



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

2008 FEB - 16 01 12 41

FOR AGENCY USE ONLY 100148

Date Received

Repository

Reference No.  
10197550

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City LOUDON State TN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 a signature, please print your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 8/16/2007

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3G5DA03E2 [REDACTED]  
Make: BUICK Model: RENDEZVOUS Model Year: 2003  
Date Purchased: 01-JUN-03 Dealer's Name and Telephone Number: [REDACTED] Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 24-JUL-2007 Failure Mileage: 93737 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: 0 Number of Deaths: 0 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).

TL\*THE CONTACT OWNS A 2003 BUICK RENDEZVOUS. THE CONTACT NOTICED FUEL LEAKING FROM THE FUEL TANK WHERE THE FILLER PIPE CONNECTS. THE DEALER STATED THAT THERE WAS NO VISIBLE DAMAGE TO THE FUEL TANK, BUT IT NEEDED TO BE REPLACED. THE DEALER MADE THE REPLACEMENT AND THERE HAVE BEEN NO FURTHER FAILURES. THE CURRENT AND FAILURE MILEAGES WERE 93,737.

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.

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

FUEL STORAGE TANK- LEAKING AT FILLER PIPE TO TANK CONNECTION

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

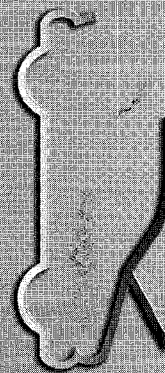
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210 400 7th Street, SW Washington, DC 20590



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration



Dear Sirs,

Yesterday , July 24th I spoke to Alice at Buick customer assistance center concerning a fuel tank leak [REDACTED] Clearly a defect, and I feel very fortunate this did not end in a horrible tragedy for my wife and me.

Although we reached no immediate conclusion on this matter, Alice assured me she would look into it further. A remedy to correct this very serious defect and costly repair would be very much appreciated. My vehicle is now at a General Motor's repair facility and I am leasing a loaner vehicle. We have been very loyal G.M. customer's for many years and would greatly appreciate resolution to this problem.

Thank you,

[REDACTED]  
Loudon, Tn.  
[REDACTED]  
[REDACTED]

July 27, 2007

Dear Sirs,

Yesterday, July 26th I spoke to Allyson at Buick customer assistance center concerning a cracked fuel tank on my vehicle ref# [REDACTED]. I was astonished to learn no action would be taken by Buick for this defective part nor would I be receiving any compensation in my repair. I am very concerned about this safety issue and if this is what you call normal wear and tear I fear for the many Buick Rendezvous drivers and well being for the safety of the public. I contacted Highway Safety Administration and discovered others have reported this same defect and Buick has not recalled or made a remedy to this problem. I have been a loyal G.M. customer for 30 years. I will be purchasing a new vehicle soon and now I feel I will take a look at the other manufactures.

Thank you

[REDACTED]

Loudon, Va

[REDACTED]

BUICK

10/21/2008

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