



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

13-SEP-2004

Repository

Reference No.
10081911

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LOS ANGELES State: CA Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

Signature of Owner _____ Date: 9/13/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: (GM) 1G4E213C4LW [REDACTED] Make: BUICK Model: RIVIERA Model Year: 1990

Date Purchased: _____ Dealer's Name and Telephone Number: _____ Engine: _____ Fuel Type: _____
No. Cylinders: _____

Original Owner: Dealer's City: _____ State: _____ Zip Code: _____

Transmission Type: Antilock Brakes: Powertrain: [REDACTED]
 Cruise Control
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 13-AUG-2004 Failure Mileage: 100000 Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____

DOT No. (Example: DOTW19ABC036) Original Equipment Prior Repair Failure Location: _____

Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____

Seat Type: _____ Installation System: _____

Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

VEHICLE HESITATED BEFORE ACCELERATING. DEALERSHIP WILL BE NOTIFIED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 - Public Law 93-578 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Ladera Heights Auto Center, thank for my car I was charged for work was already by another auto shop and plus broke or check my work shell, plus put Oil in my car charge me for something that I need; plus had some key made to my car when he already had the keys to my car. the distributor cap no new wires no new spark plugs and the shells wasn't start and I went to the shop early one morning and the shop wasn't open yet and I seen one of the mechanic I brought my car to the shop I want my money to be refunded and he refuse to show me the parts he took off of my car. its more to explain instead of writing all I will explain the rest to the investigator
Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



VEHICLE OWNER'S QUESTIONNAIRE



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

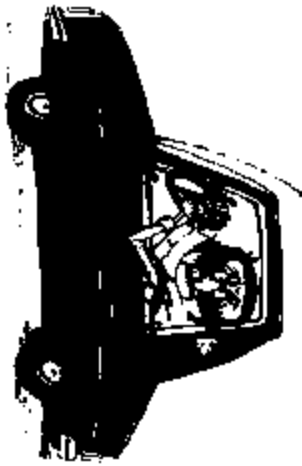
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline

4. ①
Jo.

the Flat Auto Safety Hotline

I am writing you this letter a
long with the complaint form you
sent me. I was referal by a friend
she said this Auto Center did good
work. when I took my car
there it was a man walk up to me
name Roman. he ask me Can I help
you and I tell him I was sent
by this Lady and than I told
him, my car act like its not getting
any Gas, it was lapping so he
told me I would have to leave it
so he can check it out he told me to
come into the office he had one Sign the
Slip and he didn't give me no receipt he said
he will call me and when he fine out
for me come back and put it on the Slip
I Sign and how much it will cost and than
I will get a copy. 4 days went by he did not
call me so I call, he said they were still
checking it out so that Monday I use my
Daughters Car and to wear my car was, he did
not show up for work, because two Guys told
me he didn't come in they tell me they Order
a part it was the part that give you all
the Reading on the dash board. That Wednesday
I call and he said they were still waiting
on the car part. so I dont back that Friday
he said the part came in but it was the
wrong part. and its another one on its
way.

(2)

Mr. Remon

is the manager of the Shop
he never fix I ask him to fix
my nephew look at the car
at the Shop, when Remon raise
the Hood these are the things was
found.

1. was told not to give a car tune up.
2. no new wires
3. no distributor cap or rotor or Module.
4. Car would not start, Car would start all the time when I had it no matter what was wrong.
5. Refuse to start car.
6. was told oil was already change
7. I had the inside clean before I release the car to him, he left my car full of oil inside on floor.
8. he said he had the car wash and it was not
9. plus he crack my windshield on the passenger side.
10. my car still won't start, if it do it will pop like a fire cracker.
11. the knob that adjust the light is broken its gone, I can't adjust it and I know for a fact it gone because I adjust my lights, before I took my car to Remon.

[REDACTED]
Los Angeles, Ca [REDACTED]
[REDACTED]

October 4, 2004

U.S Department Of Transportation
National Highway Traffic Safety Administration
Office Of Defects Investigation, Nvs-216
400 7th Street, SW
Washington, Dc 20590

Dear Sir or Madam:

This is to inform you that, the receipt that does attach to this letter is for the repair that was already fix from ACE BAE AUTO REPAIR. The other receipt's is for a complaint I have against Ladera Heights Auto.

Sincerely,

[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**