



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 <input type="checkbox"/>
16-MAR-2009	Reference No. 10262031

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: BRISTOL State: CT 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 [REDACTED] your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 3/22/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G48P52K9TH [REDACTED]	Make BUICK	Model LESABRE	Model Year 1996
Date Purchased 8-05-08	Dealer's Name and Telephone Number D+D Auto Works Inc		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City Plymouth	State CT	Zip Code 06782
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 070000 FUEL SYSTEM, GASOLINE	Failure Mileage 114000	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 1996 BUICK LESABRE. WHILE DRIVING DOWN A HILL AT AN UNKNOWN SPEED, THE BRAKE INDICATOR ILLUMINATED AND MADE A CONSTANT BEEPING NOISE. THE CONTACT PARKED THE VEHICLE AND HAD AAA TOW IT TO THE DEALER. SHE PURCHASED THE VEHICLE FROM THE DEALER IN SEPTEMBER OF 2008 AND NOW SHE NEEDS NEW BRAKES. WITHIN TWO HOURS, THE VEHICLE WAS REPAIRED AT THE COST OF \$400. SHE WAS VERY SKEPTICAL OF THE REPAIRS AND TOOK THE VEHICLE TO A PRIVATE MECHANIC. SHE WAS INFORMED THAT THE BRAKE LINE WAS CLOGGED. THE REPAIR WOULD COST \$500. THE FAILURE MILEAGE WAS 114,000.

Lines

I HAVE THE OLD BRAKE LINES, IN CASE SOMEONE WOULD LIKE TO SEE THEM. THANK YOU [REDACTED]

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)

The brake light was beeping non stop. I was afraid to drive it. I decided to call a tow truck. The repair replacement of my brakes was done immediately, probably 2 hours later he called and said my car was done. Work was done on Jan. 14, 2009.

I had another garage check it, he found all my brake lines were clogged. Thus I had to have them replaced. If any one is interested the garage gave me the old brake lines

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

23 MAR 2009 PM 1 1

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

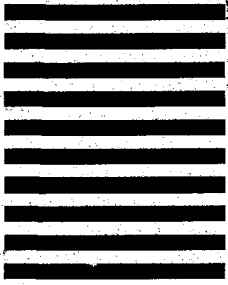
BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

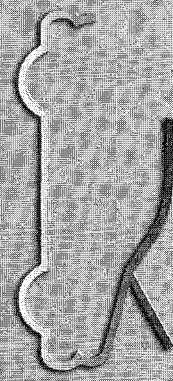
POSTAGE WILL BE PAID BY ADDRESSEE

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

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



Bristol, CT

LEETHER AUTOMOTIVE

185 BROAD STREET
FORESTVILLE, CT 06010
PHONE (860)589-7859

Invoice #: 36147

Service: 03-02-2009

Qty.	Part Number	Description	Each Price	Total
CHECK VEHICLE OVER. BRAKES FINE AT THIS TIME, LIKE NEW. REAR BRAKE LINES ARE RUSTY AND STARTING TO LEAK. OTHER LINES PREVIOUSLY REPAIRED WITH COMPRESSION FITTINGS. FRONT END, OK. BUT NEEDS NEW TIRES DUE TO SEPARATED BELTS. REMOVED ALL COMPRESSION FITTINGS AT THE ABS UNIT AND FLARED THE LINES AND ADDED LINE NUTS AND UNIONS. REPLACED THE REAR BRAKE LINE FROM THE CENTER OF THE CAR AND THE OTHER REAR LINE TO THE PROPORTIONING VALVE, BLED SYSTEM AND RECHECKED OK.				
	LABOR			294.00
10	121003	FITTING (line nuts)	1.47	14.70
5	123300	FITTING (unions)	3.12	15.60
4	121004	FITTING (line nuts)	1.90	7.60
2	123400	FITTING (unions)	2.74	5.48
5	1	1/4" BRAKE LINE (FT)	2.22	11.10
16	BL316FT	3/16 BRAKE LINE (Ft)	1.84	29.44
2	BF	BRAKE FLUID	4.21	8.42
Subtotal for 1				386.34

ESTIMATED COSTS

PARTS \$ _____ LABOR \$ _____ TOTALS 450

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purpose of testing, inspection or delivery at my risk. It is also understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

SIGNATURE _____ N

REVISD ESTIMATE/ADDITIONAL WORK
PARTS \$ _____ LABOR \$ _____ TOTALS _____
AUTHORIZED BY _____
DATE _____ TIME _____ INITIALS _____

2 **0.00**

Vehicle: 1996 Buick LeSabre 96 3.8 FWD Mileage: 115176

License: _____

Vin: _____ Fleet Unit#: _____

I thank you for your business. We look forward to seeing you in the future. If you should have any questions or concerns about the repairs made to your vehicle please contact us.

X
Signature _____

Department	Sale
Labor	294.00
Parts	92.34
Shop Supplies	0.00
Other	0.00
Enviromental fees	0.00
SUB TOTAL	386.34
Sales Tax	23.18
TOTAL	409.52
BALANCE	409.52