



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

13-FEB-2008

Repository

Reference No.  
10217917

2008 MAR 4 PM 12:19

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: BUFFALO State: NY Zip Code: [REDACTED]

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: [REDACTED] Date: 2/26/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4CW54K5 [REDACTED]  
 Make: BUICK Model: PARK AVENUE Model Year: 2003  
 Date Purchased: 01-DEC-03 Dealer's Name and Telephone Number: Cappellino's Towne Buick  
 Engine: No: Cylinders 6 Fuel Type: Gas  
 Original Owner:  Dealer's City: Williamsville State: NY Zip Code: 14221  
 Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control  
 Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES  
 Multiple Failure: 1

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

Incident Date(s): 01-JUN-2007 Failure Mileage: 22000 Failure Speed: 0

**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 PARK AVENUE. THE POWER LOCK ON THE DRIVER'S SIDE DOOR MALFUNCTIONS. THE LOCK IS MOUNTED IN THE DRIVER'S DOOR AND HAS BECOME LOOSE, WHICH CAUSES THE SWITCH TO FLOAT AROUND IN THE DOOR. HE HAS TAKEN THE VEHICLE TO THE DEALER AND WAS INFORMED THAT THEY COULD NOT REPLACE THE SWITCH OR REPAIR IT FOR FREE BECAUSE THERE WAS NO RECALL. THE FAILURE MILEAGE WAS 22,000 AND CURRENT MILEAGE WAS 25,864. —  
 Subsequent to the above I was advised that Buick would "cover" the replacement. This shows on Item C of the attached bill. There were charges of \$42 related to this however as shown in Item E which refers back to Item C  
 My concern with this defective part is the inability to lock all doors - a safety issue in a dark parking lot, or with children in back seat, etc.

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.



**CAPPELLINO'S TOWNE BUICK HUMMER OF BUFFALO**

REPAIR SHOP  
REG. NO.  
R 7052756

5411 Transit Road · Williamsville, NY 14221  
(716) 689-2900 · Fax: (716) 639-7721 · Parts Hotline: 689-3  
www.townebuick.com · www.hummerofbuffalo.com

*Your Kind of Towne*

BUFFALO, NY

SERVICE ADVISOR **PATRICK J O'DEA**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
01FEB08	14FEB08	5525	1G4CW54K53				14FEB08	53184
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
			03 BUICK PARK AVENUE		VARI	30OCT03	552	552
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
25684	25684							

DESCR.	TYPE	HOURS	LABOR	PARTS	TOTAL
<b>A 24,000 MILE SERVICE. LUBRICATE, CHANGE ENGINE OIL AND FILTER. PERFORM 10 POINT INSPECTION. ROTATE TIRES AND SET TIRE PRESSURES. REPLACE FUEL FILTER. PERFORM FUEL SYSTEM SERVICE AND INSPECTION.</b>					
<b>01BUZ24K 24,000 MILE SERVICE. LUBRICATE, CHANGE ENGINE OIL AND FILTER. PERFORM 10 POINT INSPECTION. ROTATE TIRES AND SET TIRE PRESSURES. REPLACE FUEL FILTER. PERFORM FUEL SYSTEM SERVICE AND INSPECTION.</b>					
540	C		45.00		45.00
5 MOTOR OIL		2.30	2.30		11.50
1 25010792 FILTER		5.25	5.25		5.25
1 203 FI CLEANER		8.95	8.95		8.95
1 25121293 FUEL FLTR		20.00	20.00		20.00
<b>B NYSI - SAFETY AND EMISSIONS</b>					
<b>03NYSE NYSI STICKER 1847640</b>					
540	CNT		21.00		21.00
<b>C CUSTOMER STATES KNOB IN DOOR PUSHED IN CAUSE: CLIPS BROKE ON BEZEL</b>					
<b>C3228 BEZEL, FRONT DOOR LOCK AND POWER SEAT SWITCH LEFT REPLACE</b>					
383	W				(N/C)



SALES · SERVICE  
PARTS · COLLISION  
FINANCING · LEASING

RENTALS AVAILABLE

*Thank You!  
We Appreciate  
Your Business!*

Towne Buick-HUMMER is dedicated to achieving the epitome of "The Mark of Excellence" in serving the transportation needs of our valued customers.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

**X**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON \_\_\_\_\_ DATE \_\_\_\_\_



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		03	BUICK PARK AVENUE		VARI	30OCT03	552	552
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
25684	25684							

TECH	TYPE	HOURS	LIST PRICE	NET UNIT	TOTAL
1	89040049 BEZEL				(N/C)
	FC: 1D				
	PART#: 89040049				
	COUNT: 1				
	CLAIM TYPE:				
	AUTH CODE: A				
	VB				
<b>** REPLACE FRONT BRAKE PADS AND RESURFACE ROTORS</b>					
40BUZFRNTPADS REPLACE FRONT BRAKE PADS AND RESURFACE ROTORS					
	540 C		144.00		144.00
	1 88909661 PAD KIT	59.95	59.95		59.95
<b>** REFINISH NEW PANEL FROM LINE C</b>					
95 REFINISH REPAIR					
	485 CBP		42.00		42.00
MISC PAINT AND MATERIALS					
	CBM		20.00		20.00



SALES · SERVICE  
PARTS · COLLISION  
FINANCING · LEASING

RENTALS AVAILABLE

*Thank You!  
We Appreciate  
Your Business!*

DESCRIPTION	TOTALS
LABOR AMOUNT	252.00
PARTS AMOUNT	105.65
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	377.65
LESS INSURANCE	0.00
SALES TAX	31.21
PLEASE PAY THIS AMOUNT	408.86

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here described on streets, highways or elsewhere for the purpose testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto.

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**X**

Towne Buick-HUMMER is dedicated to achieving the epitome of "The Mark of Excellence" in serving the transportation needs of our valued customers.

TOWNE BUICK GUARANTEES ITS COLLISION AND PAINT WORK TO BE FREE FROM DEFECTS DUE TO WORKMANSHIP FOR A PERIOD OF 5 YEARS. PAINT GUARANTEE DOES NOT COVER STONE CHIPS OR OTHER DRIVING HAZARDS. GUARANTEE DOES NOT APPLY TO RUST OR CORROSION REPAIRS. THIS INVOICE IS PROOF OF PURCHASE. NO CLAIMS WITHOUT INVOICE.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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