

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

436

Date Received

14-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

867776

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4HP52L6RH422030	BUICK	LESABRE	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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02150000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 11-DEC-1999 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
--	---	---------------------------	----------------------	---------------------------	---

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

CONSUMER KEPT HEARING A CLUNKING NOISE FROM UNDERNEATH VEHICLE. CONSUMER FOUND THAT BOLT STARTED WORKING ITS WAY OUT FROM LOWER CONTROL ARM ASSEMBLY. IF VEHICLE HAD HIT A BAD BUMP, IT WOULD HAVE TOTALLY DISCONNECTED. DEALER REPAIRED IT & SAID THEY HAD NEVER SEEN ANTHING LIKE IT. "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
NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

Vehicle Owner's Questionnaire (VOQ)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 436
Date Received: 09 AUG 31 AM 11:42
Office: EFFECTS INVESTIGATION
Reference No.: 867776
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 authorized signature, your name and address to the vehicle manufacturer.

VEHICLE INFORMATION

Vehicle Identification No. (VIN) [redacted] (located in bottom left corner of driver's side)
Vehicle Make: BUICK
Vehicle Model: LESABRE
Vehicle Year: 1984
Current Odometer Reading: 71,500

Purchase Date: 10/20/93
Dealership Name: Hodgdon-Noyes Buick
City: Huntington State: MA Zip Code: 02476
Engine Size (CID/GAL): 6
No Cylinders: 6
Fuel Injection: ☒ Turbo ☐ Diesel ☐ Gas

Transmission Type: ☒ Automatic ☐ Manual
Antilock Brakes: ☒ Yes ☐ No
Restraint System: ☒ 3-Point Belt ☐ 2-Point Belt ☐ Motorbelt
Cruise Control: ☒ Yes ☐ No
Drive Train: ☒ Front ☐ 4-Wheel
Vehicle Type: ☒ Car ☐ Van ☐ Minivan ☐ Other
Body Style: ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

Component: 02150000
Part Name(s): SUSPENSION:INDEPENDENT CONTROL ARM:LOWER
Location: ☐ Front ☒ Left ☒ Right ☐ Rear
Failed Part(s): ☒ Original ☐ Replacement

No of Failures: 1
Date(s) of Failure(s): 11-DEC-1999
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: -0-
Number of Fatalities: -0-
Estimated Property Damage: \$500
Reported to Police: ☐ Yes ☒ No

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

CONSUMER KEPT HEARING A CLUNKING NOISE FROM UNDERNEATH VEHICLE. CONSUMER FOUND THAT BOLT STARTED WORKING ITS WAY OUT FROM LOWER CONTROL ARM ASSEMBLY. IF VEHICLE HAD HIT A BAD BUMP, IT WOULD HAVE TOTALLY DISCONNECTED. DEALER REPAIRED IT & SAID THEY HAD NEVER SEEN ANYTHING LIKE IT. AS DEALER FOUND BOLT HAD BROKEN (SHEARED) OFF. IN looking on your web site, found exact same problem on same make, model & year: ODI# 846421. I have enclosed copy of repair slip + letter to Buick

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.

CONTINUE ON BACK IF NEEDED



November 17, 1999

Buick
PO Box 5039
Troy, MI 48007-5039

Dear Customer Service Representative,

I called your 800 number to explain my problem and was told to write to this address and include my current registration and a copy of the repair bill involved. The problem is as follows:

For a while I had been hearing a rattle from the right rear when I hit a bump. I went to my local gas station and had the car put up on the lift to look at it. I saw about 3 inches of a bolt sticking out of the control arm assembly at a 45 degree angle. I then immediately had the car towed to my Buick dealer - Hodgdon-Noyes Buick in Arlington, Massachusetts. The service manager, Tom Gibbons, told me that at some time in the past, the bolt had broken and the nut and part of the bolt had sheared off. He could see this because the sheared end of the bolt was rusted. He had never seen this bolt shear before. Tom said that the remaining part of the bolt had then worked its way out of the assembly, destroying part of the control arm during the time it was loose. He said he could do nothing regarding reimbursing me for the cost of this repair and that I should contact your office. Unfortunately, I can not show you the bolt because even though I asked them to save it, they threw it away.

The shearing of this bolt caused a very dangerous situation and fortunately, no one was hurt because of it. This is not a normal wear and tear of a car part. Clearly, the bolt was of faulty construction. I think I should be reimbursed for my repair bill of \$499.09.

My last four new cars have been Buicks and I hope we can maintain what has been an excellent relationship. Could you please get back to me as soon as possible.

Very Truly Yours,



HODGDON-NOYES

BUICK-PONTIAC-GMC TRUCK, Inc.

835 Massachusetts Ave.
ARLINGTON, MA 02476 (781) 643-5300



***** IN ORDER TO MAKE SERVICING YOUR VEHICLE MORE CONVENIENT *****
***** WE HAVE INSTALLED A 24 HOUR SERVICE DROP OFF SYSTEM. *****

***** THE SERVICE DEPARTMENT IS NOW OPEN *****
***** TUESDAY AND THURSDAY EVENINGS UNTIL 8:00 PM *****

CUSTOMER NO. 211300	ADVISOR PATRICIA A. CORACC 103	CARD NO. 508	INVOICE DATE 11/16/99	INVOICE NO. BUCS96152
	LABOR RATE	LICENSE NO. 82409	COLOR POLY GREEN	STOCK NO.
	YEAR MAKE/MODEL 94 BUICK LESABRE/SEDAN	DELIVERY DATE 10/20/93	DELIVERY MILES 4	
	VEHICLE ID NO. 1P4RP2L63H22030	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/12/99	
			MILEAGE OUT	

LABOR & PARTS
JH 1 03BUZ STEERING AND SUSP HOURS: 4.00 TECH(S):164 64 252.00
CUSTY STATES:BOLT HOLDING LOWER CONTROL ARM BROKE
REPLACED LEFT REAR CONTROL ARM, BOLTS AND BUSHINGS AS
REQUIRED. REPAIRED REAR SUSPENSION CROSS MEMBER AS
REQ'D BY WELDING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25614698	ARM ASM-R 5.382	151.80	151.80
JOB # 1	2	11517730	BOLT 8.900	4.18	8.36
JOB # 1	1	1052627	LUBE,PENE 8.800	7.59	7.59
JOB # 1 TOTAL PARTS					167.75
JOB # 1 TOTAL LABOR & PARTS					419.73

JH 2+25BU24WHEEL (C) FOUR WHEEL ALIGN HOURS: TECH(S):64 59.95
FOUR WHEEL ALIGNMENT DONE. TIRE PRESSURE CHECKED AND
ADJUSTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					59.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00
JOB # A	SS	SHOP SUPPLIES		10.00
TOTAL - MISC				11.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$500.00 (+TAX)
TOTALS

*****	TOTAL LABOR....	311.95
*****	TOTAL PARTS....	167.75
*****	TOTAL SUBLET...	0.00
*****	TOTAL G.D.G....	0.00
*****	TOTAL MISC CHG.	11.00
*****	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	8.39
*****	TOTAL INVOICE *	499.09

** ON BEHALF OF THE ENTIRE SERVICE TEAM WE WOULD LIKE TO **
** THANK YOU FOR GIVING US THIS OPPORTUNITY TO SERVE YOU. **
** WE STRIVE TO PROVIDE THE VERY BEST SERVICE, & WE HOPE **
** THAT YOU ARE "COMPLETELY SATISFIED" WITH YOUR VISIT **
** TODAY, IF NOT PLEASE CALL TOM GIBBONS SERVICE MGR AT **
** (617)643-5300 MONDAY-FRIDAY FROM 8:00-5:00 WITH YOUR **
** COMMENTS. **
**
**
**
**

THANK YOU

CUSTOMER SIGNATURE