 <p>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</p>		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received OCT - 3 2012 23-AUG-2012	Repository <input type="checkbox"/> Reference No. 10472022
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address NONE
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City BROWNWOOD	State TX	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 2G4WC582881 [REDACTED]		Make BUICK	Model LACROSSE
		Model Year 2008	
Date Purchased 1-25-2011	Dealer's Name and Telephone Number Stanley Dodge Chrysler 325-643-2616		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City Brownwood	State TX	Fuel Type: Regular sometimes
Zip Code 76801			
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain <input checked="" type="checkbox"/>	Multiple Failure: A 4 DOORS AT different times
		Incident Date(s) 01-AUG-2012 1st. About July-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 162000 STRUCTURE: BODY		Failure Mileage 52000	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2008 BUICK LACROSSE. THE CONTACT STATED THAT ALL THE DOORS HAD BECOME INOPERABLE AND AS A RESULT, THE DOOR LOCKS FAILED TO UNLOCK OR LOCK. THE CONTACT MENTIONED THAT IN ONE OCCASION THE DOORS FAILED TO UNLOCK WHICH PREVENTED HER FROM EXITING THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 52,000. I DID TAKE my car to the Buick house in Alamogordo N.M. They said they had to order the door locks and it would take about a week to get them and fix my doors. I was on my way home and my daughter in Odessa Texas said the Buick house there had the parts so I could have it fixed there. My son bought the 2 front door latches and fixed them, then I ordered to BACK door latches			
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.			

And he fixed them, I could not afford to have them fixed so he did the work for me. Now they work just fine. I AM 76 and could not climb through to the passenger side to get

over!

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

My Son replaced all 4 door locks, because the dealers wanted \$249.00 for each door plus so much for putting my car on a machine and I could not pay that much.

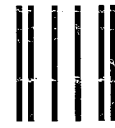
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

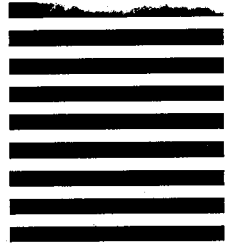
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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

NHTSA

Vehicle Defect Reporting Campaign (VDR) is a program of the U.S. Department of Transportation, National Highway Traffic Safety Administration.

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

★★★★★
NHTSA
www.nhtsa.gov

Copy

FREEDOM

BUICK GMC TRUCK

5251 E. 42nd Street Odessa, Texas 79762

Parts: 432.550.0506 Fax: 432.550.5315

www.freedombg.com

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 35% RE-STOCK CHARGE ON ALL RETURNED PARTS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED 27 AUG 12	YOUR ORDER NO.	DATE SHIPPED 27 AUG 12	INVOICE DATE	INVOICE NUMBER 172518
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****PREPAID****

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ACCOUNT NO. [REDACTED]

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PAGE 1 OF 1

27-AUG-12

SHIP VIA	SLSM. 155	B/L NO.	TERMS Payment Visa/Mast	F.O.B. POINT ODESSA, TX													
QTY	SHIP	EQ	PART NO.	DESCRIPTION	LIST	NET	AMOUNT										
1	1	0	25876459	165C LOCK	117.13	95.58	95.58										
1	1	1	25876458	165B LOCK	122.87	100.26	100.26										
*** ABOVE PART IS PREPAID ***																	
STATE AGENCY FOR TAX				16.16													
BATTERY FEE				0.00													
The following parts have been special ordered:																	
1			25876458	LOCK													
<p><i>Thank You For Your Business!</i></p>							<table border="1"> <tr><td>PARTS</td><td>195.84</td></tr> <tr><td>SUBLET</td><td></td></tr> <tr><td>FREIGHT</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>16.16</td></tr> <tr><td>TOTAL</td><td>\$212.00</td></tr> </table>	PARTS	195.84	SUBLET		FREIGHT	0.00	SALES TAX	16.16	TOTAL	\$212.00
PARTS	195.84																
SUBLET																	
FREIGHT	0.00																
SALES TAX	16.16																
TOTAL	\$212.00																
CUSTOMER'S SIGNATURE				X													

Copy

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NO RETURNS AFTER 30 DAYS. 35% RE-STOCK CHARGE ON ALL RETURNED PARTS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED 27 AUG 12	YOUR ORDER NO.	DATE SHIPPED 27 AUG 12	INVOICE DATE	INVOICE NUMBER 172504
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ACCOUNT NO. [REDACTED]

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PAGE 1 OF 1

MASTERCARD-VISA

[REDACTED]

27-AUG-12

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT		
		263		Payment Visa/Mast	ODESSA, TX		
QTY	SHIP	EQ.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	25876436	164E LOCK	95.38	72.75	72.75
1	1	0	25876437	164E LOCK	105.71	80.63	80.63
STATE AGENCY FOR TAX				12.65			
BATTERY FEE				0.00			
<p><i>Thank You For Your Business!</i></p> <p>CUSTOMER'S SIGNATURE X</p>					PARTS		153.38
					SUBLET		
					FREIGHT		0.00
					SALES TAX		12.65
					TOTAL		\$166.03

212.00
378.03