

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

25-JUN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

724509

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) 1G4HP54K7YU338776	Vehicle Make BUICK	Vehicle Model LESABRE	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-JUN-2000	Dealer's Name _____	Engine Size (CID/CC/L) 3.8 L	☐ 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 15302000	Part Name(s) EQUIPMENT:SPEED CONTROL:LINKAGES(12:83)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 23-JUN-2000 Mileage at Failure(s) 25 Vehicle Speed at Failure(s) 35	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)

CRUISE CONTROL CABLE UNLATCHES FROM CRUISE CONTROL MODULE JAMMING ACCELERATOR CABLE TO FULL THROTTLE. WE PICKED UP NEW CAR, AND WERE DRIVING AT 35 MPH WHEN THE CAR LURCHED AHEAD AT FULL THROTTLE. STEPPING ON BRAKES DID NOT STOP VEHICLE. IGNITION HAD TO BE SHUT OFF. TOW CALLED. TAKEN TO DEALERSHIP WHERE PROBLEM WAS IDENTIFIED TO SERVICE MGR. THEY SAID THEY WOULD CORRECT PROBLEM BY TAKING PARTS FROM ANOTHER NEW CAR. THEY JURY-RIGGED DEFECT WITH PLASTIC WIRETIES. THE PROBLEM OCCURED AGAIN THE NEXT DAY BUT TIES HELD CABLE FROM JAMMING. WE ARE WORRIED THAT THESE PLASTIC TIES DO NOT SOLVE, BUT MASK PROBLEM AND WILL NOT LAST. WE WOULD LIKE THE PREVELENCE OF THIS PROBLEM CHECKED. WE WOULD ALSO LIKE TO BE CONTACTED BY GM/BUICK RE PROBLEM AND THE DEALER'S "S

CONTINUED ON BACK (SEE INSTRUCTIONS)

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.

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CONTINUED ON BACK (REVERSE)

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