

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

137

Date Received

19-JUL-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

865705

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4CW52L1R160253	BUICK	PARK AVENUE	1994	

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

Component 01500000 13160000	Part Name(s) STEERING;LINKAGES;KNUCKLE;SPINDLE;ARM STRUCTURE;FRAME;MEMBERS AND BODY;OTHER PARTS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures 0	Dates of Failure(s) 14-JUL-2000 Mileage at Failure(s) 147000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS WAITING TO MAKE A LEFT TURN WHEN HEARD A NOISE FROM THE BOTTOM OF VEHICLE, AND FOUND OUT THAT RUBBER MOUNTING WAS BROKEN. ALSO, STEERING KNUCKLE WAS BROKEN, AND VEHICLE LOST CONTROL.*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.



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AUG 11 AM 11:11
19-JUL-2000OFFICE
DEFECTS INVESTIGATION

Od or
rt dt
bd rt
up tr

Reference No.

865705

OWNER INFORMATION (Type or Print)

Work Number

Home Number

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

☒ YES☐ NO

In the absence of a signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 8/7/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1G4CW52L1R160253
Vehicle Make BUICK
Vehicle Model PARK AVENUE
Vehicle Year 1994
Current Odometer Reading 147,294

Purchase Date 4-8-94
Dealer's Name GAVIN'S
City Middleville State MI Zip Code 49333
Engine Size (CID/CC/L) 3.8 L
No Cylinders 8
☐ Turbo
☐ 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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01580000
13160000
Part Name(s) STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM
STRUCTURE:FRAME:MEMBERS AND BODY:OTHER PARTS
Location ☐ Left ☐ Right
☒ Front ☐ Rear
Failed Part(s) ☒ Original
☐ Replacement

No of Failures ? 0
Date(s) of Failure(s) 14-JUL-2000
Mileage at Failure(s) 147000
Vehicle Speed at Failure(s) 0 10 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 0
Number of Fatalities 0
Estimated Property Damage Repair Bill
Copies included - 794.54
Reported to Police ☐ Yes ☒ No

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

CONSUMER WAS WAITING TO MAKE A LEFT TURN WHEN HEARD A NOISE FROM THE BOTTOM OF VEHICLE, AND FOUND OUT THAT RUBBER MOUNTING WAS BROKEN. ALSO, STEERING KNUCKLE WAS BROKEN, AND VEHICLE LOST CONTROL.*AK

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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)

I was waiting to turn left, got the Green turn left only lite, and started to make my turn. Suddenly, I heard a large noise + bump (like a truck ^{hitting} hole). Next, I lost all steering ability and stopped the car in the intersection. Got cars in opposite lane to back up, so I could run my car slowly over the curb to get the car out of the intersection + into a parking lot.

After that, got out and notice the undercarriage ^{hanging} down that supports the engine. This is what apparently cause the steering linkage (knuckle) to break, thus losing my steering. Mechanic said the rubber mountings holding the undercarriage up had rotted out - Bolts were still up in the frame.

If this had happened while driving at a faster speed, losing my steering, A serious accident could have happened and people could have died.

☆ U.S. G.P.O.: 1992-822-887 / 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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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RIDENOURS AUTO REPAIR
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PERRY, MI 48872
517-625-4210

Sale

ID: D587F0113026344620035
07/19/00
Batch #: 45

11:41:37

DISCOVER

Exp: 07/01

Appr Code: 019433

Invoice #: 000001

Total:

\$ 794.54

Customer Copy

CUSTOMER'S ORDER NO.		PHONE		DATE	
NAME				7/19/00	
ADDRESS					
94 P/O					
SOLD BY		CASH	CARD	CHECK	MODE. RET.
QTY.	DESCRIPTION	PRICE	AMOUNT		
	Road service		55.00		
	0037				
	also Road Service 6/20		35.00		
	0026				
Paul Ridenours					
RECEIVED BY				TAX	
				TOTAL	90.00

All claims and returns must be accompanied by this bill.

0037

Thank You