 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>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>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received 29-JUL-2014</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10617264</p>							
<p>OWNER INFORMATION (Type or Print)</p>													
Name		Address		City		State		Zip Code		Daytime Telephone Number		E-mail Address	
AMHERST		OH		AMHERST		OH		AMHERST		[REDACTED]		NOEMAIL@UNK.GOV	
Evening Telephone Number		<p>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).</p>											
<p>VEHICLE INFORMATION</p>													
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model		Model Year					
3G5DA03EX3S [REDACTED]				BUICK		RENDEZVOUS		2003					
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:					
Fall of 2003		JOYCE BUICK 440-934-6600				No: Cylinders		Gas					
Original Owner		Dealer's City		State		Zip Code		6		[REDACTED]			
[REDACTED]		38039 Chester Rd. Avon		OH		44011		[REDACTED]		[REDACTED]			
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)					
Auto		<input checked="" type="checkbox"/> Cruise Control		[REDACTED]		[REDACTED]		19-JUL-2014					
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>													
Vehicle Component Codes: BRAKES (PWS), 034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION								Failure Mileage		Failure Speed			
COMPONENTS: HOSES, LINES/PIPING, AND FITTINGS								134000		65			
<p><i>Brake Line Leaking under heat tube Shield.</i></p>													
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>													
Tire Make				Tire Model (Name or Number)				Tire Size (Example P215/65R15)					
DOT No. (Example: DOTM19ABC036)				<input type="checkbox"/> Original Equipment		Failure Location:		[REDACTED]					
[REDACTED]				<input type="checkbox"/> Prior Repair		[REDACTED]		[REDACTED]					
Tire Component Code								Tire Failure Type:					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>													
Make:				Date Manufactured:				Model No./Name:					
Seat Type:				Installation System:				[REDACTED]					
Child Seat Component Code:				Failed Part:				[REDACTED]					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>													
Crash		Fire		Number of Persons Injured		Number of Deaths		Reported to Police					
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0		N					
<p>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).</p>													
<p>TL* THE CONTACT OWNS A 2003 BUICK RENDEZVOUS. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE BRAKES FAILED AND THE EMERGENCY BRAKE WAS USED TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO NOTICED THAT THE WARNING INDICATOR LOW BRAKE FLUIDS WARNING LIGHT WAS ILLUMINATED. THE MECHANIC DIAGNOSED THAT THE BRAKE LINES THAT CROSSED OVER FROM THE DRIVERS SIDE TO THE PASSENGER SIDE WERE FRACTURED DUE TO RUST ON THE INSIDE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 134,000.</p>													
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>													
<p>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.</p>													

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

COULD NOT SEE LEAK AS IT WAS UNDER THE HEAT TUBE SHIELD THAT LOOKED NEW, BUT THE BRAKE LINE INSIDE WAS RUSTY WITH A HOLE IN IT.

P.S. I SAVED THE PART WITH THE HEAT TUBE SHIELD WITH THE BRAKE LINE IN IT.

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.**

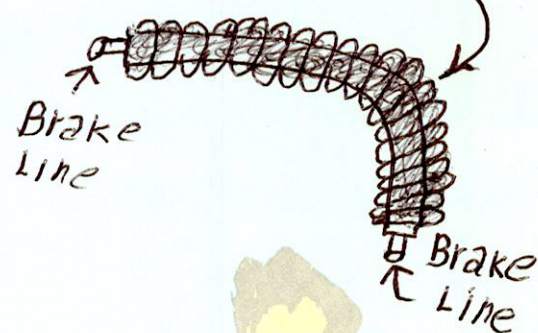
**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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

this is why nobody
could see the leak it
was under the
heat tube shield.



heat tube shield
is about $3\frac{1}{2}$ ft. Long
and you can not see
the rust under the
heat shield. [redacted] where
it was leaking.
Amherst, OH [redacted]



TUFFY AUTO SERVICE CENTER

649 LEONA STREET
ELYRIA, OH 44035
Ph:440-324-7484, Fax:(440) 324-2964

INVOICE

#120384
7/28/2014, 1:54 PM
Estimate #140726010
Facility #: Elyria

AMHERST, OH

HOME: [REDACTED]
ACCOUNT #: [REDACTED]

2003 BUICK RENDEZVOUS
[REDACTED]
ODOM IN/OUT: 134367 / 134367
3G5DA03EX3S [REDACTED]
3.4L 6 Cyl.

364.38 Deposit/Settle VISA

Sales: 101:Elden j
Tech: 174:Andrew #ASE

Qty	Item Number	Loc	Description	R/S	ST	Each	Labor	Misc	Extended
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Brakes

1	B1		[N]BLEED BRAKES W/ BRAKE SERVIC	D	R	12.95	31.30		44.25
21	CNC-325		[N]3/16 NICKLE/COPPER/IRON ALLOY	A	RO-	6.93	7.00		292.53
PASS FT & REAR STEEL BRAKE LINES FROM ABS UNIT TO THE WHEELS LEAKING UNDER THE HEAT TUBE SHIELD 5 YEAR WARRANTY AT THIS LOCATION ONLY									
174	Sub-Total Brakes:								336.78

[N]=New - Non-OEM [O]=New - OEM [U]=Used [R]=Reconditioned
Reason For Replacement Codes - Required
A:A) Part no longer performs intended func
D:D) Required as part of job

Parts	158.48
Labor	178.30
Shop Supplies/Fee	23.57
10% OFF NEXT SERVICE	-18.21
Sub-Total	342.14
OHIO STATE SALES TAX	22.24
Grand Total	364.38

SOME WARRANTIES GOOD ONLY AT THIS LOCATION

Items Declined By Customer

17	CNC-325		[N]3/16 NICKLE/COPPER/IRON ALLOY	4	RO-				
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SOME PRODUCTS AND SERVICE WARRANTIES MAY ONLY BE GOOD AT THIS LOCATION.
ASK MANAGER FOR DETAILS, SEE BACK OF INVOICE. PLEASE RETAIN THIS INVOICE FOR PRESENTATION WITH YOUR WARRANTY CARD(WHEN PROVIDED) WHEN MAKING A WARRANTY CLAIM. WARRANTY DOES NOT COVER THE COST OF ADDITIONAL COMPONENTS OR LABOR NECESSARY TO RESTORE VEHICLE TO ITS PROPER OPERATION. THIS WARRANTY DOES NOT COVER DAMAGE BY COLLISION, ABUSE, SELF-REPAIRS, OR BY FAILURE OF OTHER PARTS OR COMPONENTS. TUFFY SHALL NOT HAVE ANY RESPONSIBILITY FOR LOSS OF USE OF VEHICLE, LOSS OF TIME, INCONVENIENCE, CONSEQUENTIAL ECONOMIC OR COMMERCIAL LOSS.

ALL PRODUCTS & WORKMANSHIP HAVE A Ninety (90) DAY WARRANTY from the date of Purchase. Additional warranties on Brake shoes & pads , mufflers, shocks ,struts:
The Warranty terms for these products are stated on a separated warranty certificated

Customer Signature X _____ Date _____

Print Name X _____