

MAR 4 2015

 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			
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 31-DEC-2014		Repository ☐ 	
				Reference No. 10669372			
OWNER INFORMATION (Type or Print)							
Name [REDACTED]				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]				Evening Telephone Number [REDACTED]			
City LAKE MARY		State FL		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 2G4WC532X51 [REDACTED]				Make BUICK		Model LACROSSE	
						Model Year 2005	
Date Purchased Dec 2013		Dealer's Name and Telephone Number Private Sale				Engine:	
Original Owner ☐		Dealer's City		State GA		Zip Code	
						No: Cylinders 6 cylinder engine	
						Fuel Type: 87 octane	
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain 3.8L V6 engine		Multiple Failure:	
						Incident Date(s) 26-OCT-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 121000 EXTERIOR LIGHTING: HEADLIGHTS						Failure Mileage 28000	
						Failure Speed 40 mph	
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 LACROSSE. THE CONTACT STATED THAT THE LOW BEAM HEADLIGHTS FAILED WHEN DRIVING. THE VEHICLE WAS TAKEN TO A DEALER, WHO REPLACED THE HEAD LAMP CONTROL MODULE NOT THE HEAD LAMP VEHICLE . THE CONTACT STATED THAT THE HIGH BEAMS WERE REQUIRED IN ORDER TO VIEW THE ROAD WHEN THE FAILURE OCCURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 28,000.							
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.							

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

when the Head Lamp control module was replaced, the failure did not reoccur. The high beam lights were necessary to remedy the failure before the module was replaced by Carl Black Bricks.

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

RECEIVED

FEB 12 2007

FEB 15 2007

FEB 15 2007

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**

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



**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**



Graphic: Omer's Questionaire (MOA)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #:

CARL BLACK ORLANDO



INVOICE

11500 E. Colonial Drive, Orlando, FL 32817
Phone (407) 426-3000 Fax (407) 384-8083
www.carlblackorlando.com
STATE REG #MV-61116

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OUR GOAL AT CARL BLACK IS FOR YOU TO BE COMPLETELY SATISFIED!
SERVICE ADVISOR: 1326 JIMMY D WILSON

HOME:	CONT:						
BUS:	CELL:						
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	05	BUICK LACROSSE	2G4WC532X51		30350/30350		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DE			17:00 18NOV14			CASH	18NOV14

R.O. OPENED	READY	OPTIONS:
07:25 18NOV14	11:33 18NOV14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A GM COURTESY MULTI-POINT INSPECTION

GMI GM COURTESY MULTI-POINT INSPECTION

939 I (N/C)

B C/S CHECK HEAD LIGHT GO OFF WHILE DRIVING-DRIVER STATES THAT WHILE DRIVING THE LIGHTS JUST TURN OFF AND ALL THAT WORKS IS THE BRIGHTS, NO WAY CAN SHE TURN THEM ON. SEEMS AFTER A WHILE THEY WILL COME BACK ON, BUT THEY WILL SHUT OFF AGAIN.

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939 CP3	147.00	147.00
1 15016745 (S)RELAY	54.42	45.42

30350 1.50 ELEC CHECK- LOW BEAM HEADLIGHTS WONT TURN ON- TEST FOR POWER AT BULBS- NO POWER AT BULBS- FOUND HEADLIGHT CONTROL MODULE SHORTED OUT- REPLACED HEADLIGHT CONTROL MODULE AND RETEST

25OFF \$25.00 OFF COUPON DISCOUNT

CP3 -25.00 -25.00

MISC.SHOP/EPA CHARGES 8.37

ALL LUBRICANTS USED IN YOU VEHICLE MEET OR EXCEED GENERAL MOTORS SPECIFICATIONS ALTHOUGH MAY NOT BE A GENERAL MOTORS PRODUCT AND NOT WARRANTED BY GENERAL MOTORS

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	147.00
PARTS AMOUNT	45.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	8.37
TOTAL CHARGES	200.79
LESS INSURANCE	25.00
SALES TAX	11.43
PLEASE PAY THIS AMOUNT	187.22

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE