



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 436

Date Received

07-NOV-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

898848

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) (Locate at bottom of windshield or door frame)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2G4WB14W6K1402021	BUICK	REGAL	1989	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
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 13160000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY:OTHER PARTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-SEP-2001 Mileage at Failure(s) 64000 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER TOOK VEHICLE INTO DEALER TO HAVE RECALL 00V189000 REPAIRS CONCERNING REAR CRADLE BOLTS. DEALER DENIED RECALL REPAIRS DUE TO VEHICLE BEING DAMAGED/ RUSTED, AND HAD TOO MANY MILES. DEALER OFFERED TO BUY BACK VEHICLE. *AK

COPIES OF REPORTS - SEE PAGE 2

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 Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 436 Date Received _____ OFFER IS _____ 01-NOV-2001 REFLECTS _____ Reference No. 898848	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES ☒ NO ☐			
In the absence of your signature, the manufacturer of the vehicle certifies that the information provided is true and correct. Signature of Owner _____ Date _____			
VEHICLE INFORMATION			
Vehicle ID# (VIN) (Located at bottom of windshield on driver's side) 2G4WB14W8K1402021		Vehicle Make BUICK	
Vehicle Model REGAL		Vehicle Year 1989	
Current Odometer Reading 164,000		Engine Size (CID/CCL) 2.8	
Fuel Type Gas ☒ Diesel ☐ Turbo ☐		Body Style 2-Door ☒ 4-Door ☐ Station Wagon ☐ Truck ☐	
Transmission Type Automatic ☒ Manual ☐		Vehicle Type Car ☒ Van ☐ Truck ☐ Motorcycle ☐ Other ☐	
Restraint System 3-Point Belt ☒ Driver Side Airbag ☐ Passenger Side Airbag ☐		Cruise Control Yes ☒ No ☐	
Location Front ☒ Left ☐ Right ☐		Failed Parts Original ☒ Replacement ☐	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 13160000		Structure: NAME, MEMBERS AND BODY, OTHER PARTS	
Date(s) of Failure(s) 01-SEP-2001		Mileage at Failure(s) 64000	
Vehicle Speed at Failure(s) 30 mph		Failed Part(s) Yes ☒ No ☐	
(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 \$1000.00		Reported to Police Yes ☐ No ☒	
APPLICATION INCIDENT INFORMATION			
No of Failures 1			
Narrative Description of Failure(s), Incident(s), Injury(ies) CONSUMER TOOK VEHICLE INTO DEALER TO HAVE RECALL 00V149000 REPAIRS CONCERNING REAR CRADLE BOLTS. DEALER DENIED RECALL REPAIRS DUE TO VEHICLE BEING DAMAGED/ RUSTED, AND HAD TOO MANY MILES. DEALER OFFERED TO BUY BACK VEHICLE. AK			
THE PRIVACY ACT OF 1974 (Public Law 93-579)			
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CONTINUE ON BACK IF NEEDED

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)

This vehicle towed to Beachland Buick where the Service Manager Mark Baggley was rude to me. I avoided answering my questions, refused to give me any information or recall of Cadillac bolts refused me a rental vehicle, refused to fix my car, told me it wasn't worth anything and he would give me \$200 for my car and custom service number which he agreed was a joke and laughed. Threatened me with storage on my vehicle. Custom Service Center hotline was a joke. Finally got through to Executive office where I was lied too. Stalled for time. Spoke around. Hanging up on my dad was treated very rudely and lied to by Chad Baggley. At this point I have been stiff armed into releasing my vehicle to GM for a measly \$500. It has also taken almost 2 months repeat 2 months without my vehicle or a rental and I still haven't received my money to replace my vehicle. I have been abused by big business, I'm just a small person who feels if an item is recalled it should be repaired under no circumstances to me as a consumer or I should be appropriately compensated for my time and inconvenience. Not raked across the coals like a criminal trying to rip them off. This ain't even half the story! Feel free to contact me for the rest. I was driving car when both rearview mirrors broke and I went into ditch.

★ U.S. G.P.O. 1982-622-877/80286

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

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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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