

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

04-MAY-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

722279

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4EZ11C9KU403279	BUICK	RIVIERA	1989	

Purchase Date 01-AUG-1999	Dealer's Name _____	Engine Size (CID/CCL) 3800/3	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Inlulubell <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06130000 13160000	Par. Name(s) FUEL:FUEL LINES FITTINGS AND PUMP STRUCTURE:FRAME:MEMBERS AND BODY:OTHER PARTS	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 1	Date(s) of Failure(s) 20-NOV-1999 Mileage at Failure(s) 121000 Vehicle Speed at Failure(s) 15	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT THE TIME OF THE REPAIR/REPLACEMENT OF THE FUEL PUMP, FITTINGS, LINES... COSTING \$467.00 ON 11/23/99 - THE MECHANIC AND MANAGER INFORMED US OF THE IMMINENT DANGERS OF THE LOSS OF STEERING CONTROL DUE TO THE SEVERITY OF THE OF "RUSTED-THROUGH CRADLE ARM AND BREAKING, RUSTY BOLTS PERTAINING TO THE ENGINE CRADLE" THAT WILL REQUIRE THAT THE ENGINE BE EXTRACTED AND THE "CRADLE" BE REPLACED (OR IF POSSIBLE? "WELDED" ?). WE JUST PURCHASED THE VEHICLE FROM A PRIVATE OWNER, WHO DID LOTS OF "MAINTANENCE" AND "REPAIRS" AND LOTS OF MONEY \$\$\$ ON THE 1989 BUICK RIVIERA. WE LOVE RIVIERA'S ! THIS "SEEMED" LIKE IT WAS IN "GOOD SHAPE" UNTIL THE "STEERING" WASN'T QUITE RIGHT, DRIFTING ON HIGHWAY (WITH OR WITHOUT ICY CONDITIONS) ! THEN, IT WAS DISCOV

CONTINUE ON BACK IF NEEDED

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.