

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 AUG 31 2012 17-JUL-2012	Repository ☐ Reference No. 10465954
OWNER INFORMATION (Type or Print)				
Name [REDACTED]			Daytime Telephone Number [REDACTED]	
Address [REDACTED]			E-mail Address [REDACTED]	
City ORLANDO	State FL	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]	
<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 3G5DB037355 [REDACTED]		Make BUICK	Model RENDEZVOUS	Model Year 2005
Date Purchased 9/18/11	Dealer's Name and Telephone Number Town & Country Select 352-568-3430		Engine: V6	Fuel Type: regular
Original Owner ☐	Dealer's City Bushnell	State FL	No: Cylinders	
Transmission Type Auto	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JUN-2012
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 100000 POWER TRAIN Torque Converter Prindle switch with shift linkage rod			Failure Mileage 95000	Failure Speed 0
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 ☐ 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. WHILE THE VEHICLE WAS IN DRIVE THE CONTACT ATTEMPTED TO SHIFT TO PARK BUT THE VEHICLE WOULD NOT RESPOND. THE CONTACT SHUT THE VEHICLE OFF AND TRIED TO RESTART IT BUT IT WOULD NOT RESTART. THE VEHICLE WAS TOWED TO A TRANSMISSION SHOP. THE TECHNICIAN STATED THAT THE TORQUE CONVERTER, THE INTERNAL SWITCH, THE SHIFT LINKAGE ROD AND THE INTERNAL PARKING ROD WOULD HAVE TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 95,000. I had no vehicle for 2 weeks awaiting repair. I saved my life and quite a few other people due to my quick knowledge. This would have been a multi trillion dollar law suit. I never had this happen before				
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 was unable to steer my car due to the shift Linkage Rod Breaking. Thank god I was in a Celdosac where I was able to power off the car. It would have caused a major accident if I was on a busy street. Since then I have been hearing loud noises in the car regarding all the racks in the car. I was without an automobile for 2 weeks due to my extended warranty had no rental car coverage.

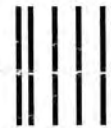
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Invoice
Number: 369

Save old parts ☒ Y ☐ N (Core may apply)

Orlando, FL
Cellular
Cust ID: 272 Hat #: Ref #:

and li

Proposed completion date: y, Jun 06, 2012
Date / Time: 06/13/2012 5:14PM

2005 Buick - Rendezvous Ultra
3.6L V6 VIN (7)
Lic #:
Unit #:
Vin #: 3G5DB03735

Odometer In: 95525
Odometer Out: 95535

*U/Used R/Rebuilt RC/Reconditioned Part Description / Number	Qty	NC/No Chg/Warranty Sale	Extended	RD/Reduced Labor Description	Hours	Extended
TORQUE CONVERTER 52433444	1.00	325.00	325.00	TRANSAXLE ASSEMBLY - Remove & Replace - AWD	10.00	890.00
INTERNAL PRINDLE SWITCH WITH SHIFT LINKAGE ROD 5451615	1.00	59.13	59.13	TRANSAXLE ASSEMBLY - Overhaul Removed - [Includes: Inspect and replace necessary transmission and differential parts, reassemble and adjust.]	9.00	801.00
INTERNAL PARKING ROD 51168456	1.00	31.64	31.64			
OVERHAUL KIT - [Plates sold separately.] 24240478	1.00	331.52	331.52			
DEXTRON VI ATF 516646	9.00	4.45	40.05			

71-1083263543

866-790-5600
X 32817
Arlene -

Wadim

VEHICLE HAS A 24 MONTH 24,000
MILE WARRANTY WHICH EVER
COMES FIRST ON REPAIRS
PERFORMED ONLY. ELECTRICAL
COMPONENTS ARE NOT COVERED
UNLESS OTHERWISE SPECIFIED.
WARRANTY IS
NON-TRANSFERABLE.
CUSTOMER IS TO FOLLOW UP
WITHIN 10 DAYS OF CUSTOMER
PICKING UP THEIR VEHICLE.

200.00
161.10
361.10

A storage fee of \$ per day may be applied to vehicles which
are not claimed within 3 working days of notification of completion

Charges based on: Hourly rate ☐ Flat rate ☐ Both apply ☐
Intended Method: Cash ☐ Check ☐ Charge ☐
[Method of Payment - Visa - \$361.10, MasterCard - \$2278.34]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER
STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100. I REQUEST A
WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE. AS LONG AS THE REPAIR COSTS DO NOT
EXCEED \$ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL
I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED DATE

ALTERNATE PERSON TO AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK:

Name Phone Estimate good for 30 days. Not responsible for damage caused
by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your
employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any
reason, a tear down and reassembly fee of \$ will be applied.

SIGNED: DATE

ESTIMATE/DIAGNOSTIC FEE: \$ /OR HOURLY AT \$ PER HOUR

**This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste
disposal. ***FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a
\$1.50 fee for each new or remanufactured battery sold in the State of Florida.

Labor:	1,691.00
Parts:	787.34
Sublet:	0.00
Sub:	2,478.34
Tax:	161.10
Total:	2,639.44
Bal Due:	