



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 125

Date Received

26-MAR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

884174

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) (Location at bottom of windshield and driver's side)		Vehicle Make BUICK	Vehicle Model CENTURY	Vehicle Year 2000	Current Odometer Reading
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 Bel ☐ 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 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) _____ Mileage 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE VEHICLE IS BEING DRIVEN WITH REAR WINDOWS DOWN ENTIRE VEHICLE SEVERLY VIBRATES. DEALER CANNOT IDENTIFY PROBLEM. PLEASE GIVE ANY FURTHER DETAILS.*AK

COPIES OF REPORTS ARE KEPT

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) 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 125 Date Received 26-MAR-2001 Reference No. 884174 Work Number Home Number	
OWNER INFORMATION (Type or Print) [Redacted] 682638		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 [Redacted] Date 4/18/01	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Indicate at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
[Redacted]	BUICK	CENTURY	2000
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	Current Odometer Reading
Oct 2000	Sturgeon-Chew Buick Inc.	4	12,000
☒ New ☒ Used	City Licking State Mo. Zip Code 65542	No Cylinders 4	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☒ Onverside Airbag ☒ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☒ No
Drive Train	Vehicle Type	Body Style	
☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport tilt ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
02000000	SUSPENSION AERO dynamic design of vehicle	☒ Left ☒ Front ☐ Right ☐ Rear	☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)
	3-9-01	09800	55 MPH
Failed Part(s) Available?		NHTSA Previously Contacted?	
☒ Yes ☒ No		☒ 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
☐ Yes ☒ No	☐ Yes ☒ No		0
Estimated Property Damage		Reported to Police	
unk.		☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE VEHICLE IS BEING DRIVEN WITH REAR WINDOWS DOWN ENTIRE VEHICLE SEVERLY VIBRATES. DEALER CANNOT IDENTIFY PROBLEM. PLEASE GIVE ANY FURTHER DETAILS.*AK Vehicle vibrates & there is a pounding in the ears. G.M. advised they are aware of the problem but will not fix it. It is unknown what damage is being done to the vehicle during the vibration.			

CONTINUE ON BACK IF NECESSARY

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Cont.

Upon calling General Motors at 800-521-7300 I made contact with a Ms. Jessica Alvarez who advised me that she Alvarez had no idea about the problem with the vehicle. Ms Alvarez said she would get back to me. After a week I recontacted the customer service section and spoke with a Sandy Whitten who after a conversation with me, Whitten called Ken at Sturgeon Buick. I had contacted Ken and taken him for a ride in my century 2000 therefore Ken was aware of the problem. Ken informed Whitten of the problem and Whitten advised me that she (Whitten) had spoken with the Engineers at G.M and was told that G.M. would do nothing and that if I wanted to correct the problem that I should upgrade to a more expensive vehicle. I asked Whitten why did G.M. put the vehicle on the market knowing the vehicle had aerodynamic faults and Whitten did not answer. I informed Whitten that I had purchased the vehicle in good faith but that G.M. had not sold the vehicle in good faith.

