

DEC 01 2014

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 29-SEP-2014	Repository ☐ Reference No. 10639889
OWNER INFORMATION (Type or Print)				Daytime Telephone Number E-mail Address NOEMAIL@UNK.GOV Evening Telephone Number	
Name					
Address					
City MANVILLE		State NJ	Zip Code		
<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 1G4HP57298U			Make BUICK	Model LUCERNE	Model Year 2008
Date Purchased 10/26/2008	Dealer's Name and Telephone Number Flemington Buick 908 782-3330		Engine: No: Cylinders	Fuel Type:	
Original Owner ☒	Dealer's City Flemington, NJ	State NJ	Zip Code		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 21-JUN-2014	
	☒ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 116200 ELECTRICAL SYSTEM: IGNITION: MODULE				Failure Mileage 24863	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					
<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 2008 BUICK LUCERNE. WHILE DRIVING 25 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TOWED TO THE DEALER. THE TECHNICIAN STATED THAT THE IGNITION COIL AND MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 24,863.					
11-21-2014					
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.					

CUSTOMER #:

INVOICE

Flemington 
CHEVROLET • BUICK • GMC • CADILLAC

 211 Route 202
 Flemington, NJ 08822
 Service Direct: (908) 782-3330
 Sales: (908) 782-3331 • Fax: (908) 806-0352
 www.flemington.com

PAGE 2

MANVILLE, NJ

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3117 MICHAEL F DELGAUDIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GLD-MIST-M	08	BUICK LUCERNE	1G4HP57298U		24863/24867		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV08 IS							
20SEP12 DD	06MAR08		13:00 21JUN14		0.00	CASH	21JUN14
R.O. OPENED	READY	OPTIONS: SOLD-STK: 8U ENG: 3.8 TRN: A					
07:58 21JUN14	15:00 21JUN14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 219.76				21JUN14 07:59	SA: 3117		

COMPANY NAME GMPP
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 36
 EFFECTIVE DATE 20 SEP 2012
 DEDUCTIBLE 100.00
 MILEAGE LIMIT 30000
 BEGIN MILES 17839
 END MILES 47839
 COMPONENTS



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.

AUTHORIZED SIGNATURE

CUSTOMER SIGNATURE

IMPORTANT

THANK YOU FOR CHOOSING OUR SERVICE DEPARTMENT. YOU WILL BE RECEIVING A SURVEY SHORTLY. WE WOULD APPRECIATE YOU GIVING US A "COMPLETELY SATISFIED" RATING. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER THANK YOU.

DESCRIPTION	TOTALS
LABOR AMOUNT	300.53
PARTS AMOUNT	495.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-25.85
TOTAL CHARGES	770.27
LESS INSURANCE	0.00
SALES TAX	53.92
PLEASE PAY THIS AMOUNT	824.19

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07:58 21JUN14	15:00 21JUN14	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS

A CUSTOMER STATES VEHICLE DIED WHILE DRIVING WOULD NOT RESTART VEHICLE
 WAS TOWED IN.

CAUSE: 15 AMP FUEL INJECTOR FUSE BLOWN.

51CVZ BODY ELECTRICAL

7691 CPA

1 88909754 (S) FUSE

51 BODY ELECTRICAL

7691 CPA

1 10472401 W-(S) COIL

1 19245558 W-(S) MODULE

PARTS: 476.49 LABOR: 263.83 OTHER: 0.00 TOTAL LINE A: 740.32

24863 15 AMP FUEL INJECTOR FUSE BLOWN. CHECKED FUEL PRESSURE OK,
 CHECKED FOR SPARK, NO SPARK, CHECKED FOR ENGINE RPM ON TECH 2, NO
 RPM. FOUND FUEL INJECTOR EVEN FUSE BLOWN DUE TO IGNITION COIL FAILURE.
 REPLACED IGNITION COIL AND IGNITION MODULE THAT MAY HAVE BEEN
 DAMAGED. ROAD TESTED TO VERIFY REPAIRS, MILEAGE AFTER ROAD TEST, 24865.

B MPI VISUAL INSPECTION

MPI MPI VISUAL INSPECTION

7691 CPA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C LUBE, OIL CHANGE WITH FILTER AND ROTATE TIRES

LOFR LOF W/ ROTATE

7691 CPA

D61 PARTS DISCOUNT

1 19210284 (S) FILTER

1 TO TOP OFF FLUIDS

5 129 MOTOR OIL

PARTS: 19.10 LABOR: 36.70 OTHER: -25.85 TOTAL LINE C: 29.95

24863 OIL AND FILTER CHANGE, ROTATED TIRES, SET PRESSURES, LEARNED
 TPM.

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