



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
1-888-327-4238
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received 05-NOV-2002
 Od_or _____
 rt_dt _____
 od_at _____
 up_tr _____

DEFECTS INVESTIGATION OFFICE

Reference No.
8022212

OWNER INFORMATION (Type or Print)

SARASOTA

FL

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 your name and address to the vehicle manufacturer.

Signature of Owner

Date 11/26/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1G4HR54K02U174448
 Vehicle Make BUICK
 Vehicle Model LESABRE
 Vehicle Year 2002
 Current Odometer Reading 1985

Purchase Date New Used
 Dealer's Name DARBY BUICK
 City SARASOTA State FL Zip Code 342
 Engine Size (CID/CC) _____
 No. Cylinders 6
 Turbo Diesel
 Gas Fuel Injection

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 Sport Ult Truck Minivan Motorcycle Other
 Body Style 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 66136000
 Part Name(s) FUEL:FUEL PUMP
 Location Left Right Front Rear
 Failed Part(s) Original Replacement

No of Failures _____
 Date(s) of Failure(s) 27 OCT-2002
 Mileage at Failure(s) 11781
 Vehicle Speed at Failure(s) _____
 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 STATED THAT WHILE DRIVING AT ~~ANY~~ SLOW SPEED AND WITHOUT WARNING THE FUEL PUMP FAILED. DEALER NOTIFIED TS.

The failure occurred at 6:00AM as we began a drive to Florida from Greensboro, NC. We had driven from Ohio to that point just two days earlier with no indication of a problem. The failure could have caused a very serious accident while travelled thru the mountains of W.Va. or while we drove along I 95 in heavy traffic that day. This failure is a serious safety problem in my opinion, caused by an inferior component.

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)

I must ask why so much of the information your office placed on the other side of this form is so completely erroneous. When I phoned your office to report this incident I furnished correct information, but the information typed thereon in many instances does not even relate to my car. As you can see I furnished the correct date with a red pen.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



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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http://www.nhtsa.dot.gov/efail.htm