

Safety Complaint Portable Form

Step 1: Complete this form.

Step 2: Click [here](#) to save the form to your computer.

Step 3: Click [here](#) to access the upload web page.

Temporary Complaint Number (TCN): HBN10-15033

SEP - 6 2011

Required Information in **Bold**

EQ-10424848-8862

This PDF document is secured and the content is protected

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

3 G 5 D B 0 3 E 1 2 S [REDACTED]

Select/Enter Make

Buick

Enter Model

RENDEZ VOUS

Select/Enter Year

2002

Incident Information

Approximate Incident Date

7-19-11

For multiple incident dates enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? ☐ Yes ☒ No

Was there a Fire? ☐ Yes ☒ No

Failure Mileage

97028 miles

For multiple incidents enter the first failure mileage.

Number of Persons Injured, if any

[REDACTED]

Speed (at time of incident)

[REDACTED] mph

Number of Deaths, if any

[REDACTED]

Description (up to 1000 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.

Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

SYSTEMS SCANNER SHOWS AIR-BAG Light SHUT-OFF JUST PRIOR TO PURCHASE BY ME. ALSO CLEAN CAR-FAX. VIOLATION ORS. 162-822 REPORT ENCLOSED

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Air Bags ☒

Failed Component 2

Body

Failed Component 3

Select the Component

Personal Information

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED]

(provided earlier and locked for your security)

Daytime Phone [REDACTED]

Evening Phone Same

Address 1 [REDACTED]

Address 2 [REDACTED]

City CLACKAMAS

State OREGON

Zip Code [REDACTED]

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590

SELLER

BICKMORE AUTO SALES
18125 SE. McLOUGHLIN BLVD.
MILWAUKIE, OREGON 97267

Phone 503 654-7113

General Instructions

Purpose of Form

The Safety Complaint Portable Form is offered as an easy way for vehicle owners to submit vehicle-related safety complaints. Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

How and Where to File

The Safety Complaint Portable Form can be filed electronically by uploading the completed and saved form to NHTSA by using the Upload Web page. Just three easy steps are needed to submit your complaint information. These are given at the top of this form and are explained in more detail below.

Note: JavaScript must be enabled to use this form. This setting can be made on the Reader's Edit > Preferences > JavaScript panel.

Step 1: Complete this form. The Portable Form must be completed before submitting it for entry in our system. If you need to amend a submitted form, you must contact the Hotline at the phone number below.

Step 2: Save this form. Click the link contained in Step 2 at the top of this form and choose an easily accessible location on your computer for the form file. You will need to browse to this location in the next step.

Step 3: Upload this form. To ensure that your complaint information is loaded into our system as you entered it, access our Upload Web page using one of these methods:

- Click on the link contained in Step 3 at the top of this form,
- Click on the link provided in the email you received with this form, or
- Use the link: <https://www-odi.nhtsa.dot.gov/portable/index.cfm#upload>.

Follow the instructions on the Upload page to browse on your computer to locate your saved Portable Form and to upload it to our system.

Step 4: (Optional) Check the status of your Portable Form. You can check the status of your Portable Form on the [Track Form](#) tab of the Portable Form home page. You will need to enter the email address and TCN of the form and then select the Get Status button. A status message will be shown indicating that your Portable Form has not yet been received, that it is being reviewed, or that processing has been completed. Additional information may be provided, depending on the status.

To contact NHTSA-ODI if you have any questions on filling out this form or would like to file your vehicle safety complaint by phone, please call the Hotline Monday - Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-9153.

Specific Instructions

Vehicle Information

Vehicle Identification Number (VIN): The VIN is a 17-character identifier found on the dashboard (see image) and driver's side door jamb stickers (see image) on your vehicle, on the vehicle registration and on your car insurance card. A utility to "test" your VIN is provided right next to the VIN field. After you enter the VIN, you may click on the "Test your VIN" button to test and validate the VIN. All letters in the VIN are automatically converted into uppercase letters.



Make: Some of the Vehicle Makes are already given on the Form. Please choose a Make if it is already present. If your Vehicle Make is not already present, then you may enter your Vehicle Make.

Model: Enter your complete vehicle Model information in this field. Include information such as AWD, XL, etc.

Year: Pick the Model Year of your vehicle or enter it if it is not present in the list.

(Instructions continued on next page.)

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590



Specific Instructions (continued)

Incident Information

Provide as much information as possible about your incident(s). If you have encountered multiple incidents, enter the details related to the first occurrence.

Approximate Incident Date: Enter a date in mm/dd/yyyy format for when the incident prompting this complaint occurred. You may also click in the entry box and then click the drop-down button that appears to the right of the field. This will display a calendar from which you can choose the incident date.

Description: You may write a narrative description of up to 1900 characters in this field. This Description field provides a spell-checker feature by underlining the misspelled word in red. Additionally, the character counter on the Description field informs you of the number of remaining characters available as you enter the text. Note: Please do not provide any personal information in this field.

Failed Component (1, 2, 3): You may select up to three vehicle components which may have contributed to the incident(s). If you are unsure of which component failed or the failed component is not in the list, you may choose "Unknown or Other".

Personal Information

Enter the information in the fields provided. This information is necessary in case we need to contact you for additional data or to clarify your entries.

PLEASE NOTE: We do NOT share your personal information with the general public.

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 (Sept. 3, 2004).

The Privacy Act of 1974 - Public Law 93-579, As Amended: *This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.*



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Safety Complaints

We are The Office of Defects Investigation (ODI), an office within the National Highway Traffic Safety Administration (NHTSA). ODI conducts defect investigations and administers safety recalls to support the NHTSA's mission to improve safety on our Nation's roadways.



Form Approved: O.M.B. No. 2127-0008

Report Your Safety Complaint

Frequently Asked Questions

Get answers to the most frequently asked questions about Safety Ratings.

Portable Form

Short form for Vehicles only.

[Request Form by Email](#)

Online Form

Online form for Child Seats, Tires, Equipment, Vehicles

[File an Online Form](#)

Phone

File a Complaint for Child Seats, Tires, Equipment, Vehicles
Monday-Friday (8 am to 8 pm)
(888) 327-4236 TTY: (800) 424-9153

Why your complaint is important

Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists. [More...](#)

How your complaint is handled

- We protect your privacy. We do not share your personal information with the general public. Your complaint will be added to a public NHTSA database only after we remove all information from complaint fields that identify you personally. [More...](#)

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the 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 administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.

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SE, West Building Washington DC 20590 USA | 888 327 4236 TTY: | 800 424 9153

1200 New Jersey Avenue,





BICKMORE AUTO SALES

Blue Book® OFFICIAL GUIDE SINCE 1926

2002 Buick Rendezvous CXL AWD Sport Utility 4D

VIN: 3G5DB03E12S [REDACTED] Stock: 2935
Ext. Color: Gold Mileage: 97028
Int. Color: Beige/Tan

Features:

CD (Single Disc)	V6, 3.4 Liter Automatic AWD
Power Windows	Power Steering
Power Door Locks	OnStar
Side Air Bags	Roof Rack
Privacy Glass	Tilt Wheel
AM/FM Stereo	Alloy Wheels
Air Conditioning	ABS (4-Wheel)
Leather	Dual Power Seats
Dual Air Bags	Cruise Control

Blue Book® Suggested Retail \$7,600

Dealer's Selling Price \$8,998

Protect Your Investment!

Ask for your
FREE
CARFAX®
Vehicle History
Report
with the
Buyback
Guarantee.*



*For complete terms & conditions of the CARFAX
Buyback Guarantee, visit www.carfax.com.

6/24/2011-6/30/2011 Kelley Blue Book® KARPPOWER Online(SM) values for Oregon. Values are subjective
opinions. Kelley Blue Book assumes no liability for errors or omissions as to values, manufacturer or dealer
information. ©Copyright Kelley Blue Book 2011. All rights reserved.

Print - Close Window

Subject: VERY IMPORTANT MATTER PLEASE READ!!!!!!

From: Mike Doyle (mike_doyle23@yahoo.com)

To: CARFAXWEBSUPPORT@CARFAX.COM;

Date: Tue, 09 Aug 2011 13:17:16

MY NAME IS MIKE DOYLE, I AM THE OWNER OF ASE AUTO REPAIR HERE IN PORTLAND OR. MY PHONE NUMBER IS 503 254 1717. I AM WRITING THIS LETTER TO LET YOU KNOW THAT MY CUSTOMER HAD BOUGHT A VEHICLE FROM BICKMORE AUTO SALES, IT IS A 2002 BUICK RENDEZVOUS CXL AWD SPORT UTILITY 4 DR WITH VIN # 3G5DB03E12S [REDACTED] DEALER STOCK NUMBER 2935, MILEAGE IS 97028 AT TIME OF CARFAX. HERE IS THE PROBLEM. THIS VEHICLE WAS IN A SEVERE ACCIDENT AND THE AIRBAGS HAD BEEN EMPLOYED. THE DEALER HAD SOLD THE CAR WITH AN AIRBAG LIGHT ON. MY CUSTOMER BROUGHT IT TO ME TO HAVE THE LIGHT CHECKED AND IT SHOWED THAT THE DEALER HAD CLEARED THE CODES PRIOR TO SELLING IT AND AFTER SPEAKING WITH KEN OR KENT THE OWNER OR MANAGER OF BICKMORE AUTO SALES I AM VERY CONFIDENT THEY SOLD THE VEHICLE KNOWING THE VEHICLE HAD BEEN IN AN ACCIDENT. KNOWING THAT THE LIGHT WAS ON, KNOWING THAT THEY TAPED THE PASSENGER SIDE AIRBAG ON THE SEAT. I FIND THIS VERY TROUBLING THAT YOUR COMPANY SHOWED A CLEAN CARFAX AND AM VERY DISSAPOINTED. IT IS ILLEGAL TO SELL A CAR WITH ANY SAFETY RESTRAINT PROBLEMS INCLUDING SEATBELTS AND AIRBAGS ETC. UNDER ORS.167.822. THIS DELAERSHIP KNOWINGLY SOLD THE CAR AND TRIED TO HIDE THE MECHANICAL FAILURES AND DAMAGE. THIS VEHICLE WAS PAID FOR CASH AND THE DEALER WILL NOT GIVE A REFUND NOR PAY FOR THE DIAGNOSTIC TIME AND INSPECTION FEES WICH HAVE NOW ACCRUED. THEIR PHONE NUMBER IS 503 328 9810. THAT IS KEN OR KENTS NUMBER. CESAR CID IS THE SALESMAN AND HIS NUMBER IS 503 654 7113. WE ARE TURNING THIS OVER TO DMV, ATTORNEY GENERALS OFFICE AND THE FEDERAL TRADE COMMISION. I WILL ALSO BE HELPING MY CUSTOMER TURN THIS OVER THE THE BETTER BUSINESS BEARUE, AND DEPARTMENT OF MOTOR VEHICLES. I WILL ALSO HELP MY CUSTOMER TAKE THIS AS FAR AS NEED BE. MY CONCERN IS HOW COULD YOU NOT CATCH THIS? I KNOW YOU CANNOT PERSONALLY INSPECT EVERY CAR BUT THIS CAR HAS AN AIBAG LIGHT ON, IT HAS CODES FOR AIRBAG DEPLOYMENT DETECTED AND AIRBAG OPEN CIRCUIT PASSENGER SIDE FAILURE. THIS ABSOLUTELY ABSURD AND UNNACCEPTABLE. I DON'T THINK I AM ASKING TOO MUCH FOR A QUICK AND HONEST RESPONSE. I AM ALSO TURNING YOUR COMPANY OVER TO THE ABOVE MENTIONED COMPANIES IF THIS IS NOT RESOLVED FAST. YOU CAN CALL ME IMMEDIATLY AT 503 254 1717. THANK YOU.

30029 Passenger side Deployment Loop open
BOOSI Deployment Commanded

Carfaxwebsupport@carfax.com



CARFAX® Vehicle History Report™

An independent company established in 1986

Vehicle Information:

2002 BUICK RENDEZVOUS CX/CXL

VIN: 3G5DB03E12S

4 DR. WAGON/SPORT UTILITY

3.4L V6 SFI

ALL WHEEL DRIVE

Standard Equipment | Safety Options

Safety & Reliability



No accident / damage reported to CARFAX



2 Previous owners



11 Service records available



Personal vehicle



97,028 Last reported odometer reading



\$500 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/19/11 at 10:52:45 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Price Calculator™

Adjust the value of this 2002 Buick Rendezvous CX/CXL based on the information available in this report

1) Retail Book Value

\$ 0

Enter retail book value here

2) CARFAX History Impact™

+ \$500

Above retail book value

3) Adjusted Retail Value

Begin by entering the retail book value



Get retail book value from a pricing guide website. Don't use seller's asking price.



This vehicle is worth more than average, based on information in this report.



Compare adjusted retail value to seller's asking price when making your decision.



Ownership History

The number of owners is estimated

Year purchased

Type of owner

Estimated length of ownership

Owned in the following states/provinces

Estimated miles driven per year

Last reported odometer reading

Owner 1

Owner 2

2002

2011

Personal

Personal

8 yrs. 4 mo.

1 month

Oregon

Oregon

11,331/yr

—

95,425

97,028



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Not Actual Mileage | Exceeds Mechanical Limits

Owner 1

Owner 2

Guaranteed
No Problem

Guaranteed
No Problem

Guaranteed
No Problem

Guaranteed
No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. View Certificate



Additional History

Not all accidents / issues are reported to CARFAX

Total Loss

No total loss reported to CARFAX.

Structural / Frame Damage

No structural / frame damage reported to CARFAX.

Airbag Deployment

No airbag deployment reported to CARFAX.

Odometer Rollback

No indication of an odometer rollback.

Accident / Damage

No accidents or damage reported to CARFAX.

Manufacturer Recall

Check with an authorized General Motors dealer for any open recalls.

Basic Warranty

Original warranty estimated to have expired.

Owner 1

Owner 2

☒ No Issues
Reported

☒ No Issues
Reported

☒ No Issues
Reported

☒ No Issues
Reported

☒ No Issues
Reported

☒ No Issues
Reported

☒ No Issues
Indicated

☒ No Issues
Indicated

☒ No Issues
Reported

☒ No Issues
Reported

☒ No Recalls
Reported

☒ No Recalls
Reported

Warranty
Expired

Warranty
Expired

Tell us what you know about this vehicle



Detailed History

Glossary

Owner 1	Date:	Mileage:	Source:	Comments:
Purchased: 2002	12/12/2002	116	Oregon Motor Vehicle Dept. Sherwood, OR	Odometer reading reported Registered as personal vehicle
Type: Personal				
Where: Oregon				
Est. miles/year: 11,331/yr				
Est. length owned: 12/12/02 - 5/9/11 (8 yrs. 4 mo.)	01/13/2003		Oregon Motor Vehicle Dept. Sherwood, OR Title #0301322175	Title issued or updated First owner reported Loan or lien reported
Low mileage! This owner drove less than the industry average of 15,000 miles per year.	11/11/2005		Loren Berg Chevrolet, Inc. Newberg, OR 503-538-3161 www.lorenberg.com	A/C and heating system checked
	02/15/2006	40,480	Loren Berg Chevrolet, Inc.	Brakes serviced Transmission checked

ASE AUTO REPAIR & EXHAUST LLC

8060 NE GLISAN ST.

Portland, OR. 97213

Phone - 503-254-1717 Fax - 503-254-1135

INVOICE

003407

"HOME OF THE OPT. 2 YEAR LIMITED PARTS AND LABOR WARRANTY"

INVOICE

Print Date : 08/18/2011

[REDACTED]
[REDACTED]
Home [REDACTED]
Cust ID : 1433

2002 Buick - Rendezvous CXL

3.4L, V6, VIN (E)

Lic # :

Odometer In : 97295

Unit # :

Odometer Out : 97295

Vin # : 3G5DB03E12S [REDACTED]

Hat # :

Ref # :

Part Description / Number	Qty	List	Extended	Labor Description	Extended
---------------------------	-----	------	----------	-------------------	----------

				CUSTOMER BROUGHT IN VEHICLE FOR AIRBAG LIGHT ON.	365.00
--	--	--	--	--	--------

TECH SCANNED COMPUTER AND FOUND TROUBLE CODES IN AIRBAG SYSTEM WITH TROUBLE CODES FOR AIRBAG DEPLOYMENT DETECTED AND PASSENGER SIDE AIR BAG MALFUNCTION. TECH INSPECTED VEHICLE AND FOUND VEHICLE HAD BEEN IN A BIG ENOUGH COLLISION TO DEPLOY AIRBAG/AIRBAGS. PASSENGER SIDE AIRBAG IN SEAT WAS FOUND DEPLOYED AND COVER HAD BEEN HELD IN WITH TAPE. VEHICLE HAD TROUBLE CODES CLEARED AND THAN SOLD. THIS WAS AN OBVIOUS PROBLEM THAT WAS HIDDEN BY WHOMEVER SOLD THE VEHICLE. SALE OF A VEHICLE WITH A RESTRAINT SYSTEM MALFUNCTION OR SAFETY RESTRAINTS. NO OTHER RECCOMENDATIONS AT THIS TIME.

ASE AUTO REPAIR & EXHAUST LLC

8060 NE GLISAN ST.

Portland, OR. 97213

Phone - 503-254-1717 Fax - 503-254-1135

INVOICE

003407

"HOME OF THE OPT. 2 YEAR LIMITED PARTS AND LABOR WARRANTY"

INVOICE

Print Date : 08/18/2011



2002 Buick - Rendezvous CXL

3.4L, V6, VIN (E)

Lic # :

Odometer In : 97295

Unit # :

Odometer Out : 97295

Home

Vin # : 3G5DB03E12S

Cust ID : 1433

Hat # :

Ref # :

Part Description / Number	Qty	List	Extended	Labor Description	Extended
[Technicians : DOYLE, MIKE]					

Org. Estimate \$365.00

Revisions \$0.00

Current Estimate \$ 365.00

Additional Cost

Revised Estimate

Labor: \$365.00**Parts: \$0.00****Sublet: \$0.00****Sub: \$365.00**

Tax: \$0.00**Total: \$365.00****Bal Due: \$365.00**

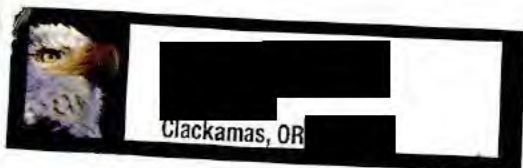
[Payments -]

WARRANTY ON PARTS AND LABOR IS 6 MONTH OR 6,000 MILE WHICHEVER COMES FIRST AND CANNOT EXCEED ORIGINAL REPAIR COST. WARRANTY WORK MUST BE FROM ORIGINAL OWNER AND IS NON TRANSFERABLE. ANY HOSTILE, THREATENING, FOUL OR OFFENSIVE LANGUAGE TOWARDS COMPANY PERSONAL WILL RESULT IN AUTOMATIC VOID IN WARRANTY AND YOU WILL LOOSE YOUR RIGHT TO HAVE YOUR VEHICLE SERVICED IN THE FUTURE. YOU ARE BEING RECORDED BY VIDEO AND AUDIO AND AGREE BY SIGNING BELOW THAT YOU ARE AWARE OF THIS. THANK YOU FOR YOUR BUSINESS. ASE AUTO REPAIR AND EXHAUST. MIKE DOYLE.

SIGNATURE.....

Date..... Time.....

<none>



DEPT. of TRANSPORTATION NHTSA
OFFICE of Defects INVESTIGATION/CRD
NVS-216
1200 New Jersey AVE S.E.
Washington, D.C. 20590

