

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) 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		FOR AGENCY USE ONLY 117 Date Received 16-JAN-2001 Od_or _____ rt_dt _____ od_rt _____ up_itr _____ Reference No. 878227	
OWNER INFORMATION (Type or Print) 666785		Work Number _____ Hostre Number _____	
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 bottom of windshield on driver's side) FILL IN		Vehicle Make BUICK	Vehicle Model CENTURY
		Vehicle Year 2000	Current Odometer Reading
Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Siz (CID/CC/L) _____ No Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Mylarbelt ☐ 2-Point Bel	Cruise Control ☒ Yes ☐ No
		Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ut: Truck ☐ Motorcycle
		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05150000	Part Name(s) ENGINE:OTHER PARTS		Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☐ Original ☐ Replacement
No of Failures 5	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____		Failed Part(s) ☐ Yes ☐ No NHTSA Previously ☐ 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 Damag	Reported to Polic ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHENEVER VEHICLE WAS COLD STARTED, THERE WOULD BE A TAPPING NOISE. HAVE TAKEN VEHICLE TO DEALERSHIP TWICE. HAD FACTORY REPRESENTATIVE DOWN & WAS INFORMED THAT PROBLEM WAS NORMAL. ALSO, MECHANIC TESTED OTHER VEHICLES ON A COLD START, AND HERE WAS NO TAPPING NOISE COMING FROM ENGINE.*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 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)

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OWNER INFORMATION (Type or Print)

Signature of Owner _____

66785

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 an authorized signature, print your name and address to the vehicle manufacturer.

Signature of Owner

Date 1/27/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) FILL IN 2G4WS52JXY1251708

Vehicle Make

BUICK

Vehicle Model

CENTURY

Vehicle Year

2000

Current Odometer Reading

7379

Purchase Date

5/9/00

Dealer's Name

Sentry Buick

Engine Size

CID/CC/L

No Cylinders

6

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection☒ New☐ Used

City

N. Charleston

State

SC

Zip Code

Transmission Type

☐ Manual

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☐ Van☐ Minivan☐ Other

Sport Ult

Truck

Motorcycle

Body Style

☐ 2-Door☒ 4-Door

Stationwagon

Pick Up Truck

Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06150000 Part Name(s) ENGINE: OTHER PARTS Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☐ Original ☐ Replacement

No of Failures

5

Date(s) of Failure(s)

5

Mileage at Failure(s)

0

Vehicle Speed at Failure(s)

0

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 Reported to Police ☐ Yes ☒ No

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

WHENEVER VEHICLE WAS COLD STARTED, THERE WOULD BE A TAPPING NOISE. HAVE TAKEN VEHICLE TO DEALERSHIP TWICE. HAD FACTORY REPRESENTATIVE DOWN & WAS INFORMED THAT PROBLEM WAS NORMAL. ALSO, MECHANIC TESTED OTHER VEHICLES ON A COLD START, AND HERE WAS NO TAPPING NOISE COMING FROM ENGINE.*AK

* see over *

CONTINUE ON BACK IF NEEDED

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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)

Tapping sound in engine has increased in loudness and duration on cold starts. Dealership installed synthetic oil and Fram^{oil} filter at 6,420 miles.

GM Representative, Mr. Bud White has not provided an explanation for the tapping sound. This noise does not occur in other 3.1 L engines of the same type of vehicle.

★ U.S.G.P.D. 1002-823-857/80000

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. 78173 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

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UNITED STATES

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