

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1368 Date Rec'd: <u>02-OCT-2002</u> OFFICE OF DEFECTS INVESTIGATION Order or Ref. No. _____ Ref. No. <u>8020008</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted] <u>PITTSBURG</u> <u>PA</u>			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized signature, your name and address to the vehicle manufacturer. Signature of Owner: [Redacted] Date: <u>10/20/02</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
<u>1G4CW52K4SH828960</u>	<u>BUICK</u>	<u>PARK AVENUE</u>	<u>1995</u>
Purchase Date <u>MARCH 03, 1998</u>		Current Odometer Reading <u>048,240</u>	
☐ New ☒ Used	Dealer's Name <u>ALL PRO AUTO MALL</u>		Engine Size (CID/CCL) <u>6</u> ☐ Turbo Diesel Gas ☒ Fuel Injection
City <u>MCMURRY</u> State <u>PA</u> Zip Code _____		No Cylinders _____	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utility ☐ Truck ☐ Motorcycle ☐ Van ☐ Minivan ☐ Other _____	
Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>67240000</u>	Part Name(s) <u>POWER TRAIN: TRANSMISSION: UNKNOWN TYPE</u> <u>4T60E * 615ASW W4LY5</u>	Location ☒ Left Front ☐ Right Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures <u>1</u>	Date(s) of Failure(s) <u>12 SEP 2002</u> <u>AUGUST 30, 2002</u> Mileage at Failure(s) <u>048,240</u> Vehicle Speed at Failure(s) <u>50 MPH</u>	Failed Part(s) ☒ Yes ☐ No	NHTSA Previously ☐ 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 <u>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>0</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER STATES THAT WHILE DRIVING AT VARIOUS SPEEDS UP HILL AND WITHOUT WARNING THE TRANSMISSION WILL SHIFT TO NEUTRAL THEN THE VEHICLE WILL DECELERATE EVEN WHEN FOOT IS ON THE ACCELERATOR. DEALER NOTIFIED. NLM			

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.

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

WHILE IN MOTION AT 50 MPH I DEPRESSED THE ACCELERATOR TO PASS WHILE UP AT A SLIGHT GRADE. THE CAR DOWN-SHIFTED AND THEN JUMPED INTO GEAR TEMPORARILY SPEEDING THE ENGINE AND NOTHING ELSE HAPPENED. THE CAR WAS IN DRIVE POSITION AND I COASTED WHILE IN DRIVE TO THE SIDE OF ROAD (SLOW LANE NO PULL OFF ROOM.) AS THE CAR COASTED I TRIED ALL GEARS EXCEPT REVERSE AND INTO LOW GEAR (1ST) DID IT GO NO OTHER GEARS, JUST LOW AND AFTER 1 MILE I WAS ABLE TO CALL A TOW TRUCK. NO REVERSE ONLY LOW GEAR.

PLEASE SEE ATTACHED MATERIAL

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 7273 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/dotinfo

☐
Check to
order

Make: BUICK

Model: PARK AVENUE

Year: 1995

☐
Submit
below

Service Bulletin Number:
577106A

Bulletin Sequence Number:
284

Date of Bulletin:
12/96

NHTSA Item Number: 050571

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

[Get Summary](#)

☐
Check to
order
research.
Submit
below.

Make: BUICK

Model: PARK AVENUE

Year: 1995

Service Bulletin Number:
677164

Bulletin Sequence Number:
19

Date of Bulletin:
02/97

NHTSA Item Number: 051296

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

[Get Summary](#)

☐
Check to
order
research.
Submit
below.

Make: BUICK

Model: PARK AVENUE

Year: 1995

Service Bulletin Number:
9503

Bulletin Sequence Number:
332

Date of Bulletin:
10/94

NHTSA Item Number: 037598

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

[Get Summary](#)

☐
Check to
order
research.
Submit
below.

Make: BUICK

Model: PARK AVENUE

Year: 1995

Service Bulletin Number:
CAMP/95C08A

Bulletin Sequence Number:
341

Date of Bulletin:
11/94

NHTSA Item Number: 037824

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

[Get Summary](#)

☐
Check to
order
research.
Submit
below.

Make: BUICK

Model: PARK AVENUE

Year: 1995

Service Bulletin Number:
RCL/95C08

Bulletin Sequence Number:
335

Date of Bulletin:
10/94

NHTSA Item Number: 037602

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

[Get Summary](#)

Technical Service Bulletins Summary

Make: BUICK
Model: PARK AVENUE
Year: 1985
Service Bulletin Number: 677164
Bulletin Sequence Number: 19

Summary Description:

INTERMITTENT NEUTRAL OR LOSS OF DRIVE AT HIGHWAY SPEEDS OR FROM FOURTH GEAR (REPLACE CONTROL VALVE BODY ASSEMBLY). *TW



Technical Service Bulletins Summary

Make: BUICK
Model: PARK AVENUE
Year: 1995
Service Bulletin Number: 9503
Bulletin Sequence Number: 332

Summary Description:

MEMO REPEATING DETAILS OF CAMPAIGN 95-C-08 - GENERAL MOTORS HAS DETERMINED THAT CERTAIN VEHICLES WITH THE HYDRAMATIC 4T60-E TRANSAXLE MAY CONTAIN UP TO FIVE IMPROPERLY MANUFACTURED SECOND CLUTCH REACTION PLATES THAT MAY CAUSE THE TRANSAXLE TO LOSE 2ND GEAR AND EVENTUALLY BECOME INOPERATIVE - TO CORRECT THIS PROBLEM, DEALERS ARE TO REPLACE THE SUSPECT TRANSAXLE WITH A NEW TRANSAXLE. *TW



#6

Technical Service Bulletins Summary

Make: BUICK
Model: PARK AVENUE
Year: 1995
Service Bulletin Number: RCL/95C08
Bulletin Sequence Number: 335

Summary Description:

MANUFACTURER'S RECALL - GENERAL MOTORS HAS DETERMINED THAT CERTAIN 1995 VEHICLES WITH THE HYDRAMATIC 4T60-E TRANSAXLE MAY CONTAIN UP TO FIVE IMPROPERLY MANUFACTURED SECOND CLUTCH REACTION PLATES THAT MAY CAUSE THE TRANSAXLE TO LOSE SECOND GEAR AND EVENTUALLY BECOME INOPERATIVE - TO CORRECT THIS CONDITION DEALERS ARE TO REPLACE THE SUSPECT TRANSAXLE WITH A NEW TRANSAXLE. *TW

TRANS AXLE 16

4-389-4000
YEAR 1989

MODEL YEAR

5

MODEL

A

HYDRA-MATIC
TYPE

W

WARRANTY

W

SERIAL
NUMBER IN
BASE CODE

4
Y
5

4B-SHIFT
A 1ST
B 2ND
C 3RD

503

A-MODEL
S

3392604

3392 504

389
4B
503
A
S

6-15AS3
W4LYS

868 3637

ON AUGUST 31, 2002 AS I WAS DRIVING ON THE
 BEAULIEU BLVD IN PITTSBURGH PENNSYLVANIA 15218. I WENT TO
 PASS ON A SLIGHT BUMP AT 50 MPH, AS I DEPRESSED THE
 ACCELERATOR THE CAR DOWNSHIFTED AND THEN THE
 ENGINE SPEEDED AND NO DRIVE MOTION WAS OCCURRING.
 I HAD TO COAST TO A STOP WHILE IN TRAFFIC BECAUSE
 NO PROVISIONS WERE AVAILABLE TO SAFELY REMOVE
 THE CAR OFF-ROAD. THEN I TRIED TO SELECT ANY
 GEAR THAT WOULD ENABLE ME TO GET THE WHEEL
 OUT OF THERE ONLY TO HAVE LOW (1ST) GEAR ONLY
 NO REVERSE.

I USED THE LOW GEAR FOR A MILE & THEN
 CALLED FOR ROADSIDE ASSISTANCE. HAD THEM
 TAKE CAR HOME WHILE I FINISHED MY BUSINESS.
 I COULDN'T LOOK AT THIS CAR FOR A FEW DAYS.
 AND THEN CALLED THE MANUFACTURER. AFTER ALL
 IT ONLY HAD 48,200 MILES ON IT.

ON OCTOBER 3, 2002 I SPOKE TO MS ACHILLA BARRIE
 AT THE BUICK 1-800-422-8425 AT 9:30 AM ABOUT THE
 POSSIBLE RECALL ON MY CAR. SHE SAID THERE WASN'T ONE.
 THAT FOR GM TO FIND OUT WHAT THE PROBLEM WAS I WOULD
 HAVE TO TAKE IT TO A DEALER. SO I ASKED TO WHOM SHALL
 I SEND IT TO. SHE ASKED MY ZIP CODE AND THEN SAID
 TO HAVE IT TOWED TO COCHRAN OF ROBINSON TOWNSHIP 5200
 CARROLLS RUN ROAD PEB PA 15205 412-788-4444.

I CALLED THE SERVICE MANAGER AND ARRANGED FOR
 BIEBER'S TOWING TO PICK UP THE CAR. 10-3-02 @ 3:15 PM
 THEY CALLED BACK TO SAY THEY HAD TO LOOK INSIDE
 OF TRANSMISSION. I TOLD THEM OF THE TSB CONCERNING
 THAT MODEL OF TRANSMISSION WAS PROBLEMATIC. NO MATTER
 "WE GOTTA LOOK INSIDE."

I CALLED GM BACK AND SPOKE TO A MR. JOE YARGER

AND AS WE SPOKE TO EACH OTHER HE TOO SAID THERE WERE NO "RECALL" ON MY TRANSMISSION. I EVEN GAVE HIM ITS NUMBERS 61 5ASW W4LY5. HE SAID HOW DID YOU GET THEM? I SAID I CRAWLED UNDER THE CAR AND EVEN HAVE THE DAY OF MFG, THE SHIFT THAT DONE IT AND THE MOTOR MANUALS & THE TSB'S. WELL THIS GUY TO MAKE IT VERY VERY SHORT IS A CON. SOME PEOPLE HAVE LEARNED FOR EXPERIENCE WHO THIS JOE WAS TO DO WHEN CALLED ABOUT A FAULTY PRODUCT. I THINK HE SHOULD HAVE BEEN AN ATTORNEY. JOE TOLD ME THAT COCHRAN HAD NEVER SEEN MY CAR NOR DID I HAVE SERVICE DONE AT AND DEALERSHIP. THAT IN ANY TERMS WAS I TO RECEIVE A REPLACEMENT COUNTRY OF THE MANUFACTURER.

WELL ^{"COCHRAN"} MARK "BUCKLEUP" CALLED BACK FOR ME TO LOOK AT THE BROKEN PART I DID AND SAW THAT MY CAR'S TRANSMISSION WAS IN A FEW HUNDRED PARTS OVER THE WORK BENCH. I WANTED TO REMOVE THE CAR FROM THERE BY NOW BUT WHAT SIZE OF BOX DO I NEED FOR THE TRANSMISSION?

HE SHOWED ME THE BROKEN REVERSE DRUM AND THEN THE NEW IMPROVED, DARK BLUE, AND HARDENED ONE THE MECHANIC "MURPHY" HAD AS AN "EXTRA". THE NEW ONE TELL ME THAT AGAIN ALONG WITH THE CLUTCHES, THE VALVE BODY, AND ~~THE~~ THE DRUM GM MISSED THE BALL ON ELMOR TRANSMISSIONS. EVEN TO CHANGE THEM ON THE 96 MODEL CARS.

WELL MARK OF COCHRAN IN ROBINSON CALLS HAPPILY FOR ME TO PICK UP THE CAR. AND IS TAKEN SHORT BY MY TEST DRIVE BEFORE I PAY \$2004.62 FOR HIS SERVICE. I THEN WRITE THE CHECK & GO TO THE

TRUNK HOPING TO FIND MY BROKEN & USED PARTS
 BUT YOU GUESSED IT... NOTHING. SO I ASK MARK
 FOR THEM AND HE ASKS HIS MECHANIC WHO
 SAYS ON QUA THE CLEANUP MAN TRASHED THEM.
 MY RESPONSE TO MARK IS THAT HE EARLIER
 AGREED TO SAVE THEM FOR ME. SO HE GOES TO
 A DUMPSTER IN THE REAR SOMEWHERE &
 COMES BACK EMPTY HANDED. I OFFERED MY
 SERVICES TO SCAN THE DUMPSTER MYSELF
 BUT HE CAUTIONS ME THAT I'M NOT ALLOWED
 AND THE INSURANCE PREMIUMS AT OCNRA
 DON'T COVER CUSTOMERS IN THEIR DUMPSTERS.
 WELL I SAT DOWN IN A CHAIR PROVIDED
 FOR PEOPLE LIKE ME WHOM THE INSURANCE
 COVERS. TOO BAD I DIDN'T FALL OUT OF THE
 CHAIR TO OFF SET MY EXPENSES TODAY

Sincerely yours

PBH PA

1995 PARK AVE
 VB4CW52K9SH628960

P.S. SOME TIMES A FEW PROBLEMATIC TRANSMISSIONS
 GET NEW NUMBERS... THEY STILL HAVE THE OLD PROBLEMS.

ALL PRO AUTO MALL

17,500

OWNER

MARCH 7, 1998

DATE

1995 BUICK PARK AVENUE

3-26-98	26,747 10W30 OIL, OIL FILTER, AIR FILTER, AND TRANSMISSION FILTER & O.
6-19-98	28,640. ALL WHEEL ALIGNMENT
6-25-98	28,970 10W30 OIL, OIL FILTER & GREASED.
8-21-98	31,784 SPIN BALANCE ALL 4 TIRES.
9-7-98	32,550 10W30 OIL, OIL FILTER
10-24-98	34,699 4-NEW MICHELIN X-1 TIRES & BALANCE
11-3-98	35,209 2 NEW FRONT ROTORS & BRAKE PADS.
11-3-98	35,209 6 NEW PLATINUM AC SPARK PLUGS
11-13-98	35,551 NEW SPARK PLUG WIRES
11-18-98	35,751 10W30 OIL, OIL FILTER & AIR FILTER
11-22-98	35,919 TRANSMISSION OIL & FILTER 6.5 QTS OF DEXTRON II
3-12-99	38,483 10W30 OIL & FILTER GREASED, ROTATED ALL TIRES.
11-7-99	40,132 GREASED 10W30 OIL & FILTER
4-5-00	41,104 10W30 OIL & FILTER.
1-13-01	43,244 10W30 OIL & FILTER
6-13-01	44,252 ROTATED ALL 4 TIRES
8-7-01	44,700 10W30 OIL & OIL FILTER
9-26-01	45,613 NEW DELCO BATTERY
1-27-02	46,356 10W30 OIL & OIL FILTER
8-23-02	48,018 NEW SPARK PLUG WIRES
9-30-02	48,200 TRANSMISSION FAILURE

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**