

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
 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	
		Date Received: 27-APR-2012 JUN 04 2012	
Repository ☐		Reference No. 10456692	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City	State	Zip Code	E-mail Address
DRACUT	MA		
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).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
2G4WE587871		BUICK	LACROSSE CXS
			4dr SEDAN
Date Purchased	Dealer's Name and Telephone Number		Model Year
8-9-07	BETLEY CHEVROLET 1800 472 1546		2007
Original Owner	Dealer's City	State	Engine:
☒	DERRY, NH	NH	No: Cylinders
		Zip Code	3, 8L V6
			VIN CODE 2
Transmission Type	☒ Antilock Brakes	Powertrain	Fuel Type:
AUTOMATIC	☒ Cruise Control		REGULAR
		Multiple Failure:	Incident Date(s)
			19-MAR-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage	Failure Speed
		27367	25
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)	☐ Original Equipment	Failure Location:	
	☐ Prior Repair		
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No		
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 2007 BUICK LACROSSE CXS. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THERE WAS A ROUGHNESS IN THE STEERING SHAFT. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE STEERING SHAFT WAS LOOSE AND WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 27,367. WAS REPLACE 3/21/12 ROUGHNESS IN STEERING WHEEL TAKEN CORNERS "2012" CHEVY RECALLS SAME PART FELT MY PART FAULTY			
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 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)

CALLED GM MFG CO 4/27/12 CONS DEPT 18005217300 Ext 32927

Wm & SAMANTHA REF# 71-1062232379

SEVERAL PHONE CALLS GM DECIDED TO REFUND MY MONEY FOR
STEERING SHAFT

ENCLOSED: INV DATE 3/21/12 STEERING SHAFT FIX

" " 5/8/12 REINBR ON INVOICE FOR MY
4 BRAKES REPLACED

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
Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

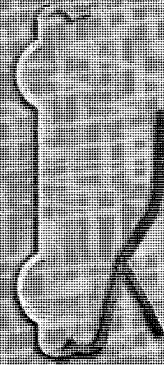
WASHINGTON, DC

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



NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration

**BETLEY CHEVROLET, Inc.**

50 No. Main St. P.O. Box 248

Route 28 By-Pass

DERRY, N.H. 03038

(603) 434-1546

Toll Free 1-800-472-1546

Fax (603) 434-1336

www.betley.com

INVOICE NUMBER		CVCS217380	
CUSTOMER NUMBER		26010	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO.	
BRIAN DUPUIS		92	
LABOR RATE	LICENSE NO.	MILEAGE	
98.00		27,367	
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/CXS 4 DR SEDAN			
VEHICLE ID. NO.			
2 G 4 W E 5 8 7 8 7 1			
F.T.E. NO.		P.O. NO.	
COLOR		STOCK NO.	
MIDNIGHT BL		B7-87	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
193		33520	
R.O. DATE		INVOICE DATE	
03/21/12		03/21/12	
REPRINT NUMBER		DELIVERY DATE	
		08/09/07	
MO: 27369		PRODUCTION DATE	

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, UNLESS OTHERWISE STATED.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold here by are those made by the manufacturer. The seller, BETLEY CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BETLEY CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As is" and the entire risk as to the quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

JOB# 1 CHARGES-----

LABOR-----
 J# 1 01CVZ001 L.O.F. TECH(S):16029 WARRANTY

CUSTOMER REQUEST L.O.F.

Z2241

RECOMMENDED SERVICE DUE

CHANGE ENGINE OIL & FILTER, LUBRICATE CHASSIS,

TOP ALL FLUIDS, CHECK TIRES & SET PRESSURES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	PK61	O/FILTER		WARRANTY
	1	W/W-SOLVENT	W/W-SOLV		WARRANTY
	4	12345610	OIL 8.800		WARRANTY
	1	19210285	FILTER 1.836		WARRANTY
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	SC	SENIOR CITIZEN		-1.00
			TOTAL - MISC	-1.00

JOB# 1 TOTALS-----
 MISC -1.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL -1.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 01CVZ RECOMMENDED MAINT TECH(S):16029 0.00

INSTALL NEW PASSENGER WIPER BLADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15941736	BLADE 10.146	21.67	21.67
				TOTAL - PARTS	21.67

JOB# 2 TOTALS-----
 PARTS 21.67

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 21.67

JOB# 3 CHARGES-----

LABOR-----
 J# 3 45CVZ01 STEERING CONCERN TECH(S):16029 215.60

CHECK STEERING FOR VIBRATION WHEEL WHEN TURNING

INTERMEDIATE STEERING SHAFT IS NOISEY

REPLACED INTERMEDIATE STEERING SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25828562	SHAFT 6.524	138.00	138.00
				TOTAL - PARTS	138.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	PD	PARTS DISCOUNT		-20.00
	SC	SENIOR CITIZEN		-17.68

\$353.60

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BRIAN DUPUIS		92	
LABOR RATE	LICENSE NO.	MILEAGE	
98.00		27,367	
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/CXS 4 DR SEDAN			
VEHICLE ID. NO.			
2 G 4 W E 5 8 7 8 7 1			
F.T.E. NO.		P.O. NO.	
COLOR		STOCK NO.	
MIDNIGHT BL		B7-87	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
193		33520	
R. O. DATE		INVOICE DATE	
03/21/12		03/21/12	
REPRINT NUMBER		DELIVERY DATE	
		08/09/07	
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TOTAL - MISC		-37.68
JOB# 3 TOTALS-----		
LABOR		215.60
PARTS		138.00
MISC		-37.68
JOB# 3 JOURNAL PREFIX CVCS		JOB# 3 TOTAL
		315.92
JOB# 4 CHARGES-----		
LABOR-----		
J# 4+10CVZ03	AIR FILTER	TECH(S):16029
REPLACE AIR FILTER		19.60
CLEAN FILTER COMPARTMENT		
PARTS-----	QTY---FP-NUMBER-----	DESCRIPTION-----UNIT PRICE-
	1 15221217	ELEMENT 3.410 19.18
TOTAL - PARTS		19.18
MISC-----	CODE-----DESCRIPTION-----	CONTROL NO-----
	SC SENIOR CITIZEN	
TOTAL - MISC		-1.94
JOB# 4 TOTALS-----		
LABOR		19.60
PARTS		19.18
MISC		-1.94
JOB# 4 JOURNAL PREFIX CVCS		JOB# 4 TOTAL
		36.84
JOB# 5 CHARGES-----		
LABOR-----		
J# 5+20CVZ06	CABIN AIR FILTER	TECH(S):16029
CUSTOMER REQUESTS CABIN AIR FILTER REPLACEMENT		39.00
PARTS-----	QTY---FP-NUMBER-----	DESCRIPTION-----UNIT PRICE-
	1 15284938	FILTER 9.786 35.00
TOTAL - PARTS		35.00
MISC-----	CODE-----DESCRIPTION-----	CONTROL NO-----
	SC SENIOR CITIZEN	
TOTAL - MISC		-3.70
JOB# 5 TOTALS-----		
LABOR		39.00
PARTS		35.00
MISC		-3.70
JOB# 5 JOURNAL PREFIX CVCS		JOB# 5 TOTAL
		70.30
MISC-----	CODE-----DESCRIPTION-----	CONTROL NO-----
JOB # A	SS SHOP SUPPLIES	
TOTAL - MISC		7.96

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INVOICE NUMBER		CVCS217380	
CUSTOMER NUMBER		26010	
[REDACTED]		[REDACTED]	
DRACUT, MA		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR		TAG NO.	
BRIAN DUPUIS 92		[REDACTED]	
LABOR RATE		MILEAGE	
98.00		27,367	
YEAR / MAKE / MODEL		07/BUICK/LACROSSE/CXS 4 DR SEDAN	
VEHICLE ID. NO.		2 G 4 W E 5 8 7 8 7 1 [REDACTED]	
F.T.E. NO.		P.O. NO.	
[REDACTED]		[REDACTED]	
COLOR		STOCK NO.	
MIDNIGHT BL		B7-87	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
193		33520	
R.O. DATE		INVOICE DATE	
03/21/12		03/21/12	
REPRINT NUMBER		DELIVERY DATE	
[REDACTED]		08/09/07	
MO: 27369		PRODUCTION DATE	
[REDACTED]		[REDACTED]	

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$50.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$480.00 (+TAX) ON 03/21/12 AT 10:07am
BY JUDITH COMMENTS
TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 03/21/2012 / 27369 MI 01CVZ054 54000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 274.20
TOTAL PARTS.... 213.85
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 7.96
TOTAL MISC DISC -44.32
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 451.69

IMPORTANT !!!
RETAIL PARTS WITH AN ASTERISK (*) ARE LIFETIME GUARANTEE !!
You may receive a customer satisfaction survey in the mail
in the next few weeks. If for any reason you can not grade
us "COMPLETELY SATISFIED" please contact the Service Manager
Gregg Walker @ gwalker@betley.com Your COMPLETE SATISFACTION
is our #1 goal. THANK-YOU FOR YOUR BUSINESS !!

CUSTOMER SIGNATURE

3/21/12

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www.betley.com

INVOICE NUMBER		CVCS219225	
CUSTOMER NUMBER		26010	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO.	
CRAIG GREENOUGH 45			
LABOR RATE	LICENSE NO.	MILEAGE	
98.00		28,187	
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/CXS 4 DR SEDAN			
VEHICLE ID. NO.			
2 G 4 W E 5 8 7 8 7 1			
R.T.E. NO.		P.O. NO.	
COLOR		STOCK NO.	
MIDNIGHT BL		B7-87	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
193		33520	
R.O. DATE		INVOICE DATE	
05/08/12		05/08/12	
REPRINT NUMBER		DELIVERY DATE	
		08/09/07	
MO: 28191		PRODUCTION DATE	

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, UNLESS OTHERWISE STATED.

DISCLAIMER OF WARRANTIES

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JOB# 1 CHARGES-----

LABOR-----

J# 1 45CVZ01

STEERING CONCERN

TECH(S):33

315.77

CHECK FOR VIBRATION WHEN BRAKING AT HIGHWAY SPEED
INSPECT ALL BRAKES - ADVISE SERVICE REQUIRED
FRONT BRAKES VERY LOW
FRONT BRAKE ROTORS ARE STARTING TO DELAMINATE
REAR BRAKES LOW ALSO - ROTORS ARE WORSE ON INNER
BRAKING SURFACES
REPLACE ALL FOUR BRAKE ROTORS WITH NEW
REPLACE FRONT AND REAR BRAKES WITH NEW
SERVICE CALIPER SLIDES AND REASSEMBLE
TEST OPERATION

*to be credit to my acct
senior - 33.65
disc - 6.83
per Craig 5/9/12*

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19121389	PAD KIT 5.017	83.10	83.10
	2	20879455	ROTOR 5.809	65.79	131.58
	1	88862650	CLEANER 8.800	5.97	5.97
	1	MISC	MATERIALS	5.15	5.15
	2	PD126178	ROTORS	57.99	115.98
	1	SGD999C	PADS	39.00	39.00
TOTAL - PARTS					380.78

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	PD	PARTS DISCOUNT		-176.80
	SD	SERVICE DISCOUNT		-176.80
TOTAL - MISC				-353.60

JOB# 1 TOTALS-----

LABOR 315.77
PARTS 380.78
MISC -353.60

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 342.95

JOB# 2 CHARGES-----

LABOR-----

J# 2+45CVZ

STEERING/SUSPENSION

TECH(S):30

WARRANTY

CUSTOMER REQUESTS REIMBURSEMENT FOR STEERING SHAFT SERVICE
REPAIR
REFER TO REPAIR ORDER # 217380 - 03/21/12
GOODWILL ADJUSTMENT AS PER GM
FOR AMOUNT OF \$ 353.60

#353.60 refunded

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	EF	ENVIRONMENTAL FEES		2.00
JOB # A	SS	SHOP SUPPLIES		1.50
TOTAL - MISC				3.50

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ESTIMATE -----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$98.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$699.95 (+TAX) ON 05/08/12 AT 09:18am
BY JUDY COMMENTS ALL BRAKES DISCUSSED AND APPROVED
TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 05/08/2012 / 28191 MI 01CVZ057 57000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 315.77
TOTAL PARTS.... 380.78
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 3.50
TOTAL MISC DISC -353.60
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 346.45

IMPORTANT !!!
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in the next few weeks. If for any reason you can not grade
us "COMPLETELY SATISFIED" please contact the Service Manager
Gregg Walker @ gwalker@betley.com Your COMPLETE SATISFACTION
is our #1 goal. THANK-YOU FOR YOUR BUSINESS !!

CUSTOMER SIGNATURE

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LABOR RATE	LICENSE NO.	MILEAGE	
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