



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

Repository

Reference No.

10/5/96

OWNER INFORMATION (Type or Print)

Name

Address

City

GREAT FALLS

State

MT

Zip Code

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? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

Make

Model

Model Year

IG4CU5212W4

Buick

Ultra

98

Date Purchased

8-14-05

Dealer's Name and Telephone Number

RIVERSIDE AUTO AUCTION

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

 NO

Copy of Title & phone

State

CA

Zip Code

92504

Transmission Type

AUTOMATIC

 Antilock Brakes

Powertrain

 Cruise Control

Vehicle Component Code

Multiple Failure:

Many

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

8-14-05

Failure Mileage

30654

Failure Speed

All

Security Light intermittent & safety issue

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: DOTM19ABC036)

 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).

DT: THE DIFFERENTIAL ON THE FRONT OF THE 2001 DURANGO WAS DIFFERENT THAN THE ONE IN THE REAR. THIS WAS CAUSING A HAZARD FOR DRIVING. IT ENTAILED THE CHANGING ON ONE REAR END. VEHICLE WAS BOUGHT AT AN AUCTION. IT HAD A MANUFACTURER'S DEFECT. THE CONSUMER HAS BEEN IN CONTACT WITH CHRYSLER, AND CHRYSLER REPAIRED THE DEFECT. CONSUMER HAD TO PAY THE BILL FOR THAT. THE CONSUMER NOTICED THIS WHEN THEY TRIED TO PUT THE DURANGO INTO 4 WHEEL DRIVE, AND IT STARTED ERRATICALLY. THE FRONT DIFFERENTIAL WAS THE CORRECT ONE, BUT THE REAR WAS NOT THE CORRECT ONE. THE FRONT DIFFERENTIAL IS 396 AND THE BACK WAS A 355 FROM THE FACTORY. *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 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.

January 16, 2006

Cari Yturri
General Manager
Bennett Motors
26 9th Street South
P.O. Box 2267
Great Falls, Montana 59403

SAFETY SECURITY
light 1550B 16

Re: Buick Park Security Light

Dear Cari Yturri,

Please find the cashiers check #9212 from the PMI Bank made out to Bennett Motors for \$389.09. I have a little note on there that the customer's problem is not solved.

In the Automobile Business and being an Automobile Dealer for 54 years and a Customer, my instructions were not followed for repairs, resulting in unnecessary and unneeded costs on my 1998 Buick Ultra with 30,000 miles on it. Work order #14392 and the service writer was a gentleman named Jeff. He called me for 3 days to tell me Steve the technician was busy, I said ok, I'll wait for Steve.

Cari I came in, in all good faith to discuss the charges on the car. You used the word argue and that's not what I do. I tried to explain my position, I believe that you had your mind made up already on this and there was not going to be an adjustment on the bill. You said that this was a *team effort*. Well I just needed the one man, I didn't need Rich. I like Rich, but I didn't need his expertise on this particular job and for that particular kind of cost. Took 5 hours at \$59.95 (no parts), total \$257.79 and if I had gone along with the quoted \$612.60, I'd be upside down \$870.39 and we will still need Steve expertise to the tune of \$431.30, that would have been \$1301.69 to repair one Security Yellow Light.

I had in my mind that our training perhaps is different Cari, mine of course has been with General Motor and Cadillac, even Studebaker way back when, Mercedes Benz for numerous years, Jeep Corporation, Genway Corporation, Chevway Corporation, Chrysler Leasing, and I've been to many seminars and meetings and our training was to seize the unique opportunities to solve the problem with a customer, solve that complaint. I always remember the Cadillac's 10 times rule while dealing with a customer that needs my attention. I don't think we had the same training. Of course part of my training; I worked in the Wash Rack, the Grease Rack of Rice Motors and went all the way up to Used Car manager, New Car Manager (always selling), Operations Manager and the years that I managed Rice Motors, we ran 8 years in the black. I was their chief pilot for 2000 hours. I had numerous airplanes. John Rice didn't give me the manager position, and run me all the way up there because he liked my name. I buy for 17 dealers with auction Access Cards, 14 Montana, 1 Utah, 2 Cadillac Stores, California over million and millions in buys. After handling over a thousand leases for banks, Allan Holmes 93 Leasing and Genway and over a hundred in myself, being in the auctions for the last 35 years, I've got a lot of training.

I know right from wrong. I know when my instructions are not followed then we run into Problems. I know what works and what doesn't.


You mentioned in the future that we would go back to Square One, being as Terry had left that I would be in contact with Bob, and that Bob would utilize the correct mechanic that I had asked for. Well I'm in agreement with that. I just want to solve this particular problem at the present time with GM, Buick, Federal Safety Commission and State Safety Department..

Now my thinking is this, if I go to Dr. Van Dyke, the periodontal, and I have him do work and it's not satisfactory, then he will make an adjustment with me or he will do the work over and the same for Dr. Ron O'Neal an oral surgeon. If I went to Terry Cady of Advanced Litho, and their work was not done right, Terry would make an adjustment or do the work over. If I went to Bruce Affedt at Travel TimeRV and he did some work or for that matter did some work for you, say put the shoe on the other foot, he would do it right or he would do an adjustment. If I went to Noreen Newman at Eddie's and it wasn't what I ordered or it wasn't a correct meal, she would give me an adjustment or I would come back for another meal, or for that matter the goldsmith Jerry at Riddle's Jewelry, the same goes for him.

Hardly a day goes by with out one of my units being in a detailing or repair situation. I only use Franchise Dealers under warranty or they have the special equipment and right person. I like small shops as I am better able to control expenses. Franchised Dealers tend to charge likes it's an open charge card or a Blank Check-----I've written hundreds of work orders over the years—I did and still do it right.

You also toward the end of our conversation, mention that you would turn to collections. I really don't think that is necessary as I am a professional. I remember out of all the service places that I've done business with, and all the dealerships and all the years and all the auctions and the thousands and thousands of people I've done business with; Bennett Motors is the only one that has turned me into collections, on Gert Greenwood's faulty ignition key on her Buick. Now I sold her that car for a fee and as is. I was very kind when she went on vacation brought it down there. I did sign the order as I've signed work orders for hundreds of customers and companies over the years -----Lots of Leases and they were never charged to me. Now when you charged me and I told the people down there, (IT WAS NOT MY RESPONSIBILITY) turn me into collections, I went to Gary Gray and to my attorney Gary Zadick. Which he stated, just do it, pay the money, and go about your business, so I did. But of all the dealerships I never have ever had a collection out of a dealership. I don't know what makes Bennett Motors a little different at this point in time. I kind of have it in my mind that Carol Bennett who I knew quite well and had many conversations with and I liked him; I don't think he would have ever turned me into collections. I don't think Dick Bennett would of either. Be as it may, I will write my letters to General Motors, Buick and The Safety Board and I will still want to see the service rep on this automobile, when that service rep is in town. I've been talking to service reps for many, many years and I think that I should have that entitlement. Thanks for your time

Regards,



November 16, 2005

Cari Yturri
General Manager
Bennett Motors
26 9th Street South
P.O. Box 2267
Great Falls, Montana 59403

Re: Buick Park Security Light

Dear Cari Yturri,

I've been in the Auto Business for 54 years. In that time I have not seen a total billing for an intermittent security light, that caused no starting problems, did not fail to start and let the auto run and at times stay off for several days, which involved so much cost, also the service writer did not follow my instructions.

I would like to meet with you at your convenience. I would appreciate an appointment with your Buick Service Representative ----- when he or she is in Great Falls. You may contact me on my cell [REDACTED]

[REDACTED]

[REDACTED]

Great Falls, Montana 59406

[REDACTED]

enc: Bennett Motor Statement

• Great Falls, Montana •

, Great Falls, Montana

- Grandfathered Auto Dealer, State of Montana
- Had over 300 Lease Units out in Montana
- Licensed Bonded Dealer 2UD28 34 years
- 53 years total Shop to Top Manager and Owner – all in Great Falls, Montana

- Trained by:
 - Rice Motors Manager 8 years, 7 years Shop Training
 - GM Motors Cadillac Manager, Sales New and Used / Operations Manager
 - Mercedes Benz Manager, Sales New and Used
 - Jeep Corp Manager, Sales New and Used
 - Chrysler Leasing Manager, Sales New and Used
 - Ford Leasing Manager, Sales New and Used
 - Chevway/Genway Leasing Manager
 - Cessna/Piper/Bell Sales/Leasing IFG
 - U S Army 1953

- Broker/Wholesaler/Retailer—buy for 16 Dealerships, ship units to 48 States—gross sales in 32 Auction years, over 200 million dollars, Dealers and Customers

- Sold Units for all Banks, Credit Unions , worked 600 Leases out for 1st Westside Bank and 157 Leases out for Montana Bank and Millions of dollars recovered for Investment Firms

- Owned and flew 5 Single and Turbo Twin Aircraft with 3300 hours accumulated 40 years of Flying Experience
- Owned and drove 17 Power Twin and Single Ski Boats and numerous Bikes
- Travel 90,000 flying miles a year
- Bell Jet Ranger Time Lease
- Drive 1,500 miles a month, Los Angeles and Las Vegas
- Walk 50 miles a month at Auctions

- Spend one-quarter of my life on the Market/Road
- Born in Great Falls – same House 47 years
- Have 3 daughters: Daneen, School Teacher; Nannette, Lawyer; Rina, Master's in Computer Science
- Have 12 grandchildren, one great grandchild

- Member and held office in:
 - J.C.s, several offices
 - Chamber of Commerce
 - Airport Planning Commission
 - Montana Pilot's Association, every office
 - Montana New Car Truck Association
 - Used Auto Dealers Association
 - Rice Credit Union, every office
 - Kawina's

- I cherry-pick out of over 40,000 units I see monthly on the Auction Market and Dealers.
- The average car has over 18,000 parts, a Mercedes Benz has over 22,000 parts.
- Risk is always mine, as I'm the one writing out the buy check. I have not been pre-paid and don't require a deposit with a mutual understanding and trust.

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

C430202265T

AUTOMOBILE

VEHICLE ID NUMBER

1G4CU5212W4

BODY TYPE MODEL

4D

UNLADEN WEIGHT

YR 1ST SOLD

1998 KH

FUEL

6

TRANSFER DATE

MO HP

YR MODEL

1998

MAKE

BUIC

FEES PAID

\$291

PLATE NUMBER

REGISTRATION EXPIRATION DATE

09/22/2002

ISSUE DATE

03/09/02

ODOMETER READING

15434 MI

ODOMETER DATE

09/20/2001

ACTUAL MILEAGE

duplicate title. ACCEPTED

ENGINE #

e vehicle/vessel

AL REC'D

SELLING PRICE

N/A

(GIFT VALUE)

to complete or

t of my knowledge

mechanical limits

jury under the laws

DL, ID OR DEALER #

5 5 2 3 3

DL, ID OR DEALER #

DL, ID OR DEALER #

DAYTIME PHONE #

n I have provided is

DL, ID OR DEALER #

D 4 0 2 7 5 3 3

DL, ID OR DEALER #

DL, ID OR DEALER #

DAYTIME PHONE #

MOTORCYCLE ENGINE NUMBER

REDONDO BEACH CA

I certify under penalty of perjury under

1a. DATE X

1b. DATE X

SIGNATURE(S) BELOW RELEASES INTEREST

SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE TRANSFERRED BY AGENT SIGNING FOR A COMPANY

DATE TRANSFERRED BY AGENT SIGNING FOR A COMPANY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

IMPORTANT READ CAREFULLY

2. X Signature releases interest in vehicle. (Company names must be countersigned) Release Date

CA60619636

001897

REG. 17.30 (REV. 2/08)

KEEP IN A SAFE PLACE - VOID IF ALTERED

Seller

PRINT NAME

X SIGNATURE

DATE

MAILING ADDRESS

CITY

REDONDO BEACH

STATE

CA

ZIP

SECTION 5: Power of Attorney

I/We (PRINT NAME(S)) appoint POWER CHEVROLET (PRINT NAME(S))

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney

X

DATE

07/22/2005

Signature required by person appointing Power of Attorney

X

DATE

Vehicle/Vessel No. 5T986

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

ownership certificate. It must accompany the titling documents or application for a duplicate title.
ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

STATE
ZIP CODE

| Vehicle/Vessel Description | | | | |
|----------------------------|---------------------|-------|--------------------|---------------------|
| IDENTIFICATION NUMBER | YEAR MODEL | MAKE | LICENSE PLATE/CF # | MOTORCYCLE ENGINE # |
| 1G4CU5212W4 | 1998 PARK AVENUE | BUICK | | |

SECTION 2: Bill of Sale

I/We _____ sell, transfer, and deliver the above vehicle/vessel
(PRINT SELLER'S NAME(S))

to **POWER CHEVROLET** on **07 22 2005** for the amount of **\$ VAL REC'VD**
(PRINT BUYER'S NAME(S)) MO DAY YR (SELLING PRICE)

If this was a gift, indicate relationship: _____ (e.g. parents, spouse, friend, etc.) **\$ N/A**
(GIFT VALUE)

SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads , (no units) miles, and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING—ODOMETER DISCREPANCY

Odometer reading is NOT the actual mileage Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: _____

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

| | | | |
|-------------------------|--------------------|-----------------|----------------------|
| PRINT NAME | SIGNATURE | DATE | DL. ID OR DEALER # |
| POWER CHEVROLET | <i>[Signature]</i> | 07/22/05 | 5 5 2 3 3 |
| PRINT NAME | SIGNATURE | DATE | DL. ID OR DEALER # |
| PRINT NAME | SIGNATURE | DATE | DL. ID OR DEALER # |
| MAILING ADDRESS | CITY | STATE | ZIP |
| 14610 HINDRY AVE | HAWTHORNE | CA | 90250 |
| | | | DAYTIME PHONE # |
| | | | (310)536-4000 |

SELLER

I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

| | | | |
|-----------------|----------------------|-----------------|------------------------|
| PRINT NAME | SIGNATURE | DATE | DL. ID OR DEALER # |
| | <i>[Signature]</i> | 07/22/05 | 0 4 0 2 7 5 3 3 |
| PRINT NAME | SIGNATURE | DATE | DL. ID OR DEALER # |
| PRINT NAME | SIGNATURE | DATE | DL. ID OR DEALER # |
| MAILING ADDRESS | CITY | STATE | ZIP |
| | REDONDO BEACH | CA | |
| | | | DAYTIME PHONE # |

SECTION 5: Power of Attorney

I/We _____ appoint **POWER CHEVROLET**
(PRINT NAME(S))

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by _____ Attorney DATE **07/22/2005**

Signature required by person appointing Power of Attorney DATE

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).