

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

Repository

NOV 19 2013
22-OCT-2013

Reference No.
10548992

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ST. LOUIS State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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
1G4HA5EM4BU [REDACTED] Make BUICK Model LUCERNE Model Year 2011

Date Purchased 10-21-10 Dealer's Name and Telephone Number HOUSTON BUICK GMC 595-2700 Engine: No: Cylinders 6 Fuel Type: Unleaded
Original Owner Dealer's City ST. LOUIS State MO Zip Code 63130

Transmission Type [REDACTED] Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 07-OCT-2013
~~07-OCT-2013~~

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS) Failure Mileage 15000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2011 BUICK LUCERNE. THE CONTACT STATED THAT WHILE THE VEHICLE WAS BEING INSPECTED, IT WAS FOUND THAT THERE WAS A SEVERE OIL LEAK DUE TO THE FAILURE OF THE PAN GASKET. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 15,000.

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.

MEMORANDUM

TO US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NNNVS-210
1200 New Jersey Avenue
Washington, D.C. 20077-9382

FROM;



St. Louis, Mo. [Redacted]

DATE: November 6, 2013

SUBJECT: COMPLAINTS

I have a new 2011 Buick Lucerne purchased October 21, 2013.

This Automobile has only 15,000 miles.

In my opinion and knowledge about automobiles-this new car under no circumstances should have any type of oil leaks. Bluntly speaking-the manufacturer of this engine has built an engine that has problems that will inhibit the performance of this auto in the future.

The manufacturer should let me know why this engine had a severe engine leak.

If I had taken several trips to California-the auto might have busted into flames.

The manufacturer owes me some type of gratuity for frustration and anxiety.

Your cooperation will be greatly appreciated in taking care of my complaint.

ATTACHMENTS (3)



Lou Fusz Buick GMC
 10950 Page Ave.
 Saint Louis, MO 63132
 (314) 595-2700
 Fax: (314) 595-2780

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 7:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
10/07/13	506001429/2
R/O Close Date	Status
10/08/13	Pre-Invoice
Mileage In	Mileage Out
14967	14967
Service Advisor / Tag #	
Stephanie Watki/4574*W*	

ST LOUIS, MO			Work Phone	Vehicle Identification Number	
			Home Phone	1G4HA5EM4BU	
Year	Make	Model	Body	Delivery Date	In Service Date
2011	BUICK	LU	4DR SDN CX	10/21/10	10/21/10
B114017				Color	License Number
				QUICKSILV	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
EMISSIONS STICKER	Internal

#7 * ENG3: ENGINE OIL LEAK - CHECK AND ADVISE THIS IS AN ADD-ON OPERATION, FOUND DURING OIL SERVICE AND MPVI. FOUND SEVERE ENGINE OIL LEAK AND WAS LOW AND COULD CAUSE SEVERE ENGINE DAMAGE DISCUSSED AND VERIFIED AND HAD CUSTOMER SIGN FOR REPAIR. Caused by ENGINE OIL PAN GASKET LEAKING Work performed by Dale Brooks (726) Installed 12602848 :SL-N-GASKET (01429-BPCT) Qty: 1 REPLACE ENGINE OIL PAN GASKET AND CLEAN RESIDUAL. 4065870 3.7	Warranty Warranty

#8 * SUB3: SUBLET RENTALS Work performed by B91252 : 811938	Warranty

#9 * MAINT3: REPLACE ENGINE AIR FILTER Work performed by Robbie Carter (236) Installed 22676970 :SL-N-ELEMENT (03410-BPCK) 1@26.95 Sub Total: 35.96	9.01 26.95

#10 *MAINT5: REMOVE AND REPLACE FRONT WIPER BLADES Work performed by Robbie Carter (236) Installed 19252696 :SL-N-BLADE (10146-BOPCKT) 1@19.74 Installed 19252698 :SL-N-BLADE (10146-BOPCKT) 1@19.74 Sub Total: 48.49	9.01 19.74 19.74

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products 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. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Lou Fusz Buick GMC
 10950 Page Ave.
 Saint Louis, MO 63132
 (314) 595-2700
 Fax: (314) 595-2780

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 7:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
10/22/13	007327
R/O Close Date	
10/25/13	
Mileage In	Mileage Out
15184	
Service Advisor / Tag #	
Herman Torres	
Vehicle Identification Number	
1G4HAGEM5C	
Delivery Date	In-Service Date
10/21/10	10/21/10
Color	License Number
QUICKSILV	

ST LOUIS, MO			Work Phone	1G4HAGEM5C	
			Home Phone	Delivery Date	In-Service Date
			Body	10/21/10	10/21/10
Year	Make	Model	4DR SDN CX	Color	License Number
2011	BUICK	LU		QUICKSILV	
B114017					

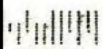
DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 -- ENGL: ENGINE OWNER REPORTS THAT THERE IS STILL AN ENGINE OIL LEAK LEAVING DROPS ON GARAGE FLOOR ENGINE OIL PAN GASKET WAS REPLACED ON LAST VISIT OWNER HAS ALREADY CALLED GM TO COMPLAIN AND WAS GIVEN CASE #71-1234588657 Caused by INTAKE MANIFOLD GASKETS LEAKING ENGINE OIL FROM ENDS Work performed by Dale Brooks (726) Installed 88861206 :N-DYE (08800-BOPCKT) Installed 19179756 :SL-N-GASKET KIT (03270-BPCT) Installed 88864346 :N-SEALANT (08800-BOPCKT) Installed 10154775 :SL-N-GASKET (00423-BOPCKT) DIAGNOSED AND REPLACED ENGINE INTAKE MANIFOLD GASKETS ETS-----4060550 2.7</p>	<p>Warranty Qty: 1 Warranty Qty: 1 Warranty Qty: 1 Warranty Qty: 2</p>
<p>#2 * SUB3: SUBLET RENTALS Work performed by B10 : 5061982</p>	<p>Warranty</p>

<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p> <p>DISCLAIMER OF WARRANTIES. Any warranties on the products 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. Any limitation contained herein does not apply where prohibited by law.</p>	LABOR	00
	PARTS	00
	DEDUCTIBLE	00
	SUBLET	00
	SHOP SUPPLIES	00
	HAZARDOUS MATERIALS	00
	SALES TAX OR TAX I.D.	00
	SPECIAL ORDER DEPOSIT	00
	DISCOUNTS	00
	TOTAL DUE	00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

St. Louis, Mo.



US Department of Transportation
National Highway Traffic Safety Adm.
Office of Defects Investigation NVS-210
1200 New Jersey Avenue
Washington, D.C. 20077-9382

FIRST CLASS