

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 241

Date Received

22-MAY-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

862334

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) _____ (Listed at front of windshield or drivers side)	Vehicle Make BUICK	Vehicle Model ROADMASTER	Vehicle Year 1994	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05230000	Part Name(s) ENGINE COOLING SYSTEM:PUMP:WATER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>15-MAR-1998</u> Mileage at Failure(s) <u>40000</u> Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

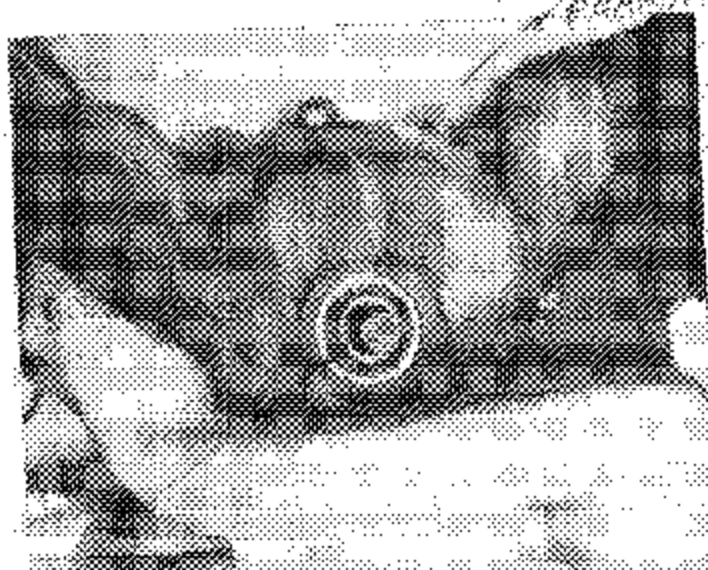
DEALER INSTALLED WATER PUMP WITHOUT THE BEARING SEAL. THIS CAUSED COOLANT LEAKAGES AND OVERHEATING. PROVIDE FURTHER DETAILS. *AK

CONTINUED ON BACK

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.

1994 ROADMASTER ORIGINAL WATER-
PUMP REMOVED 9-15-98

UNSCALED
BEARING



1994 ROADMASTER ORIGINAL WATER-
PUMP REMOVED 9-15-98

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241

Date Received

 RECEIVED
 00 JUL 22 9:46 AM
 22-MAY-2000

 Od. or
rt. dt
od. rt
od. tr
OFFICE
EFFECTS INVESTIGATION

Reference No.

862334

OWNER INFORMATION (Type or Print)

810494

Work

Home

Do you authorize NHTSA to
in the absence of a
Signature of Owner

Manufacturer of your vehicle?

☒ YES☐ NO

or name and address to the vehicle manufacturer.

Date 5/30/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) Located at bottom of windshield on driver's side PLEASE FILL IN 1G4BN52P0R418628	Vehicle Make BUICK	Vehicle Model ROADMASTER	Vehicle Year 1994	Current Odometer Reading 61,000
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Purchase Date APR. 1994	Dealer's Name SEASIDE BUICK	Engine Size (CID/CC/L) 5.7	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	City SAN DIEGO State CA Zip Code 92117	No Cylinders 8	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06230000	Part Name(s) ENGINE COOLING SYSTEM:PUMP:WATER	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures ONE	Date(s) of Failure(s) 15 SEP 1998 Mileage at Failure(s) 40000 45,044 Vehicle Speed at Failure(s) 50 MPH	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 NONE	Number of Fatalities NONE	Estimated Property Damage NONE	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FACTORY
DEALER INSTALLED WATER PUMP WITHOUT THE BEARING SEAL. THIS CAUSED COOLANT LEAKAGES AND OVERHEATING. PROVIDE FURTHER DETAILS. *AK
ENGINEER INSPECTED ORIGINAL, REMOVED WATER PUMP AND STATED THAT THE BEARINGS WERE NOT SEALED AND SHOULD NOT HAVE FAILED AT 45,000 MILES. SEE PHOTO ATTACHED.

CONTINUE ON BACK IF NEEDED

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Seaside Buick

6050 Balboa Ave. P.O. Box 17489
San Diego, Calif. 92117

"Where our customers send their friends"

"HOME OF THE RESCUE WAGON"

"OPEN 6 DAYS A WEEK"

(619) 565-1911

B.A.R. # AH-035087

EPA # CAD 000308114



ORIG. ESTIMATE

1560

REVISED ESTIMATE (1) \$

REVISED ESTIMATE (2) \$

REVISED ESTIMATE (3) \$

REVISED ESTIMATE (4) \$

REVISED ESTIMATE (5) \$

REVISED ESTIMATE (6) \$

REVISED ESTIMATE (7) \$

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REVISED ESTIMATE (43) \$

REVISED ESTIMATE (44) \$

REVISED ESTIMATE (45) \$

SERVICE ADVISOR: TIM FICHTNER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
14SEP98	10SEP98	4268	1G4BN52F0KR416628	524172	1291		10SEP98	103078
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:11	13:21	1994	BUICK ROADMASTER	705-1014		10SEP98		1000
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
45044	45047	3HHC842						

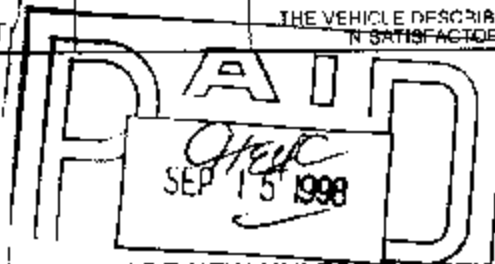
TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
A COOLING SYSTEM LEAK - ANALYZE					
J3480	REPLACED LEAKING WATER PUMP				
1013	CS	182.00		182.00	
1-12527740	W-PUMP RIT	232.30	232.30	232.30	
1	R-5 SABS LEAK	3.40	3.40	3.40	
THIS PART CARRIES A LIMITED LIFETIME WARRANTY, GOOD AT SEASIDE BUICK, PLEASE RETAIN THIS INVOICE.					
1013	CS	0.00		0.00	
J3500	REPLACED THERMOSTAT- CAME AS PART OF THE WATER PUMP ASSEMBLY				
1013	CS	0.00		0.00	
J3630	REPLACED ALL COOLANT HOSES FOR MAINTENANCE, INCLUDING LEAKING LOWER RADIATOR HOSE TOP SECTION PIECE-				
1013	CS	156.00		156.00	
3	28 H. CLAMP	1.00	1.00	3.00	
1-10260854	HOSE ASM	16.20	16.20	16.20	
1	10237349 HOSE ASM	34.92	34.92	34.92	
1-10256543	HOSE ASM	45.38	45.38	45.38	
1	10258304 VALVE ASM	100.00	100.00	100.00	
23A	REPLACED THE ALT/B-S/A-C BELT - OTHER BELT CHECKED GOOD				
1013	CS	0.00		0.00	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, O.L, LUBE	
SUBLET AMOUNT	
MISCELLANEOUS CHARGE	
TOTAL CHARGES	
LESS INS./ADJ.	
SALES TAX	

PLEASE PAY THIS AMOUNT

SERVICE DEPT. HOURS:
MON-FRI 7:30 AM TO 5:30 PM
SAT. 8:00 AM TO 4:00 PM
BY APPT:
PARTS DEPT. HOURS:
MON-FRI 8:00 AM TO 5:00 PM
SAT. 8:00 AM TO 4:00 PM
BODY SHOP HOURS:
MON-FRI 8:00 AM TO 5:00 PM

THE VEHICLE DESCRIBED ABOVE RECEIVED IN SATISFACTORY CONDITION.



"ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED"

By **Seaside Buick** CUSTOMER COPY

6050 Balboa Ave. P.O. Box 17489
San Diego, Calif. 92117