



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

335

Date Received

22-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

878671

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4EC33CXLB904897	BUICK	REATA	1991	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13460000	Part Name(s) 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) 15-SEP-2000 Mileage at Failure(s) 77643 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT 35MPH CAR SUDDENLY JUMPED TWO LANES TO LEFT, CONSUMER LOST CONTROL. DEALER FELT THAT ENGINE CRADLE BOLTS A ROTTED OUT. THERE IS RECALL 00V189000/ ENGINE CRADLE BOLTS FAILURE ON BUICK, REGAL 1990. *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.

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 335	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received FEB -5 AM 11:58 22-JAN-2001 DEFECTS INVESTIGATION	Od. or Mileage od. rt up. ltr Reference No. 878671
		Work Number Home Number	[Redacted]
OWNER INFORMATION (Type or Print) 668383			
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. Signature of Owner: [Redacted] Date: 1/29/01			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1G4EC33CXLB904897	Vehicle Make BUICK	Vehicle Model REATTA	Vehicle Year 1991
Current Odometer Reading		Purchase Date	
☐ New ☒ Used		Dealer's Name: BARRY BUICK City: CLEVELAND, State: OHIO Zip Code: 44107	
Engine Size (CID/CC/L) 3800 No Cylinders 6	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection		
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 ☐ Van ☐ Minivan ☐ Other	Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 13180000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY:OTHER PARTS	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 15-SEP-2000 Mileage at Failure(s) 77643 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)			
WHILE DRIVING AT 35MPH CAR SUDDENLY JUMPED TWO LANES TO LEFT, CONSUMER LOST CONTROL. DEALER FELT THAT ENGINE CRADLE BOLTS & ROTTED OUT. THERE IS RECALL 00V189000/ ENGINE CRADLE BOLTS FAILURE ON BUICK, REGAL 1990. *AK			

CONTINUE ON BACK IF NEEDED

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2734

511433

Steve Barry Buick, Inc.

INVOICE

16000 DETROIT AVENUE
LAKEWOOD, OHIO 44107-3713
(216) 221-7000

PAGE 1

SERVICE ADVISOR: 60 BOB BECK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
HITE	1990	BUICK REATTA	1G4EC33CXLB904897	ALY5500	77643/77643	T50	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
1JAN1990			18:00 06SEP00		65.00	CASH	15SEP2000
R.O. OPENED		READY	OPTIONS: DLK:41556				

4:45 06SEP00 11:30 15SEP00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TOW-IN, DAMAGE TO RIGHT FRONT SUSPENSION							
300 REPLACE ROTTED OUT ENGINE CRADLE, R DRIVE AXLE & DRIVE BELT							
			21	CP 8.00		520.00	520.00
1	1646098	F-FRAME ASM			837.00	837.00	837.00
6	1627359	INSULATOR			25.31	25.31	151.86
6	1626368	SPACER			5.40	5.40	32.40
6	10409029	BOLT			6.23	6.23	37.38
1	10230725	FAN BELT			43.88	43.88	43.88
1	F/M-4134	CV SHAFT ASM			125.00	125.00	125.00
1	ASSTD NUTS AND BOLTS				4.00	4.00	4.00
4WA 4 WHEEL ALIGNMENT							
			21	CP 2.00		59.95	59.95
QL QUICK LUBE PLUS							
			21	CP 0.40		10.00	10.00
1	25010792	OIL FLTR			6.95	6.95	6.95
1	5QT ENGINE OIL				8.00	8.00	8.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

38.35

Transaction #
Card Type: U/S4
Acc: 5428002283717926
Exp. Date: 0302
Entry:
Sales: 2006.00
Reference No.: 51875329
Auth. Code: 042750
Response APPROVAL 042750

C O P Y
09/15/2000 13:37
Sale:

STEVE BARRY BUICK
16000 DETROIT AVE
LAKEWOOD, OH 44107

LABOR
PARTS
SALES
SUBLET
MISC.

TOTALS	
589.95	
1246.47	
0.00	
0.00	
38.35	
1874.77	
0.00	
131.23	
2006.00	

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MANUFACTURER'S WARRANTY. THE MANUFACTURER'S WARRANTY IS AVAILABLE FOR YOUR INSPECTION.

I hereby authorize the repair work to be done along with the necessary but employee permission to operate the vehicle herein described for the purpose of testing and/or inspection. An employee mechanic's name is to be noted on the amount of repair charges. Dealer not responsible for any damage beyond dealer's control. I understand that STEVE BARRY is not responsible for theft, accident, fire or vandalism while the property remains in his possession. All personal property left in the vehicle and the dealer is not responsible for same.

ORIGINAL	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
ESTIMATE			TIME
	SIGNATURE		BY

Monday thru Friday
8:00 am - 5:30 pm

TOTAL CHARGES	
LESS INSURANCE	0.00
SALES TAX	131.23
PLEASE PAY THIS AMOUNT	2006.00

CUSTOMER COPY