



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
MAY 20 2010
05-JUN-2009

Repository
Reference No.
10272977

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **MATEO SAN MATEO** State **CA** 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 authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date **6/20/09**

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side: **3G5DA03E43S [REDACTED]** Make: **BUICK** Model: **RENDEZVOUS** Model Year: **2003**
Date Purchased: **2-18-2005** Dealer's Name and Telephone Number: **PUTNAM BUICK PONTIAC GME TRUCK (650)342-4321** Engine: [REDACTED] Fuel Type: **GAS**
Original Owner: Dealer's City: **BURLINGAME** State: **CA** Zip Code: **94010** No: Cylinders: **6**
Transmission Type: **AUTO** Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: **8+** Incident Date(s): **20-MAY-2009**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: **010000 STEERING** Failure Mileage: **55937** Failure Speed: **50**

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. WHILE DRIVING LESS THAN 50 MPH, THE CONTACT HEARD SNAPPING AND CLICKING NOISES COMING FROM THE STEERING WHEEL. LATER, THE KEYS BECAME LOCKED IN THE IGNITION AND HE WAS UNABLE TO START THE VEHICLE OR TURN THE KEYS. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT THE STEERING SHAFT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED UNDER WARRANTY, BUT THE FAILURES CONTINUED. THE STEERING SHAFT WAS REPLACED A TOTAL OF THREE TIMES, BUT THE STEERING WHEEL CONTINUED TO MAKE CLICKING, GRINDING, AND SNAPPING NOISES. THE DEALER INFORMED THE CONTACT NOT TO BRING THE VEHICLE BACK FOR SERVICE BECAUSE THEY COULD NOT REMEDY THE FAILURES. THEY STATED THAT THEY DID EVERYTHING POSSIBLE TO MAKE THE NECESSARY REPAIRS, BUT WERE UNSUCCESSFUL. THE CURRENT AND FAILURE MILEAGES WERE LESS THAN 55,937.

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)

INITIALLY, KEY STUCK IN IGNITION (STEERING COLUMN) - TOWED TO DEALER & STEERING COLUMN REPLACED. THAT ONE WAS FAULTY & REPLACED AGAIN. THEN MANY TIMES GRINDING/POPING NOISES OCCURED. THE STEERING COLUMN REPLACED NOW WILL NOT LOCK THE COLUMN WHEN REMOVING THE KEY, WHICH IS A SAFETY HAZARD. THE MAIN MECHANIC AND GEORGE DEBUKE SERVICE MGR, SAID ALL ARE MADE LIKE THIS NOW. THE MECHANIC SPENT 17 HOURS TAKING THE COLUMN APART AND SAID HE COULD NOT FIND A "BEARING" TO "LOCK" THE COLUMN. THIS IS OUTRAGOUS!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

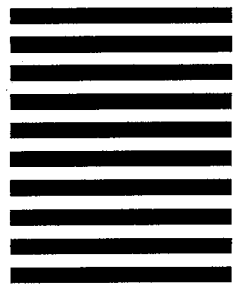
National Highway Traffic Safety Administration

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

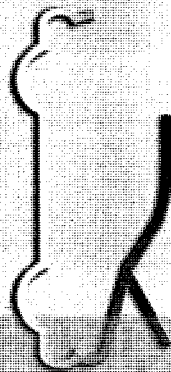
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



National Highway Traffic Safety Administration



PUTNAM BUICK-PONTIAC-GMC

900 Peninsula Ave.



P.O. Box 588

BURLINGAME, CA 94011-0588

www.putnamgm.com

Phone (650) 342-4321

CAL EPA #
CAD981368244

BAR REG #
ARD006505

HOME OF RED CARPET SERVICE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

| | | | | | |
|--|--|-----------------------|------------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 29770 | ADVISOR JORGE DUBUK | TAG NO. 548 | TAG NO. 6081 | INVOICE DATE 02/23/10 | INVOICE NO. BUCS308271 |
| [REDACTED] SAN MATEO, CA [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 63,029 | COLOR SILVER/ | STOCK NO. |
| | YEAR / MAKE / MODEL 03/BUICK/RENDEZVOUS/4 DOOR UTILITY | | | DELIVERY DATE 10/03/02 | DELIVERY MILES 15,514 |
| | VEHICLE I.D. NO. 3 G 5 D A 0 3 E 4 3 S | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 02/15/10 | REPRINT# 1 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MO: 63040 |

COMMENTS
SQUEAK IN THE STEERING, ALSO OTHER NOISES

TOTALS-----

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 1392.30 |
| * [] CASH [] CHECK CK NO. [] * | TOTAL PARTS.... | 902.52 |
| * [] VISA [] MASTERCARD * | TOTAL SUBLET... | 275.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE * | TOTAL G.O.G.... | 0.00 |
| ***** | TOTAL MISC CHG. | 0.00 |
| | TOTAL MISC DISC | -2653.30 |
| | TOTAL TAX..... | 83.48 |
| | TOTAL INVOICE \$ | 0.00 |

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

(LAST INVOICE)

[Signature]

FEB 23 2010

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| | F.T.E. NO. | P.O. NO. | R.O. DATE 02/15/10 | REPRINT# 1 | |
| REFERENCE PHONE | BUSINESS PHONE | COMMENTS MO: 63040 | | | |

| MISC-----CODE----- | DESCRIPTION----- | CONTROL NO----- | |
|--|-------------------------|---|----------|
| 2ALD | OVERALL DOLLAR DISCOUNT | | -50.00 |
| 2ALD | OVERALL DOLLAR DISCOUNT | | -25.00 |
| | | TOTAL - MISC | -225.00 |
| JOB# 3 TOTALS----- | | | |
| | | SUBLET | 275.00 |
| | | MISC | -225.00 |
| | | JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL | 50.00 |
| JOB# 4 CHARGES----- | | | |
| LABOR | | | |
| # 4+45CVZ05 | 2 WHEEL ALIGNMENT | TECH(S):552 | 91.80 |
| RESET THE TOE AFTER THE INSTALLETION OF THE RACK AND PINION | | | |
| RESET THE TOE AFTER THE REPLACEMENT OF THE RACK AND PINION ASSEMBLY. | | | |
| JOB# 4 TOTALS----- | | | |
| | | LABOR | 91.80 |
| | | JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL | 91.80 |
| JOB# 5 CHARGES----- | | | |
| LABOR | | | |
| # 5+47CVZ | * AXLE & DIFF * | TECH(S):552 | 520.20 |
| REPLACE BOTH OF THE INNER CV BOOTS, LEAKING GREASE | | | |
| REPLACED BOTH OF THE INNER CV BOOTS. | | | |
| PARTS-----QTY-----FP-NUMBER----- | DESCRIPTION----- | UNIT PRICE----- | |
| 1 88897263 | BOOT KIT 6.061 | 102.41 | 102.41 |
| HIRNING PONT#227580 | | | |
| 1 88897263 | BOOT KIT 6.061 | 102.41 | 102.41 |
| EWING BUICK#67071 | | | |
| | | TOTAL - PARTS | 204.82 |
| MISC-----CODE----- | | | |
| 3MC MERCURY INS | | 308271 | -2428.30 |
| | | TOTAL - MISC | -2428.30 |
| JOB# 5 TOTALS----- | | | |
| | | LABOR | 520.20 |
| | | PARTS | 204.82 |
| | | MISC | -2428.30 |
| | | JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL | -1703.28 |

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$350.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$554.71 (+TAX) ON 02/16/10 AT 12:30pm
 BY [REDACTED] AT MER INS COMMENTS
 APPROVED REVISED ESTIMATE (# 2) OF \$2428.32 (+TAX) ON 02/19/10 AT 12:15pm
 BY CHRIS AT MERC INS COMMENTS

The Reynolds and Reynolds Company, ERASANTINE, GM60609 O (07/08)

10350

MILE RETURNED

PUTNAM BUICK-PONTIAC-GMC

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| | F.T.E. NO. | P.O. NO. | R.O. DATE 02/15/10 | REPRINT# 1 | |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COMMENTS MO: 63040 | | | |

JOB# 1 CHARGES

LABOR
J# 1 45CVZ0 STEERING CONCERN TECH(S):507 552 535.50
 CUSTOMER STATES. THEY HEAR A SCRAPPING NOISE FROM THE STEERING WHEEL AREA AS THE CUSTOMER IS MAKING A TURN SLOW SPEEDS AND AT TIMES EVEN IF THE VEH IS NOT MOVING CHECKED AND FOUND THE NOISE COMING FROM THE STEERING GEAR ASSEMBLY. INTERNAL FAILURE REPLACED THE RACK AND PINION ASSEMBLY.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | PRICE |
|---------------|-----|-----------|-----------------|------------|--------|
| | 1 | 26053458 | ST/GR REM 6.508 | 450.00 | 450.00 |
| | 1 | 89020661 | FLUID 8.800 | 9.80 | 9.80 |
| TOTAL - PARTS | | | | | 459.80 |

JOB# 1 TOTALS

| | | |
|----------------------------|-------|---------------|
| | LABOR | 535.50 |
| | PARTS | 459.80 |
| JOB# 1 JOURNAL PREFIX BUCS | | |
| JOB# 1 TOTAL | | 995.30 |

JOB# 2 CHARGES

LABOR
J# 2 45CVZ11 SUSPENSION NOISE TECH(S):507 5112 244.80
 CUSTOMER STATES. THEY HEAR A GROWLING/HUMMING LIKE NOISE FROM THE FRT OF THE VEH AT ANY SPEEDS. CHECKED AND FOUND THE RIGHT FRT HUB/BEARING ASSEMBLY NOISY REPLACED THE HUB AND BEARING ASSEMBLY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | PRICE |
|---------------|-----|-----------|-------------|------------|--------|
| | 1 | 89047684 | HUB 6.307 | 237.90 | 237.90 |
| TOTAL - PARTS | | | | | 237.90 |

JOB# 2 TOTALS

| | | |
|----------------------------|-------|---------------|
| | LABOR | 244.80 |
| | PARTS | 237.90 |
| JOB# 2 JOURNAL PREFIX BUCS | | |
| JOB# 2 TOTAL | | 482.70 |

JOB# 3 CHARGES

LABOR
J# 3 02CVZ * LOANER CAR * TECH(S):521 0.00
 RENTAL VEH FROM HERTZ
 LOANER CAR...SEE SEPERATE CHARGE ON INVOICE.

| SUBLET | PO# | VEND INV# | INV DATE | DESCRIPTION | PRICE |
|----------------|-------|-----------|----------|-----------------------|--------|
| | 35171 | H31706474 | 02/23/10 | RENTAL VEH FROM HERTZ | 275.00 |
| TOTAL - SUBLET | | | | | 275.00 |

| SC | CODE | DESCRIPTION | CONTROL NO | PRICE |
|----|------|-------------------------|------------|--------|
| | 2ALD | OVERALL DOLLAR DISCOUNT | | -50.00 |
| | 2ALD | OVERALL DOLLAR DISCOUNT | | -50.00 |
| | 2ALD | OVERALL DOLLAR DISCOUNT | | -50.00 |

The Reynolds and Reynolds Company EBANTRIVE GMS00693 O (07/08)

2003 BUICK RENDEZVOUS

02/10/2010
14:49:31

SUMMARY HISTORY DISPLAY

3100
PAGE 1

CUSTOMER NAME [REDACTED]

SERIAL NO. 3G5DA03E43S [REDACTED]

TOTAL R/O'S 12

TOTAL SERV. DAYS 79

MAKE BU BUICK

| LN# | RO.NO. | RO. DATE.. | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION..... |
|-----|--------|------------|--------|----------|------|---|-----------------|------------------|
| 1 | 301670 | 06/03/2009 | 57819 | A | | | | |
| | | | | T | 548 | | | |
| | | | | T | 552 | 1 | C 40CVZZ1 | BRAKE CONCERN |
| | | | | T | 5078 | | | |
| | | | | T | 552 | 2 | C 45CVZZ0 | STEERING CONCERN |
| | | | | T | 552 | 3 | C 45CVZ | * STEERING/SUSP |
| | | | | T | 5078 | | | |
| 2 | 129379 | 03/18/2009 | 55943 | A | | | | |
| | | | | T | 548 | | | |
| | | | | T | 517 | 1 | C 01CVZ006 | 6,000 MINOR SERV |
| | | | | T | 511 | 2 | C 61CVZ | * EXTERIOR TRIM |
| | | | | T | 511 | 3 | C 45CVZZ0 | STEERING CONCERN |
| | | | | T | 511 | 4 | W 09CVZ03 | FUEL SMELL |
| | | | | T | 511 | 5 | W 45CVZ01 | STEERING REPAIRS |
| | | | | T | 511 | 6 | C 61CVZ03 | EXT MOLDING CONC |
| | | | | T | 511 | 7 | C 40CVZ04A | REAR BRAKE SERVI |
| 3 | 125140 | 10/21/2008 | 52083 | A | | | | |
| | | | | T | 548 | | | |
| | | | | T | 501 | 1 | C 10CVZ01 | DRIVEABILITY CON |
| 4 | 124020 | 09/12/2008 | 51206 | A | | | | |
| | | | | T | 548 | | | |
| | | | | T | 582 | 1 | W 45CVZZ0 | STEERING CONCERN |
| 5 | 123979 | 09/10/2008 | 51206 | A | | | | |
| | | | | T | 548 | | | |
| | | | | T | 582 | 1 | C 10CVZ01 | DRIVEABILITY CON |
| | | | | T | 582 | 2 | C 51CVZ | * BODY ELECTRIC |
| | | | | T | 582 | 3 | C 51CVZ01 | BODY ELECT CONCE |
| | | | | T | 582 | 4 | C 45CVZZ0 | STEERING CONCERN |
| | | | | T | 582 | 5 | C 20CVZ07 | BLOWER |
| | | | | T | 582 | 6 | C 51CVZ16 | TURN SIGNALS |
| 6 | 113776 | 10/30/2007 | 43593 | A | | | | |
| | | | | T | 535 | | | |
| | | | | T | 511 | 1 | W 45CVZZ0 | STEERING CONCERN |
| 7 | 113588 | 10/24/2007 | 43596 | A | | | | |
| | | | | T | 535 | | | |
| | | | | T | 511 | 1 | W 45CVZZ0 | STEERING CONCERN |
| 8 | 113573 | 10/24/2007 | 43592 | A | | | | |
| | | | | T | 535 | | | |
| | | | | T | 552 | 1 | C 51CVZ01 | BODY ELECT CONCE |
| | | | | T | 552 | 2 | C 20CVZ09 | NO HEAT |
| | | | | T | 552 | 3 | C 01CVZ006 | 6,000 MINOR SERV |
| | | | | T | 552 | 4 | C 11CVZZ | ENGINE CONCERN |
| 9 | 90302 | 01/27/2006 | 25083 | A | | | | |
| | | | | T | 535 | | | |
| | | | | T | 509 | 1 | W 45CVZZ0 | STEERING CONCERN |
| 10 | 89736 | 01/13/2006 | 24949 | A | | | | |
| | | | | T | 535 | | | |
| | | | | T | 502 | 1 | C 51CVZ01 | BODY ELECT CONCE |
| 11 | 73727 | 12/22/2004 | 15492 | A | | | | |
| | | | | T | 548 | | | |
| | | | | T | 505 | 1 | W 60CVZ | * INTERIOR TRIM |
| 12 | 73597 | 12/20/2004 | 15492 | A | | | | |
| | | | | T | 548 | | | |
| | | | | T | 505 | 1 | I 00CVZ002 | LUBE OIL FILTER |
| | | | | T | 505 | 2 | I 80CVZ02 | USED VEHICLE INS |
| | | | | T | 505 | 3 | I 03CVZ03 | EMISSION/SMOG IN |
| | | | | T | 505 | 4 | I 03CVZ04 | SMOG CERTIFICATE |
| | | | | T | 505 | 5 | I 40CVZ04A | REAR BRAKE SERVI |
| | | | | T | 505 | 6 | I 46CVZZ | WHEEL/TIRE CONCE |

11-28-07...

Mr. Wagner,

We purchased our 2003 Buick on Feb 18, 2005. Since then it has had 4 new steering columns put in. We paid for a vehicle with a locking steering wheel (which is a feature that is very important to me). Putnam Buick, 100 California Dr, Burlingame, California, has removed without my permission the locking steering feature from the vehicle I purchased. I wish it put back immediately.

[REDACTED]
[REDACTED]
San Mateo, Ca [REDACTED]
[REDACTED]

Service Request # 71-573901063

cc public relations

P.O. Box 100

100 Renaissance Center

Detroit Michigan 48265-2000

mail Code 482 B38 #68