

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

552(B)(6)

2008 AGENCY USE ONLY 100148

Date Received

23-DEC-2014

Repository ☐

Reference No.

10668010

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

LARGO

State

FL

Zip Code

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2G4WE537X51

Make

BUICK

Model

LACROSSE

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure: AIR BAG

PPS MODULE

2-TIMES

Incident Date(s)

15-DEC-2014

1-8-15

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS

AIR BAG HARNESS FAILURE 1 TIME

PPS MODULE - FAILED 2 TIMES (2)

Failure Mileage

47711

57513

53349

Failure Speed

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: DOTMAL9ABC036)

☐ 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 LACROSSE. THE CONTACT STATED THAT THE PASSENGER SIDE PRESENCE SYSTEM MODULE FAILED CAUSING THE AIR BAG WARNING LIGHT TO ILLUMINATE. THE FAILURE OCCURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 57,513.

PPS MODULE REPLACED 2-4-15 57,525 MILES

THIRD FAILURE - 2-PPS MODULE (11-23-11) (1-8-15)

1-HARNESS PULLED OUT (10-3-12)

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.

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

SEE ATTACHED STATEMENTS FROM

10-23-11, 10-3-12, 1-8-15 AIRBAG FAILURE
DICK NORRIS BUICK

CLEARWATER FL 33764 PH. 727-536-1967

MY COST: 140.00 EST (11-28-11) MODULE FAILURE

53.50 ACT (10-3-12) AIRBAG HARNESS FAILURE

614.19 ACT (1-8-15) MODULE FAILURE

\$807.69

ATTACH ADDITIONAL SHEETS IF NECESSARY

CAR IS NOT SAFE - IT WILL FAIL AGAIN
COST OF PPS MODULE \$1,474.00

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



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



safercar.gov

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



18200 US 19 North - Clearwater, FL 33764

Phone: (727) 536-1967

MV #: 54703

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m.

Monday - Friday

R/O Open Date	R/O Number
11/23/11	
R/O Close Date	Status
11/29/11	Final
Mileage In	Mileage Out
47711	47711
Service Advisor / Tag #	
MIKE BENNETT/631*W*	

REF # 10668010

[REDACTED]		Work Phone		Vehicle Identification Number	
LARGO, FL [REDACTED]		Home Phone		2G4WE537X51 [REDACTED]	
Year		Make		Delivery Date	
2005		BUICK		10/22/05	
Model		Body		In-Service Date	
LACROSSE		4 DOOR SEDAN			
		Color		License Number	
		SILVER			

480-8963 JACK

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 30GCZ3: ELECTRICAL THE AIRBAG LIGHT COMES ON AT TIMES- Caused by SCANTEST FOUND CODES B2750 HORN RELAY/AIRBAG COIL SHORTED, AND CODE B0092 PPS MODULE SHORTED Installed 19124104 :MODULE KI (14865-B) Qty: 1 Installed 19133726 :COIL KIT (14865-B) Qty: 1 REPLACED THE AIRBAG COIL AND PPS MODULE	Warranty Warranty
#2 - 00GCZ: QUICK LUBE: CHANGE OIL, CHANGE FILTER, LUBRICATE CHASSIS, LUBRICATE HINGES, CHECK TIRES, CHECK FLUIDS AND CHECK AIR CLEANER FREE OIL AND FILTER Work performed by DAVID LETENDRE (610) Kit: Installed 12345610 :OIL (08800-BOPCKT) Installed 19210285 :FILTER (01836-BOPCKT) COMPLETE Sub Total: 26.50	8.00 18.50 Included Included
#3 - 27GCZ: WIPERS REPLACE W/WIPER BLADES Installed 19192673 :BLADE (10146-BOPCKT) 2@12.50 Sub Total: 25.00 Sub Total: .00	25.00
MISC PARTS AND SERVICE	-70.10
Please Note: RECOMMENDATIONS BRAKE FLUID FLUSH \$124.95	

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	



18200 US 19 North - Clearwater, FL 33764

Phone: (727) 536-1967

MV #: 54703

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m.

Monday - Friday

7:30 a.m. to 3:00 p.m. Saturday

REF.# 10668010

[REDACTED]			Work Phone	[REDACTED]	
LARGO, FL [REDACTED]			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2005	BUICK	LACROSSE	4 DOOR SEDAN	SILVER	

R/O Open Date	R/O Number
10/03/12	
R/O Close Date	Status
10/03/12	Final
Mileage In	Mileage Out
53349	53349
Service Advisor / Tag #	
JACK STREHLE/173*W*	
Vehicle Identification Number	
2G4WE537X51 [REDACTED]	
Delivery Date	In-Service Date
10/22/05	
License Number	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 20GCZ: WARNING LIGHT ON CUST HAS REPORTED THAT AIR BAG LIGHT HAS COME ON WAS REPAIRED FOR AIR BAG CONCERN LAST YEAR. CUST HAS SPOKEN TO DENNY C. ON 10-2-12 @ 11AM. ADVISE IN FINDINGS. Caused by SCAN FOR CODES-FOUND #B0092 PASS PRESENCE SYSTEM 1 PER FORMANCE. FOUND UNDER PASS SEAT HARNESS PULLED OUT, NEEDS TO BE REPOSITIONED. REMOVE PASS SEAT AND RE-ROUTE AIR BAG HARNESS AND CONNECTORS CLEAR CODES AND RE-TEST, ALL OK AT THIS TIME. BATT HAS A SLOW CRANK, TESTED BATT W/MIDTRONICS MDX-200 SERIES. BATT RATED AT 690CCA AND MEASURED OUT AT 218 CCA S. SEE COPY OF ATTACHED SLIP. CUST HAS A \$100 CO PAY PER DENNY C. Work performed by GUILLERMO RUIZ, (396) Sub Total: 53.50	53.50

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	53.50
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	53.50



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SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m.

Monday - Friday

7:30 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
1/08/15	
R/O Close Date	Status
2/04/15	Pre-Invoice
Mileage In	Mileage Out
57525	57583
Service Advisor / Tag #	
MIKE BENNETT/3616	
Vehicle Identification Number	
2G4WE537X51	
Delivery Date	In-Service Date
10/22/05	
Color	License Number
SILVER	

Ref. #10668010

			Work Phone	
			Home Phone	
			Body	
Year	Make	Model	4 DOOR SEDAN	
2005	BUICK	LACROSSE		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - 20WARNLIGHT: WARNING LIGHT ON CUSTOMER STATES THE AIRBAG LIGHT COMES ON Caused by X DIAG FOUND THE PPS MODULE SHORTED Work performed by JESSE TIBODEAU (384) Installed 19124104 :N-MODULE KIT (14865-B) REPLACED THE PPS MODULE, ONE TIME GOODWILL 50/50 SPLIT FOR CUSTOMER SATISFACTION ***** * DID YOU KNOW WE NOW HAVE AN ALLSTATE INSURANCE AGENCY * * ON SITE? SAVE \$ ON AUTO INSURANCE, HOMEOWNER'S * * AND ALL YOUR OTHER INSURANCE NEEDS TODAY...ASK US FOR * * DETAILS! * *****	Warranty Warranty Qty: 1
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	.00
PARTS	.00
DEDUCTIBLE	574.01
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	40.18
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	614.19

