INFLATION REGULATION
PER CUSTOMER REQUEST INSPECT AND INFLATE EACH TIRE ON VEHICLE TO MANUFACTURES
RECOMMENDED TIRE PRESSURE RATING
TIRE PRESSURE CHECK AND INFLATE SERVICE TIRES INFLATED TO (PSI)
LEFT FRONT:__32___ RIGHT FRONT:__32___ LEFT REAR:___32___ RIGHT REAR:__32___
Bill Code - C
Payment Type - 01 CASH/CHECK 215.07

800-521-7300

Courtesy, Respect and Value Since 1913

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

X _____ CUSTOMER SIGNATURE

I acknowledge notice and oral approval of any increase in the original estimated price.

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE

LABOR AMOUNT	177.00
PARTS AMOUNT	35.25
MISC. SALES	
MATERIALS	
TOTAL CHARGE	212.25
DEDUCTIBLE	
SALES TAX	2.82
OTHER PAY	
CUSTOMER PAY	215.07