



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: 2008 MAY 20 AM 7:35
02 MAY 2008
Repository
Reference No. 10226454

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MYRTLE BEACH State: SC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

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: 3G5DB03E63[REDACTED]
Make: BUICK Model: RENDEZVOUS Model Year: 2003
Date Purchased: 2/4/04 Dealer's Name and Telephone Number: PALMETTO CHEVROLET CO.
Original Owner: Dealer's City: CONWAY, S.C. 29526 State: SC Zip Code: 29526
Engine: No. Cylinders: Reg
Transmission Type: AUTO Antilock Brakes: Powertrain: _____
 Cruise Control Vehicle Component Code: 105000 POWER TRAIN:DRIVELINE
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-APR-2008 Failure Mileage: 67083 Failure Speed: 45
REAR DIFFERENTIAL FAILED (Gears) came apart.

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: 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. WHILE DRIVING 45 MPH, THE ALL WHEEL LIGHT ILLUMINATED, WHICH INDICATED THAT IT WAS DISABLED. THE CONTACT TOOK THE VEHICLE TO A NEARBY BUICK DEALER AND THEY STATED THAT THE REAR DIFFERENTIAL WAS COMING APART ON THE INSIDE. THE COST FOR THE REPAIR WAS \$2,667, BUT THE CONTACT WAS CHARGED \$1,302.58. THE FAILURE MILEAGE WAS 67,083.

I called GM case filing # [REDACTED] (14 April 09)
Attached is a copy from the Buick Dealer (HYATT) of my 1/2 of the cost. (over)

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.

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

see attached.

If this is a defective part, then I should have my money returned.

Thank You,

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

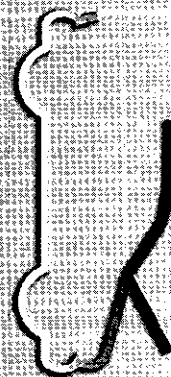
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



SALES DRAFT

HYATT BUICK GMC
922 FRANTAGE RD EAST
MYRTLE BEACH, SC 29577
TERMINAL 5058276

██████████
04/14/2008 11:57:52

PX XXXXXXXXXXXX
INVOICE ██████████ H02*
AUTH. CODE ██████████

SALE TOTAL \$1302.58

CUSTOMER COPY



3704 weeks

HYATT BUICK GMC TRUCKS

Hwy. 17 By-Pass at 10th Ave. North
922 Frontage Rd., E.
MYRTLE BEACH, S.C. 29577-6700
Phone (843) 448-4426
Toll Free - 800-222-1453

BUCS136118



BUCS136118

#

10226454

CUSTOMER NO.	ADVISOR DENNIE SHANNON	TAG NO. 614	INVOICE DATE 04/14/08	INVOICE NO. BUCS136118
MYRTLE BEACH, SC	LABOR RATE	LICENSE NO.	MILEAGE 67,083	COLOR GREEN/
	YEAR / MAKE / MODEL 03/BUICK/RENDEZVOUS/UTL 4DR		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G 5 D B 0 3 E 6 3 S		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 04/11/08	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 64084	

LABOR & PARTS

JOB # 1 11BUZ AXLE & DIFFERENTIAL HOURS: 2.20 TECH(S): 545 77.00
 SPLIT WARRANTY = 50.00% CUSTOMER = 50.00% WARRANTY

ADW DISABLED LIGHT IS ON
 REAR DIFFERENTIAL GEARS COMING APART INSIDE
 REPLACED REAR DRIVE MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	88894200	DIFF 5.510	1140.36	1140.36
			SPLIT WARRANTY = 50.00% CUSTOMER = 50.00%		WARRANTY
JOB # 1 TOTAL PARTS					1140.36
JOB # 1 TOTAL LABOR & PARTS					1217.36

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		5.39
TOTAL - MISC				5.39

IMPORTANT

You may receive a questionnaire from General Motors Co. in the next few days. If for any reason you cannot grade us "Completely Satisfied," please contact our Service Manager. Thank You!

HYATT BUICK GMC TRUCKS
(843) 448-4426

TOTALS

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR....	77.00
TOTAL PARTS....	1140.36
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	5.39
TOTAL MISC DISC....	0.00
TOTAL TAX.....	79.83
TOTAL INVOICE \$	1302.58

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, HYATT BUICK GMC TRUCKS, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and HYATT BUICK GMC TRUCKS neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

ALL GENERAL MOTORS PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

DEALER IS 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 THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.



THANK YOU FOR YOUR BUSINESS!