Form Approved: O.M.B. No. 2127-0042

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 436

Date Received: 30-MAR-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 859475

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	BUICK	PARK AVENUE	1992	

Purchase Date: ☐ New ☒ Used

Dealer's Name_____
City_____ State_____ Zip Code_____

Engine Size (CID/CC/L _____
No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
08540000	ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
		☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

COMPUTER FAILURE. CONSUMER WILL COMPLETE FORM. *AK

CONTINUED ON BACK IF NEEDED

Form Approved. O.M.B. No. 2127-0009

U.S. Department of Transportation
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DOT Auto Safety Hotline

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FOR AGENCY USE ONLY 436

Date Received
30-MAR-2000

Od_cr
rt_dt
od_rt
up_ltr

Reference No.
859475

OWNER INFORMATION (Type or Print)

[redacted] 599895

Work Number

Home Number [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of [illegible] provide your name and address to the vehicle manufacturer.

Signature of Ow[redacted] Date ___/___/___

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located on bottom of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4CW53L2N1600418	BUICK	PARK AVENUE	1992	

Purchase Date
☐ New ☒ Used

Dealer's Name
City State Zip Code

Engine Size (CID/CC's) 3.8
No Cylinders 6

☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
08540000	ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT	☐ Left ☐ Right ☑ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) 76521	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

COMPUTER FAILURE. CONSUMER WILL COMPLETE FORM. *AK

CONTINUE ON BACK IF NEEDED

CUSTOMER NO.	ADVISOR	CARD NO.	DATE COMPLETED	INVOICE NO.
2071	[illegible]		05/01/97	[illegible]

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE IN	COLOR	STOCK NO.
		[illegible]	[illegible]	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
92 BUICK PARK AVE		

VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 4 C W 5 3 L 2 N 1 6 0 0 9 1 8		

S.T.E. NO.	P.O. NO.	DATE IN	R.O. DATE
		04/25/97	

BUSINESS PHONE

S/N 1G4CW 53L2N 16009 18

MILEAGE OUT [illegible]

LABOR & PARTS

JOB 1	STARTING SYSTEM		TECH 12	174.00

CAR CRANKS NO START
SHORT STARTER ENABLE RELAY
REPLACE STARTER ENABLE RELAY AND REWIRE
AS PER BULLETIN

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	25602647	RELAY ASM 2.19S	10.50	0.00	0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		182.00

TOTALS

* DEAR VALUED CUSTOMER *
ON BEHALF OF OUR SERVICE TEAM & MYSELF
I WOULD LIKE TO TAKE THIS TIME TO THANK YOU
FOR SERVICING WITH POLKOWITZ/BUICK
IN THE NEAR FUTURE YOU MAYBE RECEIVING A
SURVEY FROM GENERAL MOTORS. IF YOU DO,
PLEASE TAKE A MOMENT OF YOUR TIME AND
ANSWER THEIR QUESTIONS AS IT CONCERNS
THIS REPAIR ORDER.

TOTAL LABOR..	174.00
TOTAL PARTS..	0.00
TOTAL SUBLET.	0.00
TOTAL G.O.G..	0.00
TOTAL MISC...	0.00
TOTAL TAX....	10.44
TOTAL INVOICE $	[illegible]

IF YOU ANSWER "COMPLETELY SATISFIED" WE PASS
IF YOU ANSWER "VERY SATISFIED" WE FAIL
THANK YOU
BILL GRACE, TIM [illegible] & MYSELF, RICH [illegible]

CUSTOMER SIGNATURE

PAID
MAY - 1 1997
PAID

92 Buick Park/Ave

POLKOWITZ MOTORS

233 NEW BRUNSWICK AVENUE PERTH AMBOY, NEW JERSEY 08861
TELEPHONE (908) 442-0100

 END OF INVOICE [illegible]

[redacted]

Dear U S Department

Enclosed my bill for repair trouble 1992 Buick Park Ave. The starter fails to turn due to electrical failer. No warning time hour or day this may happen. When this happens, let car sit 10 to 15 minutes car will start

This got best of me and wife. I drove car to Buick dealer and told them trouble in having.

The service showed me bulliton in G M book this is trouble. In book replace part 25609047 relay and rewire this part with different color code.

Part 25609047 $10.50 labor $174.00 Car was fine for while. Now it happened more often.

I called G M and asked for help. Answer we do not have to give any answer as why to this trouble.

Thank You

[redacted]