



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 100148

Date Received

20 JUL 3 18
07-SEP-2005

Repository ☐

Reference No.
10135711

OWNER INFORMATION (Type or Print)

Name

Address

City

DALY CITY

State CA

Zip Code

94016

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an
Signature of Owner

name or address to the vehicle manufacturer.

☒ YES ☐ NO

Date 10/6/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located in bottom of windshield on driver's side

1G4HP54K3

Make

BUICK

Model

LESABRE

Model Year

2000

Date Purchased
19-OCT-89

Dealer's Name and Telephone Number
PUTNAM BUICK PONTIAC-GMC 850-342-4321

Engine

No. Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

BURLINGAME

State

CA

Zip Code

94011

REGULAR

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

191000 TIRES:TREAD/BELT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-JUL-2005

Failure Mileage

27500

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GENERAL

Tire Model (Name or Number)

1000R20B

Tire Size (Example P215/65R15)

P215/70R-15

DOT No. (Example: DOTM18ABC038)

☒ Original Equipment

☐ Prior Repair

Failure Location:

LEFT FRONT TIRE

Tire Component Code

191000 TIRES:TREAD/BELT

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

Injury

☐ 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).

DT: WHEN STARTING THE VEHICLE THE CONSUMER NOTICED A LIGHT ILLUMINATED ON THE DASH PANEL THAT READ, CHECK TIRE PRESSURE. THE CONSUMER DROVE TO A GAS STATION, INSPECTED TIRES, AND DISCOVERED THE RIGHT FRONT TIRE WAS LOW. THE CONSUMER ADDED AIR TO THE TIRE BUT SUSPECTED THERE WAS A SLOW LEAK BECAUSE THE TIRE WOULD NOT HOLD SUFFICIENT AIR PRESSURE OF 30/30 PSI. THE CONSUMER DROVE TO THE DEALERSHIP WHERE THE VEHICLE WAS PURCHASED. THESE TIRES WERE THE ORIGINAL TIRES WITH PURCHASED VEHICLE. THE DEALER NOTED THE STEEL WAS COMING THROUGH THE TREAD, BUT WOULD NOT REPLACE THE TIRES. DEALER SUGGESTED THAT CONSUMER GO TO A GENERAL TIRE DEALER BECAUSE THE TIRES WERE MANUFACTURED BY GENERAL. THE CONSUMER WENT TO REDWOOD GENERAL TIRE DEALER, AND THEY AGREED THE TREAD WAS COMING THROUGH ON THE RIGHT FRONT TIRE, AND SUGGESTED A REPLACEMENT. THE TIRE WAS REPLACED AT THE CONSUMER'S EXPENSE. THE TIRE SERVICE SHOP SAID THEY WOULD SEND THE TIRE TO MANUFACTURER FOR INVESTIGATION. THE CONSUMER BECAME CONCERNED BECAUSE HE NEVER RECEIVED ANY FURTHER CONTACT ABOUT THE TIRE, AND DECIDED TO CALL THE MANUFACTURER. THE MANUFACTURER CLAIMED THEY NEVER RECEIVED THE TIRE AND THEY WOULD CONTACT THE TIRE SERVICE DEALER. SOME TIME LATER, THE CONSUMER CALLED GENERAL, AND THEY FINALLY DID AGREE TO SOME REIMBURSEMENT FOR THE TIRE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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.

Putnam

BUICK



PONTIAC

GMC

900 Peninsula Avenue, Burlingame, CA 94010

Tel: (650) 342-4321

MINOR SERVICE

6,000 • 12,000 • 18,000 • 24,000 • 36,000 • 42,000 • 48,000

- ☒ 1. Oil and Filter Change
- ☒ 2. Add MOC® Motor Oil Conditioner & Fuel System Treatment
- ☒ 3. Fill Under-hood Fluids to Proper Level
- ☒ 4. Set Tire Pressures
- ☒ 5. Inspect Front & Rear Suspension for Damaged, Loose or Missing Parts & Signs of Wear
- ☒ 6. Rotate Tires (6K, 21K, 36K, 51K, 66K)
- ☒ 7. Lube Door Hinges, Lock Cylinders, All Latches
- ☐ 8. Lube Chassis Where Applicable
- ☐ 4. Torque Throttle Body Mounts (if equipped 6,000 Miles)
- ☒ 8. Clean & Inspect Drive Axle Boot Seals for Damage, Tears or Leakage
- ☒ 9. Add MOC® Windshield Washer Solvent
- ☒ 10. Inspect Power Steering Lines & Hoses for Proper Hook up, Binding, Leaks, Cracks, Chafing etc.
- ☒ 11. Inspect Brake Linings & Report

30% Front 30% Rear

N2 12. Road Test Vehicle (Tires BRO - L&T tire steel cord showing. Its
THREAD SEPARATED

*Prices and service may vary due to your vehicle's model and engine.

ADDITIONAL SERVICES

- | | |
|--|---|
| ☒ Cooling System Flush | ☐ Fuel Injection Cleaning |
| ☐ Replace Differential Lubricant | ☐ Clean Cassette & CD Player |
| ☐ & Inspect For Wear (Posttraction) | ☐ Brake Service |
| ☐ 4-Wheel Alignment | |

RO#

83081

This schedule is recommended by Putnam Buick, Pontiac, GMC and not the manufacturer of your vehicle based on our experience in proper vehicle maintenance for trouble-free driving in the Bay Area. The schedule includes service in addition to those recommended by the manufacturer and may not be required to maintain the factory warranty. It has been designed to protect your investment. In most instances, this schedule meets or exceeds the manufacturer's recommendations. However, under heavy use conditions, additional services may be required.

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).