

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 333

Date Received

08-JUN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

863256

 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 front of windshield on drivers side) 1G4BT52P9RR42S289	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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06130000	Part Name(s) FUEL:FUEL LINES FITTINGS AND PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>31-MAY-2000</u> Mileage at Failure(s) <u>42000</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)

SMELLED GASOLINE. NOTICED LEAKAGE WITHIN INCHES OF THE LEFT EXHAUST PIPE. ENTIRE CROSSFRAME WAS WET. CONTACTED DEALER. DEALER DISCOVERED THAT FUEL LEAKAGE WAS CAUSED BY CHAFING OF FUEL LINES. *AK

CONTINUED ON BACK (REVERSE)

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.



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00 JUL - 3 AM 10

08 JUN 2000

OFFICE

DEFECTS INVESTIGATION

Ord. or

rt. dt

ch. pt

up. tr

Reference No.

863256

OWNER INFORMATION (Type or Print)

613192

Work

Home

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 6/18/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4BT62P9RR42S289	BUICK	ROADMASTER	1994	

Purchase Date 6/30/94	Dealer's Name BRENNAN BUICK	Engine Size (CID/CC/L) 350	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City GREEN BAY State WI Zip Code 54301	No Cylinders 8	

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	Body Style ☐ Sport Ut ☐ Truck ☐ Motorcycle ☒ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08120000	Part Name(s) FUEL:FUEL LINES FITTINGS AND PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 31-MAY-2000 Mileage at Failure(s) 42000 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)

SMELLED GASOLINE. NOTICED LEAKAGE WITHIN INCHES OF THE LEFT EXHAUST PIPE. ENTIRE CROSSFRAME WAS WET. CONTACTED DEALER. DEALER DISCOVERED THAT FUEL LEAKAGE WAS CAUSED BY CHAFING OF FUEL LINES. *AK

CONTINUE ON BACK IF NEEDED

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STATEMENT

I own a 1994 Buick Roadmaster with 42000 miles prescntly on the vehicle. It is well maintained and looks like new. I was more than a little surprized when I began to smell gasoline from under the car . The enclosed repair bills show that both fuel lines (feed and return) were leaking. These lines were assessed by the mechanics who worked on them to have leaked because of chaffing. I have the lines in my possession and find it not attributable to anything but a defect that both lines could wear through in 42000 miles. The leak was located behind the fuel take and since there was a recall on the tank for being improperly mounted I wondered if this could be involved? I have enclosed documentation of fuel tank problem. The leak resulted in gas dripping past the main frame to the ground and came within a inch of the left exhaust pipe. This could have resulted in explosion of the vehicle and termination of my life. Trauma involved? Should GM be sued? I have photos of leak.

Signed





www.broadwayautomotive.com

2596 Highway 32
Pulaski, WI 54162
920-865-4200
800-236-9903

JCB# 1 CHARGES

REPAIR FOR FUEL LEAK AT FUEL LINES PARTS HERE
LINES WERE WORN THROUGH AND LEAK
REPLACED FUEL RETURN LINE WAS RUBBED THROUGH
REPLACED FUEL FEED LINE WAS LEAK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	10285721	PIPE 3.163	43.76	43.76
	1	10254249	PIPE ASM 3.163	53.19	53.19
TOTAL PARTS					96.95

1 TOTALS

.....

LABOR
0H-222P700 STEEL AXLE CONCENTRIC TO HIGHEST POINT
CK FOR NOISE FROM LEFT SIDE OF REAR AXLE CLOCKS SEE WARREN
OKD FRONT SUSPENSION COMPLETELY OK.
NOISE IS COMING FROM LEFT FRONT SPRING AREA

JOB# 2 TOTALS-----

JOBS	2	JOURNAL PREFIX	CCCS	JOBS	2	TOTAL	37.50
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MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A		SS SHOP SUPPLIES		12.00
			TOTAL - MISC	12.00

ESTIMATE
CUSTOMER: _____
HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$333.00 (+TAX)

COMMENTS
REPLACED BOTH FUEL FEED AND RETURN LINES WERE LEAKING
CKD OUT SUSPENSION NOISE COMING FROM LEFT SPRING AREA

ON BEHALF OF SERVICING DEALER, I
HEREBY CERTIFY THAT THE INFORMATION
CONTAINED HEREON IS ACCURATE UNLESS
OTHERWISE SHOWN. SERVICES DESCRIBED
WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION
FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY
PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN
CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE.
RECORDS SUPPORTING THIS CLAIM
ARE AVAILABLE FOR (1) YEAR FROM
THE DATE OF PAYMENT NOTIFICATION
AT THE SERVICING DEALER FOR
INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

REPORT NUMBER GCMC-86-0001

THE DEALER IS NOT A PARTY TO ANY MANUFACTURER'S WARRANTY ON PARTS OR SERVICE CONTAINED HEREIN. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY-THURSDAY
7:00 A.M. - 5:30 P.M.

FRIDAY
7:00 A.M. - 4:30 P.M.

SATURDAY (QUICK LUBE)
8:00 A.M. NOON

**WE APPRECIATE
YOUR BUSINESS!!**

Motor vehicle repair trade practices are regulated by chapter ATCP 132 Wis. Admin. Code administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8411, Madison, Wisconsin 53708-4611.



Broadway

AUTOMOTIVE

www.broadwayautomotive.com

2596 Highway 32
Pulaski, WI 54162
920-865-4200
800-236-9903

CUSTOMER NO	103275	ADV. SOR	WARREN J YOUNG	21	TAG NO.	616	INVOICE DATE	06/06/00	INVOICE NO	CCCS4274
		LABOR RATE		LICENSE NO.	GFV284	MILEAGE	42,210	COLOR	WHITE/	STOCK NO.
		YEAR / MAKE / MODEL	94/BUICK/ROADMASTER/4 DOOR SEDAN				DELIVERY DATE	07/05/94	DELIVERY MILE	0
		VEHICLE I.D. NO.	1 G 4 B T 5 2 P 9 R R 4 2 5 2 8 9				SELLING DEALER NO.		PRODUCTION DATE	
		E.T.F. NO.					F.O. NO.		R.O. DATE	06/05/00
		FINANCING					EXEMPTION			

TOTALS

* [] CASH [] CHECK CK. NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER. EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 208.00
TOTAL PARTS.... 96.95
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC. CHG. 12.00
TOTAL MISC. DISC 0.00
TOTAL TAX..... 15.85

TOTAL INVOICE \$ 332.80

THANK YOU FOR YOUR BUSINESS!!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER - SELECT, GENERAL HANDBOOK OR AUTHORIZED PERSON (DATE)

THE DEALER IS NOT A PARTY TO ANY MANUFACTURER'S WARRANTY ON PARTS OR SERVICE CONTAINED HEREIN. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

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MONDAY-THURSDAY
7:00 A.M. - 5:30 P.M.

FRIDAY

7:00 A.M. - 4:30 P.M.

SATURDAY (QUICK LUBE)

8:00 A.M. - NOON

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NHTSA CAMPAIGN ID Number: 94V210000
Component: FUEL:FUEL TANK ASSEMBLY:ATTACHMENTS
Manufacturer: GENERAL MOTORS CORP.
Potential Number of Units Affected: 130581

Year: 1994
Make: BUICK
Model: ROADMASTER
Manufactured From: MAR 1993 To: JUN 1994
Year of Recall: '94
Type of Report: Vehicle
Summary:

THE FUEL TANK ATTACHMENT STRAP FASTENERS WERE NOT PROPERLY TIGHTENED.
THE

FASTENERS CAN COMPLETELY DETACH, EVENTUALLY ALLOWING THE FUEL TANK TO
SAG AND

THE BOTTOM OF THE TANK TO STRIKE THE ROADWAY.

THIS CAN RESULT IN A FUEL TANK LEAK AND FIRE IF THE LEAKING FUEL IS EXPOSED
TO

A SOURCE OF IGNITION.

DEALERS WILL RETIGHTEN THE FUEL TANK STRAP FASTENERS.

SYSTEM: FUEL; FUEL TANK ASSEMBLY; ATTACHMENTS.

VEHICLE DESCRIPTION: PASSENGER VEHICLES.

NOTE: IF YOUR VEHICLE IS PRESENTED TO AN AUTHORIZED DEALER ON AN AGREED
UPON

SERVICE DATE AND THE REMEDY IS NOT PROVIDED FREE OF CHARGE WITHIN A
REASONABLE

TIME OR THE REMEDY DOES NOT CORRECT THE DEFECT, PLEASE CONTACT
CHEVROLET AT

1-800-222-1020; CADILLAC AT 1-800-458-8006; OR BUICK AT 1-800-521-7300. ALSO,

CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO
SAFETY

HOTLINE AT 1-800-424-9393.