



U.S. Department
of Transportation
National 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 708

Date Rec'd

15-OCT-2002

OFFICE
DEFECTS INVESTIGATION

Od. or
r. dt
od. rt
up. ltr

Reference No.

8020810

OWNER INFORMATION (Type or Print)

STANDISH

ME

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☐ YES ☐ NO

In the absence of a

to the vehicle manufacturer.

Signature of Owner

Date 12/16/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of

2G4WB52L151433788
PLEASE PROVIDE

Vehicle Make

BUICK

Vehicle Model

REGAL

Vehicle Year

1995

Current Odometer Reading

130,000

Purchase Date

7-97

Dealer's Name O'Connor GMC

Engine Siz
(CID/CC/LNo Cylinders 3.1L
V6

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection

☐ New ☒ Used

City Westbrook State ME Zip Code 04092

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other

Sport Ut

☐ Truck☐ Motorcycle

Body Style

☒ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
03272000Part Name(s)
BRAKES-HYDRAULIC: DISC: PADS AND SHOES

Location

☒ Left☒ Front

Right

☒ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

10

Date(s) of Failure(s)

02 JAN 1997

Mileage at Failure(s)

40000

Vehicle Speed at Failure(s)

45,700 miles

Failed Part(s)

Available?

☐ 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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES THAT THE BRAKE PADS AND ROTORS HAVE HAD TO BE REPLACED AT
LEAST 10 TIMES WITH IN A 5 YEAR PERIOD. STOPPING DISTANCE INCREASED, BRAKE PADS FEEL
SPONGY. MR

7/98 - replacement front + rear rotors + pads

7/99 - replacement rear pads

7/99 - replacement front brake hose

5/00 - replacement rear pads + turn rotors

12/00 - replacement rear caliper

12/00 - replacement rear pads + 1 rotor

8/01 - replacement rear pads

8/01 - replacement rear rotor

8/01 - replacement front pads

10/02 - replacement rear pads

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)

Mechanic insists there must be a factory defect on these cars.

I AM REQUESTING A FORMAL INVESTIGATION OF THE BRAKE SYSTEM ON THE 1995 BUICK REGAL.

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 73173 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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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