

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

19-JUN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

724201

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) (located at front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2G4WB54L2M1413601	BUICK	REGAL	1991	

Purchase Date 01-OCT-1997	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.8 LI</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05110000 03270000	Part Name(s) ENGINE:MOUNTS BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 4	Date(s) of Failure(s) <u>18-JUN-2000</u> Mileage at Failure(s) <u>121350</u> Vehicle Speed at Failure(s) <u>0</u>	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 ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CAR WAS TAKEN IN FOR SERVICE AND WE WERE TOLD THAT THE PROBLEM WAS DUE TO THE ENGINE BOLTS WERE NOT SECURE. WHILE BROWSING THE NET I FOUND THAT THE 91 BUICK REGAL WAS BEING RECALLED BECAUSE OF THIS AND I WANT TO KNOW WHAT STEPS NEED TO BE TAKEN IN ORDER TO CORRECT THIS PROBLEM. THE CAR WAS TAKEN TO PEP BOYS FOR TIRES WHEN I WAS INFORMED OF A NEED FOR THE THE REAR BRAKE ASSEMBLY (DRUMS, ROTORS, CALIPERS, ETC.) TO BE REPAIRED AND I FOUND THAT BUICK WAS HAVING A PROBLEM WITH THESE PARTS AS WELL AS THE SUSPENSION. I ALSO FOUND THAT CHEVY WAS HAVING A SIMILAR PROBLEM WITH THE LUMINA. AT THIS POINT I AM JUST TRYING TO FIND A WAY TO GET IN CONTACT WITH BUICK TO GET SOME OF THESE ISSUES RESOLVED. THANKS IN ADVANCE, ERICA JONES. *AK

CONTINUED ON BACK (REVERSE)

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.