



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

14-MAY-2008

Repository ☐

Reference No.

10227713

2008 MAY 29 AM 10: 32

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MASON State OH Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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: 1G4HP54K6YU [REDACTED] Make BUICK Model LESABRE Model Year 2000

Date Purchased MAY 2000 Dealer's Name and Telephone Number JOE CONLEY OUT OF BUSINESS Engine: No: Cylinders 6 Fuel Type: REG.
Original Owner ☒ Dealer's City State Zip Code

Transmission Type AUTO ☒ Antilock Brakes Powertrain Vehicle Component Code 191000 TIRES:TREAD/BELT
☐ Cruise Control Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-MAY-2008 Failure Mileage 65,062 Failure Speed 65 TIRE THREAD CAME OFF

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make BRIDGESTONE Tire Model (Name or Number) INSIGNIA SL Tire Size (Example P215/65R15) P205/75R15
DOT No. (Example: DOTM19ABC036) 1CMJPN15003R ☐ Original Equipment ☐ Prior Repair Failure Location: BUSHALL FLORIDA
Tire Component Code 191000 TIRES:TREAD/BELT 460 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 2000 BUICK LESABRE. THE VEHICLE HAS BRIDGESTONE INSIGNIA SL, SIZE P205/75/R15 TIRES. WHILE DRIVING 65 MPH, THE CONTACT HEARD A STRANGE SOUND COMING FROM THE VEHICLE AND THE ENGINE BEGAN TO LOSE POWER. HE PULLED TO THE SIDE OF THE ROAD AND HAD THE VEHICLE TOWED TO A LOCAL AUTO SHOP. A PROFESSIONAL TECHNICIAN NOTICED THAT THE TREAD FROM THE PASSENGER SIDE TIRE HAD COMPLETELY SEPARATED FROM THE TIRE. AS A RESULT, THE TREAD FROM THE TIRE BECAME TRAPPED UNDERNEATH THE VEHICLE, WHICH DAMAGED THE ENGINE AND FUEL PUMP SYSTEM. THE VEHICLE IS CURRENTLY BEING REPAIRED AT THE COST OF \$1,900. THE CONTACT HAS PICTURES OF THE FAILED TIRE. THE FAILURE MILEAGE WAS 28,000.

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)

TIRE TREAD CAME OFF CAUSING ^{\$1973.00} ~~\$1973.00~~ DAMAGE TO CAR.
\$ 1973.00

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

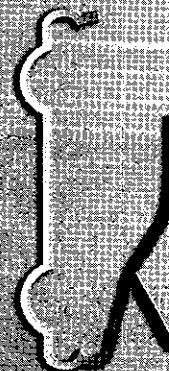
WASHINGTON, DC

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**



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation



STORE# 0959
2163 WEST C-48
BUSHNELL, FL 33513-0000 US
(352)793-1300
LIC# [REDACTED]

Service Order:



485700 70057

See cashier for goodyear registration card or visit
www.goodyear.com to register your tires

DATE 05-11-2008	NAME [REDACTED]	PHONE # (0) -
YEAR 2000	MAKE BUICK	MODEL LESABRE
LICENSE [REDACTED]	ODOMETER 65062	CUSTOMER ARRIVAL TIME 2008-05-11 07:31 AM
SERVICE COMPLETED TIME 2008-05-11 07:48 AM		COLOR White (Pearl)

Service Description	Service
NEW TIRE Whitewall - IN - Tire Pressure - CHECKED, Ft.0 R.30 - Valve Stem - Install - COMPLETE N/C MOUNT ONLY - Tire Service Accepted - Valve Stem Optional - NO ACTION ONE-TIME BALANCE - Balance (Required) - COMPLETE DISPOSAL FEE - Dispose of Old Tire Accepted - COMPLETE	0.00
- New Tires - COMPLETE DOT: MD34011R0408	0.00
- N/C Tire Mount	5.00
LUG TORQUE Passenger Rear 100 FT-LB TREAD DEPTH Passenger Rear - 0/32	0.00

Merchandise Description	Save Old Parts	Quantity	Unit Price	Merchandise
215/70R15BWV-TRACH		1	65.00	65.00
VALVE STEM TR-414		1	1.75	1.75
Total (Excluding Tax)				71.75

Customer Comments
Technician Comments
HOW DO YOU WISH TO PAY FOR THIS SERVICE? ____ CASH ____ CHECK ____ CREDIT CARD ____ MONEY ORDER
2ND AUTHORIZED NAME & PHONE
PROPOSED COMPLETION DATE: 05/11/2008

DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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. WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.	
CUSTOMER SIGNATURE	DATE 05-11-2008

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL EXCEEDS \$100. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THE AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____ DATE _____

FS403718 mandates a \$1.00 fee for each new tire sold in the State of Florida.
FS403718 mandates a \$1.50 fee for each new or manufactured battery sold in the State of Florida.

ALL LABOR CHARGES ARE BASED ON A FLAT RATE. WE SUPPLY FREE ESTIMATES. WE DO NOT HAVE A DAILY STORAGE CHARGE FOR VEHICLES. WE ONLY SELL NEW PARTS

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED _____
DATE _____
QUALITY CONTROL TECH: ROBERT 2554
SERV WRTR/GREETER: ROBERT 2554
TIRE TECHNICIAN: MICHAEL 3523



2 copy

495 VENICE BYPASS N, VENICE, FL 34292 (941)484-3566
Florida Motor Vehicle Repair Shop Registration No: MV-07624

INVOICE

DATE: 01-28-04

TIME: 18:31:59

PAGE: 1

INVOICE-R
STORE# 05-24

INVOICE#: 0524-104706

SOLD TO:

NOKOMIS FL

VEHICLE: 2000 BUICK LESABRE CUSTOM MILEAGE: 28846 TAG#: VIN-
TORQUE = 100 FRONT = 30 PSI REAR = 30 PSI

CASHIER#: RICHARD DIGIOIA

SI	Me	MFG	ITEM	NUMBER	SUF	DESCRIPTION	LR	QTY	UNIT\$	FET\$	EXTEND\$	MISC	NOTES
12	07	DO	13404			4-WHEEL ALIGNMENT		1	49.99	0.00	49.99		
						VIBRATION							
12	07	BFL	7046930			COURTESY CHECK		1	0.00	0.00	0.00		
12	02	BR	101753			2157015 BR INSIGNIA SL WW 97S		4	74.25	0.00	297.00		
						NEW DOT#:1CMJPN15003							
						NEW DOT#:1CMJPN15003							
						NEW DOT#:1CMJPN10104							
						NEW DOT#:1CMJPN10104							
12	02	DO	240			STATE NEW TIRE FEE		4	1.00	0.00	4.00		
						FLORIDA STATUTES #FS403.718 MANDATES A \$1.00 FEE FOR EACH NEW TIRE IN THE STATE OF FLORIDA							
12	02	DO	6160			TIRE DISPOSAL CHARGE		4	1.99	0.00	7.96		
12	02	DO	13141			PASS PERF PKG & LIFETIME BAL		4	17.99	0.00	71.96		
12	02	DO	13491			LIFETIME WHEEL BALANCING		4	0.00	0.00	0.00		
12	02	DO	1372			TIRE VALVES		4	0.00	0.00	0.00		
12	02	DO	1311			PASSENGER TIRE R/H		4	0.00	0.00	0.00		
12	02	REC	ALIGN		07282004	RECOMMEND CHECK ALIGNMENT		1	0.00	0.00	0.00		
12	02	REC	ROTBAL		07282004	RECOMMEND ROTATE & BALANCE		1	0.00	0.00	0.00		
12	02	DO	13101			PASS/LT TRK TIRE DISCOUNT		1-	75.00	0.00	75.00-		
12	07	BFS	7029815			MISC FUEL FILTER		1	39.99	0.00	39.99	MC	
						BLACK OUT							
99	99	DO	1377			MISC SHOP SUPPLIES		1	4.70	0.00	4.70		
						ABOVE CHARGE REPRESENTS COST AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL							
**						PARTS TOTAL ->			345.91				
**						LABOR TOTAL ->			49.99				

SUB TOTAL 400.60
SALES TAX 24.54
INVOICE TOTAL 425.14

(Continued on page 2)



495 VENICE BYPASS N, VENICE, FL 34292 (941)484-3566
Florida Motor Vehicle Repair Shop Registration No: MV-07624

INVOICE

INVOICE-R
STORE# 05-24

DATE: 01-28-04
TIME: 18:31:59
PAGE: 2

INVOICE#: 0524-104706

METHOD OF PAYMENT	AMOUNT\$
MASTER CARD	425.14

Customer's Signature

THANK YOU

Visit us at <http://www.tiresplus.com>

Parts and service warranties attached - All parts on invoice are new unless otherwise indicated - U = Used * RC = ReConditioned * RE = Rebuilt

We hope your visit to Tires Plus has been enjoyable. Comments regarding your visit are greatly valued and assist us in our development. Please ask for our store manager or contact guest services at 800-440-4167.

1-800-356-4644

Bridgette

1-800-367-3872

102 27713

1001 # JWS

05/12/2008 at 02:16 PM
42675

Job Number:

CARSTAR KING'S COLLISION

License #: [REDACTED] Federal ID #: 311175446
8849 Columbia Rd
Maineville, OH 45039
(513) 677-5544 Fax: (513) 697-4624

9 AM
19TH
Monday

ESTIMATE OF RECORD

Written By: LEN GORDON 05/12/2008 02:16 PM
Adjuster: Queue, South East F (877) 230-3084
Assignment Type:

Insured: [REDACTED] Claim #: [REDACTED]
Owner: [REDACTED] Policy #: [REDACTED]
Address: [REDACTED] Deductible: \$500.00
NOKOMIS, FL [REDACTED] Date of Loss: 05/11/2008 at 12:00 AM
Day: [REDACTED] Type of Loss: Collision
Point of Impact: 5. Right Rear

Inspect
Location: 5784 SOUTHWATER DR.
HERNDON
Mason, OH 45040

Day: [REDACTED]

Insurance THE HARTFORD
Company: 4040 VINCENNES CIR.
INDIANAPOLIS, IN 46268

Business: (877) 230-3084
5 Days to Repair

2000 BUIC LESABRE CUSTOM 6-3.8L-FI 4D SED WHITE Int:

VIN: 1G4HP54K6YU [REDACTED] Lic: [REDACTED] FL Prod Date: 05/2000 Odometer: 65958

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Auto Level
Keyless Entry	Body Side Moldings	Dual Mirrors
Console/Storage	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	Power Trunk/Tailgate	AM Radio
FM Radio	Stereo	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	Front Side Impact Air Bag
4 Wheel Disc Brakes	Cloth Seats	Automatic Transmission
Overdrive	Wire Wheel Covers	

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT DOOR					
2	Blnd	RT Outer panel					1.0
3	R&I	RT Mirror assy w/o seat memory w/o htd glass				0.5	
4	R&I	RT Side molding				0.4	
5	R&I	RT Handle, outside white				0.3	
6	R&I	RT R&I trim panel				0.5	
7	Repl	RT Belt w'strip	1	66.50		0.3	
8		REAR DOOR					
9*	Rpr	RT Outer panel				2.0	2.0

05/12/2008 at 02:16 PM
42675

Job Number:

ESTIMATE OF RECORD
2000 BUIC LESABRE CUSTOM 6-3.8L-FI 4D SED WHITE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
10		Add for Clear Coat				
11	R&I	RT Belt w'strip				0.8
12	R&I	RT Handle, outside paint to match			0.3	
13	R&I	RT R&I trim panel			0.3	
14	Refn	RT Handle, outside paint to match			0.5	0.4
15		QUARTER PANEL				
N 16*	Rpr	RT Quarter panel			4.0	2.2
17		Overlap Major Adj. Panel				-0.4
18		Add for Clear Coat				0.4
19	Repl	RT Nameplate "LESABRE CUSTOM"	1	13.30	0.2	
20#	R&I	PGA Small emb			0.1	
21#	R&I	Oval emb - PGA			0.2	
22		REAR LAMPS				
N 23*	Repl	LKQ RT Tail lamp assy +25%	1	106.25	0.3	
24*	R&I	RT Filler			0.3	
25		REAR BUMPER			0.3	
26	Repl	RT Extension	1	32.56	0.2	
27	Repl	Bumper cover custom	1	417.66	1.5	2.6
28		Add for Clear Coat				1.0
29#	Rpr	Wiring - open for inspection				
30#	Subl	Painted Stripe	1	81.25 T		
31#		Flex Additive	1	6.00		
32#		Adhesive removal	1		0.5	
33#		Car Cover	1	10.00		
34#		Hazardous Waste Removal	1	3.00		
35#	Rpr	Re-tape body side & emb			0.4	
Subtotals ==>				736.52	12.8	10.0

Line 16 : Includes wheel house
Line 23 : All foreign - q#3504

05/12/2008 at 02:16 PM
42675

Job Number:

ESTIMATE OF RECORD

2000 BUIC LESABRE CUSTOM 6-3.8L-FI 4D SED WHITE Int:

Estimate Notes:

We have received signed authorization to repair the vehicle?
Is the Vehicle Driveable?
Date the repairs will start?
Have LKQ parts been considered?
This is not a final bill

ALL FOREIGN - (800) 420-4777
500 N WILSON RD
COLUMBUS OH, 43204
Tail lamp Q#3504 \$85

TRIPLETT AUTO PARTS - (800) 385-2727
181 M N. HAMILTON RD
COLUMBUS OH., 43213
no parts
STRICKER USED AUTO PARTS - (513) 732-1152
4955 Benton Rd
Batavia OH, 45103
no parts

Customer states: gas guage not working, low fuel alarm going off.
wiring damaged - inspect & add repair or replace

Parts		655.27
Parts Discount	\$ 530.02 -10.0%	-53.00
Body Labor	12.8 hrs @ \$ 42.00/hr	537.60
Paint Labor	10.0 hrs @ \$ 42.00/hr	420.00
Paint Supplies	10.0 hrs @ \$ 22.00/hr	220.00
Sublet/Misc.		81.25

SUBTOTAL \$ 1861.12
Sales Tax \$ 1779.87 @ 6.5000% 115.69

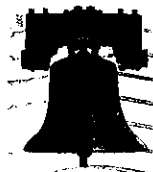
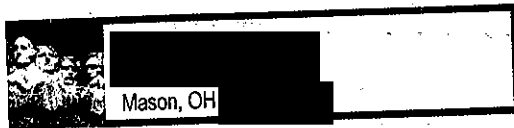
GRAND TOTAL \$ 1976.81

ADJUSTMENTS:

Deductible 500.00

CUSTOMER PAY \$ 500.00
INSURANCE PAY \$ 1476.81





LOUIS COMFORT TIFFANY

U.S. Dept. of Transportation
National Hwy. Traffic Safety Adm.
1200 New Jersey Ave. SE
Washington, D.C. 20590

✓ AM

