

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 156

Date Received

07-JUL-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

865018

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	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	BUICK	CENTURY	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ 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 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 07-JUN-2000 Mileage at Failure(s) 1 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)

WHILE DRIVING WITH THE REAR WINDOWS DOWN OR WITH ALL THE WINDOWS DOWN, THE VEHICLE VIBRATES VERY HARD WHICH MAY CAUSE A LOSS OF VEHICLE CONTROL. DEALER SAID IT DUE TO A DEFECTIVE FLAW DESIGN OF THE AERODYNAMICS. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUED ON BACK (SEE)

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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Date Received: 07 JUL 27 AM 9:05

07-JUL-2000
OFFICE
DEFECTS INVESTIGATION

Od. or
at
od. or
up. hr

Reference No.

865018

Work Number NA

Home Number

OWNER INFORMATION (Type or Print)

619302

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of _____ and address to the vehicle manufacturer.

Signature of Owner

Date 7/26/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) Located at bottom of windshield on drivers side
2G4WS52J4Y12339
PLEASE FILL IN
Vehicle Make BUICK
Vehicle Model CENTURY
Vehicle Year 2000
Current Odometer Reading 270070

Purchase Date 5-23-2000
Dealer's Name GREENVILLE MOTORS
City GREENVILLE State PA Zip Code 16025
Engine Size (CID/CC/L) ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used No Cylinders

Transmission Type ☐ Manual ☐ Yes ☒ Automatic ☒ No
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 Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10121000 Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE Location ☐ Left ☐ Right ☐ Front ☒ Rear Failed Part(s) ☒ Original ☐ Replacement

No of Failures When Rear Windows P.W. Down Date(s) of Failure(s) 01-JUN-2000 Mileage at Failure(s) 3100 Vehicle Speed at Failure(s) 40 F 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)

WHILE DRIVING WITH THE REAR WINDOWS DOWN ~~OR WITH ALL THE WINDOWS DOWN~~, THE VEHICLE VIBRATES VERY HARD WHICH MAY CAUSE A LOSS OF VEHICLE CONTROL. DEALER SAID IT DUE TO A DEFECTIVE FLAW DESIGN OF THE AERODYNAMICS. PLEASE PROVIDE FURTHER INFORMATION.*AK

WHEN WE CONTACTED Buick Customer Service (1-800-521-7300) The Representative said to NOT OPEN THE WINDOWS, JUST USE THE AIR CONDITIONING.

WE have also taken the VEHICLE TO THE STATE POLICE (MERCER PA) AND THEY drove the car AND EXPERIENCED This problem.

CONTINUE ON BACK IF NEEDED

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20590+0001

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

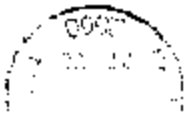
POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 7373 WASHINGTON, D.C.

Official Business
Penalty for Private Use \$300

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

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

☆ U.S. G.P.O. 1992 - 625-997 / 60086

Blank lined area for address and return information.

WE HAVE ALSO TAKEN THE CARE TO THE DEALER WE PURCHASED IT
FROM, THEY CAN ALSO VERIFY THIS PROBLEM

TIRE IDENTIFICATION NO.									
0	0	1	H	3	M	0	D	B	1
0	8	0	0	GENERAL AMERIT-G 45					
MANUFACTURER/TIRE NAME									
* 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)									

SIZE

P805/70-15