

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		DOT Auto Safety Hotline 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City BASTROP State LA Zip Code [REDACTED]		Date Received NOV 2 2011 09-SEP-2011		Repository ☐ Reference No. 10424492	
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3G5DA03E55S [REDACTED]		Make BUICK 2005		Model RENDEZVOUS Model Year 2005	
Date Purchased 8-17-2009		Dealer's Name and Telephone Number TOYOTA OF BASTROP		Engine: No: Cylinders 6	
Original Owner ☐		Dealer's City Bastrop		State LA Zip Code 71220	
Transmission Type ☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 09-AUG-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 64000	
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: DOTM9ABC036)		☐ 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					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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 2005 BUICK RENDEZVOUS. THE CONTACT STATED THAT THE SPEEDOMETER WAS INOPERABLE. THE DEALER REPAIRED THE VEHICLE BY REPLACING THE INSTRUMENT PANEL ASSEMBLY. THE MANUFACTURER WAS CONTACTED AND PROMISED TO CALL THE CONTACT BACK. THE FAILURE MILEAGE WAS 64,000 AND THE CURRENT MILEAGE WAS 65,000.					
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.					

Customer Number: 139814 Invoice No: 485349

INVOICE

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P.O. BOX 2335
1101 OLIVER ROAD
MONROE, LOUISIANA 71207
(318) 387-2223
FAX (318) 388-1402
www.ryanautomotive.com



CHEVROLET · ISUZU TRUCK · MITSUBISHI · SATURN · CADILLAC

BASTROP, LA

Home: Bus:

Cell:

Email:

SERVICE ADVISOR: 598 ELIZABETH LOWERY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	BUICK RENDEZVOUS	3G5DA03E5 5S [REDACTED]		65015/ 65016	3455	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08AUG11			10:00 06SEP11			CASH	09SEP11
R.O. OPENED		READY		OPTIONS: ENG:3.4_Liter_MFI			
12:41 07SEP11		09:32 09SEP11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A SPEEDOMETER NOT WORKING
CAUSE: REPLACED I/P CLUSTER
27 ELECTRICAL MINOR

34 LEBEAU, JOSEPH LIC#: 3400

CPC

1 15213914 CLUSTER

65015 REPLACED I/P CLUSTER

212.50	225.00	225.00
212.50	212.50	212.50

B ***FREE GENERAL MOTORS MULTI-POINT VEHICLE INSPECTION***
CAUSE: COMPLETED

19 ***FREE GENERAL MOTORS MULTI-POINT VEHICLE
INSPECTION***

34 LEBEAU, JOSEPH LIC#: 3400

CPF

65015 COMPLETED

0.01	0.01
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C** CASTROL SYNTEC BLEND LUBE OIL AND FILTER ***\$27.98*** WITH \$10.00
MAIL IN REBATE (TRUCKS AND SOME CARS SLIGHTLY HIGHER)
CAUSE: COMPLETED

6600 CASTROL SYNTEC BLEND LUBE OIL AND FILTER

\$27.98 WITH \$10.00 MAIL IN REBATE
(TRUCKS AND SOME CARS SLIGHTLY HIGHER)

29 RICE, LEE LIC#: 2900

COLC

1 19210284 FILTER

5 1613 CAST/SYNTH

65015 COMPLETED

7.30	7.00	7.00
6.13	6.13	6.13
5.20	5.20	26.00

~|

~|

MITSUBISHI

SATURN

THERE'S A REASON EVERYBODY'S BUYIN' RYAN

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.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP CHARGES

Shop charges represent an additional charge for miscellaneous overhead items such as rags, bolts, screws, fasteners, cleaning supplies, etc. This charge is allocated on a pro-rata basis even though some or all of these items may not have been used on your vehicle.

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	

Customer Number: **139814** Invoice No: **485349**

INVOICE

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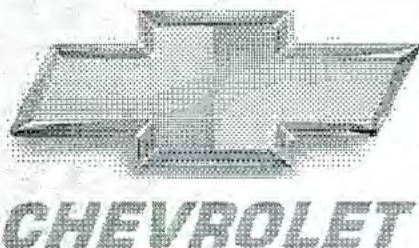
CHEVROLET · ISUZU TRUCK · MITSUBISHI · SATURN · CADILLAC

BASTROP, LA

Home: Bus: Cell:

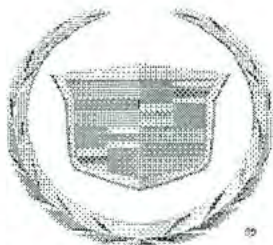
SERVICE ADVISOR: 598 ELIZABETH LOWERY

SERVICE ADVISOR:										
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG
	05	BUICK RENDEZVOUS		3G5DA03E5 5S				65015/ 65016		3455
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT		INV. DATE	
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R.O. OPENED		READY		OPTIONS: ENG:3.4_Liter_MFI						
12:41 07SEP11		09:32 09SEP11								
LINE	OPCODE	TECH	TYPE	HOURS	LIST		NET		TOTAL	

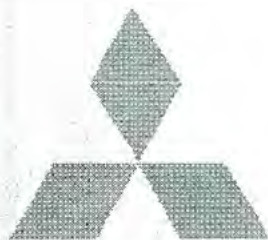


WE ARE COMMITTED TO "FIXING IT RIGHT THE FIRST TIME" AND THAT YOU ARE "COMPLETELY SATISFIED WITH YOUR OVERALL SERVICE EXPERIENCE." WE WOULD APPRECIATE YOUR FILLING OUT AND RETURNING ALL SURVEYS YOU RECEIVE.
***** YOUR NEXT SCHEDULED SERVICE IS *****
***** AT _____ MILES ***** THANK YOU.

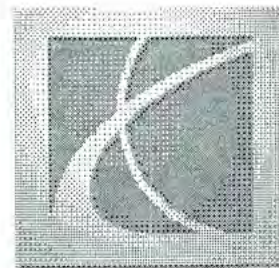
TRUCK



Cadillac



MITSUBISHI



SATURN

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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 232.01
PARTS AMOUNT	\$ 244.63
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 476.64
LESS INSURANCE	\$ 0.00