

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

125

Date Received

13-JUN-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

863514

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 vehicle left or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4H54K8Y6117204	BUICK	LESABRE	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorized ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000 01330000	Part Name(s) SUSPENSION:INDEPENDENT FRONT STEERING:POWER ASSIST:HOSE:FLUID	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) _____ 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)

WHEN MAKING A RIGHT OR LEFT TURN EXTREME VIBRATION OCCURS IN FRONT END OF VEHICLE.
 DEALER REPLACED POWER STEERING HOSE WHICH DID NOT CORRECT THE PROBLEM. *AK

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.

 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 125 Date Received: 09 JUL 10 PM 2 13 JUN 2000 Office: DEFECTS INVESTIGATION Reference No.: 863514	
OWNER INFORMATION (Type or Print) [Redacted] 4140				Work Number: [Redacted] 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 an [Redacted] name and address to the vehicle manufacturer. Signature of Owner: [Redacted] Date: 6/29/2000					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1G4H54K8Y6117204		Vehicle Make BUICK		Vehicle Model LESABRE	
		Vehicle Year 2000		Current Odometer Reading 20529	
Purchase Date 8/2/99 ☒ New ☒ Used		Dealers Name: Hornell Buick Motor Co. Inc. City: College Conn State: Del Zip Code: 19001		Engine Size (CID/CC/L) ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection No Cylinders: 6	
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 Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 02100000 01330000		Part Name(s) SUSPENSION:INDEPENDENT FRONT STEERING:POWER ASSIST:HOSE:FLUID		Location ☒ Left ☐ Right ☒ Front ☐ Rear	
				Failed Part(s) ☐ Original ☒ Replacement	
No of Failures		Date(s) of Failure(s) Mileage at Failure(s) 13000 Vehicle Speed at Failure(s) over speed		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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHEN MAKING A RIGHT OR LEFT TURN EXTREME VIBRATION OCCURS IN FRONT END OF VEHICLE. DEALER REPLACED POWER STEERING HOSE WHICH DID NOT CORRECT THE PROBLEM. *AK					
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.					

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

My 2000 Buick is still making extreme vibration
ever time I turn left or right.

I'm afraid there is something wrong in the
front end & I may have accident.

Hornell Buick motor can told me there is no
danger, But every time I turn I'm looking
to not stop & may hurt me or somebody else.

Hornell Buick said they had other complaints
about the same thing. But they don't know
how to fix the problem. I've had my car to
them twice.

Thank you

☆ U.S. G.P.O.: 1992 - 623-897 / 60086

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



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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



5838

35717

Hormell

MOTOR CO.

CHEVROLET • BUICK • GEO

5017 COLLEGE CORNER PIKE

OXFORD, OHIO 45056

(513) 523-4162

INVOICE

PAGE 1

SERVICE ADVISOR: 11 VICKIE MARKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE N. OH
WHITE	00	BUICK LESABRE	1G4HP54K8YU117204		18340/18340 T7
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	NO. NO.	PAYMENT
29JUL1999			WAIT 15MAY00		CASH
R.O. OPENED	READY	OPTIONS	STK: B0005		

09:49 15MAY00 11:28 15MAY00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A INSTALL POWER STEERING HOSES

CAUSE: HOSES LEAKING

E8622 HOSES, POWER STEERING HYDRAULIC - REPLACE
PRESSURE

3 W 0.70

1 26079288 HOSE

1 26079668 HOSE

PC: 2K

PART#: 26079288

COUNT: 2

CLAIM TYPE:

AUTH CODE:

VN

(N/C)

(N/C)

(N/C)

E8623 HOSES, POWER STEERING HYDRAULIC - REPLACE
RETURN

3 W 0.70

FC: 2K PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

VN

(N/C)

REPLACED HIGH PRESSURE AND RETURN LINES AS PER BULLITIN #99-02-32-007

B** LUBE, OIL AND FILTER CHANGE

LOF LUBE, OIL AND FILTER CHANGE

3 CP 0.50

1 25010792 OIL FLTR

1 OIL

10.00 10.00

6.82 6.82

4.95 4.95

ENVIRO CHARGE

0.50

PREVENTIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR VEHICLE. LET US SERVICE YOUR VEHICLE REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE. THANK YOU FOR GIVING OUR SERVICE DEPARTMENT THIS OPPORTUNITY TO SERVICE YOUR VEHICLE NEEDS. IF YOU HAVE ANY QUESTIONS ABOUT YOUR BILL OR ARE NOT COMPLETELY SATISFIED WITH THE REPAIRS AS PERFORMED, PLEASE CONTACT YOUR SERVICE OR OUR CUSTOMER SERVICE REPRESENTATIVE.

X

DESCRIPTION	AMOUNT
LABOR AMOUNT	10.00
PARTS AMOUNT	11.77
WAS OIL LUBE	0.00
WAS OIL LUBE	0.00
WAS OIL LUBE	0.50
WAS OIL LUBE	22.27
WAS OIL LUBE	0.00
WAS OIL LUBE	1.23
PLEASE PAY THIS AMOUNT	23.50