

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JUL 26 2012 18-JUN-2012		Repository ☐
						Reference No. 10462172
OWNER INFORMATION (Type or Print)						
Name [REDACTED]				Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]				Evening Telephone Number		
City ATHENS		State GA	Zip Code [REDACTED]			
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 3G5DB03E85S [REDACTED]				Make BUICK	Model RAINIER RENDEZVOUS	Model Year 2005
Date Purchased		Dealer's Name and Telephone Number			Engine: No: Cylinders	
Original Owner ☐		Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain		Multiple Failure:		Incident Date(s) 22-MAR-2012
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 100000 POWER TRAIN					Failure Mileage 82000	Failure Speed 10
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 (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 2005 BUICK RAINIER. THE CONTACT STATED THAT THE VEHICLE JERKED WHILE DRIVING 10 MPH. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE VEHICLE WAS EQUIPPED WITH TOO MUCH TRANSMISSION FLUID. THE CONTACT WAS ADVISED TO REPLACE THE TRANSMISSION. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED AND THEY STATED THAT THERE WAS NOTHING THEY COULD DO BECAUSE THE VEHICLE WAS OUT OF WARRANTY. THE FAILURE MILEAGE WAS 82,000 AND THE CURRENT MILEAGE WAS 87,000.						
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 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)

I own a 2005 Buick Rendezvous. While driving, I noticed jerking from time to time. As I drove it longer, I noticed that I could not go up hills while driving. It really scared me because while going up the hill, it would go in reverse direction while cars were behind me. Sometimes I would try to go up the hill and it would not pull at all. This could have caused a huge accident. I decided to take my vehicle to the dealership and I called the manufacturer. They both advised me to get another transmission. The failure mileage was only at around 82,000 miles.

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.

For more information, visit:
www.safercar.gov

Or call:
Vehicle Safety Hotline
888-27-1236





Dixie Salv

Auto & Truck Pa.
Foreign & Domes

21214 S.E. Hwy-19 • P.O. Box 1120 • C 32680
352-498-7000 • 1-800-226-7077 • P 3012

email: DIXIEAUTOSALVAGE@BELLSOUTH.NET
website: WWW.DIXIESALVAGE.NET

HO: 10:00 - 5:30
Day: 9:00 - 1:00



SEE REVERSE SIDE
FOR WARRANTY
INFORMATION



REFERENCE NO.	DATE	TIME
	3736 5/7/2012	08:50
P.O. NUMBER	CUSTOMER NO.	
	1	

SOLD TO

OLD TOWN, FL

COMPLETE TRANSMISSION
JASON OR RANDELL
2681 MONROE HIGH WAY
BOGART, GA 30622

SHIP VIA Page 1

QTY.	DESCRIPTION	UNIT PRICE	EXTENSION
1	400-01351 1U-Transmiss, Transax VIN# 365DB03E55; Reque RENDEZVOUS 05 A.T.; internal 0:44536	750.00	750.00
Thank You for your order. Please circle Payment Type: Cash C/Card D/Card Delivery Date		TAX	0.00
Discount .00		TOTAL	750.00

RECEIVED BY

Complete Transmission Inc.
 2681 Monroe Highway
 Bogart, GA 30522
 770-725-0811
 Email: randall239@bellsouth.net

Invoice

Number: 1916
 Date: 6/6/2012

Bill To

Ship To

PO Number	Terms	Customer #	Service Rep	Project
			05 BUICK	REND

Description	Quantity/Hours	Price/Rate	Tax1	Amount
LABOR TO CHECK TRANSMISSION		\$540.00		\$540.00
FT SEAL	1.00	\$6.52	✓	\$6.52
FLUID	12.00	\$2.78	✓	\$33.36
GAS		\$10.00		\$10.00

Amount Paid \$0.00
 Amount Due \$592.68

Discount \$0.00
 Shipping Cost \$0.00
 Sub Total \$589.88
 Sales Tax 7.00% on \$589.88 \$2.80
 Total \$592.68

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
\$592.68	\$0.00	\$0.00	\$0.00	\$592.68