

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received 16-SEP-2013		Repository ☐	
Name [Redacted]		Daytime Telephone Number [Redacted]		Reference No. 10543800	
Address [Redacted]		Evening Telephone Number [Redacted]			
City MODESTO		State CA		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 1G4HP52K45U [Redacted]		Make BUICK		Model LESABRE	
				Model Year 2005	
Date Purchased August, 2005		Dealer's Name and Telephone Number Thompson Chevrolet (209) 521-1354		Engine: No: Cylinders 6	
Original Owner ☒		Dealer's City Patterson, Calif.		Fuel Type: Gas	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain transmission differs exterior	
		Multiple Failure: NO		Incident Date(s) 30-AUG-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage 27059	
				Failure Speed 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 ☐ 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 LESABRE. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THE BRAKE LIGHT WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING AND THE MECHANIC STATED THAT THE MASTER CYLINDER HAD TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 27,059. THE CURRENT MILEAGE WAS 27,090. on Sept. 24, took vehicle to Thompson Chev. - They originally thought it might just be a switch - it wasn't - They agreed with American Chev. (original diagnosis in Modesto) that it was the master cylinder - replaced it, invoices enclosed for both American Chev & Thompson Chevrolet. - my argument is that there is an implied warranty. Nothing this major should be at 27,000 miles.					
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.					

should be at 27,000 miles.

(over)

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

Between the time I went to American Chevrolet & Thompson Chevrolet, I contacted General Motors - I offered to split the cost - if they would provide the master cylinder, I would pay for the labor. They refused and offered me a \$1,000.00 credit towards the purchase of a new car. Why would I buy a new GM product if they're only good for 22,000 miles? -

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

SACRAMENTO CA 957

OCT 2003 PM 7 L

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



THOMPSON CHEVROLET BUICK GMC INC.

701 South 2nd Street · Mailing Address: P.O. Box 95
PATTERSON, CALIF. 95363-0095
Phone: (209) 892-3311

EPA #
CAL000099007

B.A.R. #
ARD012621

MODESTO

CA

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
09/24/13	05	BUICK	4HP69	1G4HP52K45U	66080	27147	27149	126
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/01/05	09/25/13	01	00:00		95.00	01	09/25/13	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
131262				WHITE 1				

===== WAITER =====
===== REPAIR LINE 001 =====
REPLACE THE BRAKE MASTER CYLN SWITCH
REPLACED THE BRAKE MASTER CYLN SWITCH AS PER DIAG FROM AMERICAN CHEVROLET AND AFTER T
HE REPAIRS WERE COMPLETED THE BRAKE LIGHT IS STILL ON AND WE THEN FOUND THAT THE BRAK
E MASTER CYLN WILL HAVE TO BE REPLACED
WE THEN REPLACED THE BRAKE MASTER CYLN THEN BLEED THE BRAKES AND AFTER THE REPAIRS WE
RE COMPLETED WE TEST DROVE THE VEHICLE AND THE BRAKES ARE WORKING CORRETLY AND THE BR
AKE LIGHT IS NOT ON NOW THANK YOU FOR DOING BUSINESS WITH THOMPSON CHEVROLET
Bill Code - C

16	BRAKE LABOR	6 M A	1.60	152.00
JOSE GONZALEZ				
Total Labor				152.00
GM	18012741	SWITCH	1	17.70
GM	19209255	CYLINDER	1	274.14
GM	19299818	FLUID	1	9.74
Total Parts				301.58
Total Line				453.58

Payment Type - 01 CASH

478.21

pdic

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER		LABOR AMOUNT	152.00
	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS		PARTS AMOUNT	301.58
			MISC. SALES	
			MATERIALS	1.52
			TOTAL CHARGE	455.10
			DEDUCTIBLE	
			SALES TAX	23.11
			OTHER PAY	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	CUSTOMER PAY	478.21	



E.P.A. # CAR 000002477
B.A.R. # ARD 00154554



CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523

(209) 575-1606

Service Direct

(209) 491-7813



Certified Service

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 5:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05CVZ-FILT	FUEL FILTER	MO	0.00	07CVZ-EXH-INSP	VISUAL EXH INSPECT	MI	0.00
01CVZ-QUIK/ROT	TIRE ROTATION	MI	12.95	01CVZ-QUIK/FUEL	REPLACE FUEL FILTER	MI	59.95
01CVZ-QUIK/SERV	18 PT EXPRESS SERVICE	MI	37.95	70CVZ-02	LUBE OIL & FILTER	MI	30.60

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# AG154554

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD	VEHICLE ID NO. 1G4HP52K45U	YEAR/MAKE/MODEL 05/BUICK/LESABRE/4DR SDN CUSTOM	PRODUCTION DATE 08/01/05	STOCK NO. 64832	LICENSE NO. 64832
ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED	MODESTO, CA	CUSTOMER NO. 109196	SERVICE CONTRACT 08/01/05	DELIVERY MILES 09/03/13	SELLING DEALER NOT. O. DATE 09/03/13
REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code) I hereby authorize the repair work herein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereon. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property remain with the depository. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection thereof.	DATE RECEIVED 12:08pm	DATE WE PROMISED 09/03/13	TIME 02:30pm	PRIORITY 1	CELL PHONE 673
APPOINTMENT ☒ Yes ☐ No	ADVISOR NO. 494 ADV. SDR KENNETH GALLAGHER				

ORIGINAL CUSTOMER ESTIMATE:	PARTS 0.00	LABOR 109.95	TOTAL 109.95
COMMENTS:			
1. C 08CVZ BRAKES C/S THE RED BRAKE LIGHT IS ON C/K AND RPT			
2. C 99CVZ TIRE PRESSURE CK/ADJ SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.			
ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON	CONTACTED BY		
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON	CONTACTED BY		
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
TO OUR SERVICE CUSTOMERS: Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.			
"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."			
ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR	PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.			
X			
COMPANY POLICIES			
Vehicles cannot be picked up without payment in full. Personal charge accounts are not permitted. MasterCard, Visa, Chevron & Discover charge cards will be accepted. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in vehicle and dealer is not responsible for inspection thereof.			



E.P.A. # CAR 000002477
B.A.R. # AG-154584



CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523

(209) 575-1606

Service Direct

(209) 491-7813

564832

Mr. Goodwrench

SERVICE HOURS:
QUICK SERVICE

MON. - FRI. 7:30 A.M. to 5:30 P.M.
MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 8:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05CVZ-FILT	FUEL FILTER	MO	0.00	07CVZ-EXH-INSP	VISUAL EXH INSPECT	MI	0.00
01CVZ-QUIK/ROT	TIRE ROTATION	MI	12.95	01CVZ-QUIK/FUEL	REPLACE FUEL FILTER	MI	59.95
01CVZ-QUIK/SERV	18 PT EXPRESS SERVIC	MI	37.95	70CVZ-02	LUBE OIL & FILTER	MI	30.60

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AG154554

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD	VEHICLE ID NO	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G4HP52K45U	05/BUICK/LESABRE/4DR SDN CUSTOM				564832
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.C. DATE
	109196		08/01/05			09/03/13
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	MODесто, CA	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		WHITE/				673
	TURBO	MMAC	AIR COND.	P.S.	TRANS	MILEAGE
	N	CVZZ	Y	Y	A	27,059
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AS 409 amending CMV code)	
☒ Yes ☐ No	12:08pm	09/03/13 02:30pm	1		I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property remain with the depository. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection thereof.	
				☐ SAVE PARTS ☒ X		

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
	0.00	109.95	109.95
X COMMENTS:			
1 C 08CVZ BRAKES C/S THE RED BRAKE LIGHT IS ON.C/K AND RPT			
2 C 09CVZ TIRE PRESSURE CK/ADJ >>>>>>L/F.....R/F.....L/R.....R/R..... SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.			
PAID VISA SEP 3 2013 Deposit 55.00			
ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
TO OUR SERVICE CUSTOMERS: Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.			
"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."			
ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR.	PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.			
COMPANY POLICIES Vehicles cannot be picked up without payment in full. Personal charge accounts are not permitted. MasterCard, Visa, Chevron & Discover charge cards will be accepted. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in vehicle and dealer is not responsible for inspection thereof.			

A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO CONFORM WITH CITY, STATE, AND FEDERAL REGULATIONS

PAGE 1 OF 1

SERVICE FILE COPY

564832