



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

798

Date Received

24-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

878952

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 dashboard on driver's side)	Vehicle Make BUICK	Vehicle Model PARK AVENUE	Vehicle Year 1999	Current Odometer Reading
N/A				

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CCL) _____ 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 15430000	Part Name(s) EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 01-JUN-2000 Mileage at Failure(s) 73 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)

POWER DOOR LOCKS DO NOT LOCK OR UNLOCK FROM TIME TO TIME. WHEN CONSUMER CONTACTED DEALER, DEALER SAID THAT THEY COULD DO NOTHING, AND WAS A PROBLEM THAT THEY WERE AWARE OFF. *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 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 798

Date Received

FEB 15 PM 2:51

24-JAN-2001

OFFICE

DEFECTS INVESTIGATION

Oo_or

rt_dt

od_rt

up_tr

Reference No.

878952

OWNER INFORMATION (Type or Print)

869499

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.☒ YES☐ NO

Signature of Owner

Date 2/15/2001

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

164G4W3319M1642158
N/A 164G4W3319M1642158

BUICK

PARK AVENUE

1991
4000

96151

Purchase Date

Dealer's Name Called General Motors

Engine Size

(CID/CC/L) 3.3

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection

No Cylinders 6

☐ New ☒ Used

City State Zip Code

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☒ Front☒ Car☐ Sport UT☐ 2-Door☒ Automatic☒ No☒ Driverside Airbag☐ 2-Point Belt☐ No☐ Rear☐ Minivan☐ Truck☒ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Other☐ Motorcycle☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

Part Name(s)

Location

Failed Part(s)

16130000

EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR

☐ Left☒ Front☒ Right☐ Rear☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 01-JUN-2000

Mileage at Failure(s) 73

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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No

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

POWER DOOR LOCKS DO NOT LOCK OR UNLOCK FROM TIME TO TIME. WHEN CONSUMER CONTACTED DEALER, DEALER SAID THAT THEY COULD DO NOTHING, AND WAS A PROBLEM THAT THEY WERE AWARE OFF. *AK

power lock does not work on passenger side front door. But the problem is that the passenger door will not unlock with the manual lock when power lock lock. The passenger is unable to get out. Safety problem.

CONTINUE ON BACK IF NEEDED

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.
POSTAGE WILL BE PAID BY MAIL 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

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

U.S. GPO: 1982-423-807/80288

I had an accident and a pine cone could not get
out quickly. Because the door would not open
I also contacted several motels and they said
they were aware of the problem but there was
no recall for this safety problem. I talked to
several Bisco at General Motors

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																			
INFORMATION ON THE FAILURE(S) (IF APPLICABLE)																			
THE IDENTIFICATION NO.*																			
* 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.																			
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1	0	1																	
MANUFACTURER/TIRE NAME					SIZE														
NARRATIVE DESCRIPTION (CONTINUED)																			