 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 29-APR-2015 JUL 21 2015	Repository <input type="checkbox"/> Reference No. 10713596
OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		Daytime Telephone Number
Address	[REDACTED]		E-mail Address
City	State	Zip Code	Evening Telephone Number
TOLEDO	OH	[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 2G4WC582681 [REDACTED]		Make BUICK	Model Year 2008
Date Purchased APRIL-2008	Dealer's Name and Telephone Number BALLAS QUICK-GM		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City TOLEDO	State OH	Fuel Type: REG. GAS
Zip Code 43615	Transmission Type	Antilock Brakes <input checked="" type="checkbox"/>	Powertrain
Cruise Control <input checked="" type="checkbox"/>	Multiple Failure:		Incident Date(s) 25-MAR-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 27000	Failure Speed 65
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 LACROSSE. WHILE TRAVELING APPROXIMATELY 65 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO MERGE TO THE SIDE OF THE ROAD. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER, WHO DIAGNOSED THAT THE IGNITION CONTROL MODULE FAILED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 27,000.			
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)

NEW BATTERY - 2011
Fuel Injection system - 2011
REMOTES DO NOT WORK ALL THE TIME - BATTERY REPLACED - STILL
DO NOT WORK
TIRE LOST AIR FOR 3 YEARS 2012-2014
NEW RIM - AUG 2014 } RIM WAS EVIDENTLY ^{NOT} THE CAUSE
NEW TIRE - OCT-2014 } OF TIRE LOSING AIR
NEW BATTERY - June - 2014
CAR DIED WHILE BEING DRIVEN - NEW IGNITION SWITCH - 2015
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

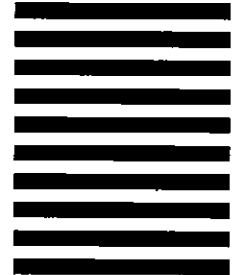
National Highway
Traffic Safety
Administration

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



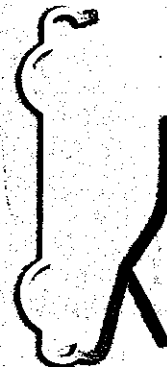
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



3303 W. Michigan Ave.
 P.O. Box 1126
 Jackson, MI 49204
 (517) 787-5100
 www.jimwinterauto.com

CUSTOMER NO.	ADVISOR TERRY KURZY	1500	TAG NO.	INVOICE DATE 03/25/15	INVOICE NO.
JACKSON, MI	LABOR RATE	YEAR / MAKE / MODEL 08/BUICK/LACROSSE/4DR SDN CX	27,459	COLOR /CX	STOCK NO.
	VEHICLE I.D. NO. 2 G 4 W C 5 8 2 6 8 1	SELLING DEALER NO.	PRODUCTION DATE		
	R.T.E. NO.	P.O. NO.	R.O. DATE 03/25/15		
BUSINESS PHONE	COMMENTS	MO: 27459			

LABOR & PARTS
 J# 1 10BUZ08 WONT START TECH(S):556 212.80
 CUSTOMER STATES ENGINE WONT START CRANKS BUT WILL NOT FIRE AND START INSPECTED AND FOUND FUEL PRESSURE BUT NO SPARK. INSPECTED AND FOUND IGNITION CONTROL MODULE DEAD. REMOVED AND REPLACED IGNITION CONTROL MODULE. TESTED AND VEHICLE STARTING NOW. TEST DROVE VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19245558	MODULE 2.383 *	387.74
JOB # 1 TOTAL PARTS				387.74
JOB # 1 TOTAL LABOR & PARTS				600.54

J# 2 05BUZ0001 MULTI-POINT INSP TECH(S):556 0.00
 PERFORM MULTI-POINT INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC - CODE DESCRIPTION CONTROL NO
 JOB # A SS SHOP SUPPLIES 15.00
 JOB # 1 COUP COUPON -20.00
 TOTAL - MISC -5.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$640.00 (+TAX)
 TECHNICIAN CERTIFICATION
 556 SHAWN WILSON M248271

TOTALS	TOTAL LABOR	212.80
	TOTAL PARTS	387.74
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	15.00
	TOTAL MISC DISC	-20.00
	TOTAL TAX	23.26
	TOTAL INVOICE \$	618.80

THANK YOU FOR YOUR BUSINESS!!
 CUSTOMER SIGNATURE

CREDIT CARD

STATE REG. NO. F101027
 FED. I.D. NO. 38-1943616
 CERTIFICATION
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)
 REPAIRS PROPERLY COMPLETED AND CHECKED BY
 X
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
 STATEMENT OF DISCLAIMER
 WE GUARANTEE OUR PARTS AND SERVICE WORK PERFORMED AS FOLLOWS (WHICHEVER OCCURS FIRST) GM PRODUCTS 12 MONTHS OR 12,000 MILES
 THE ONLY WARRANTY APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

SHOP MATERIALS
 *MISC. SHOP SUPPLIES: A token charge equivalent to 10% or less of our labor charge, maximum of \$15.00, for supplies used in or on your vehicle. Applicable items are: Nuts, bolts, washers, tape, pins, solvents, lubricants, solder, environmental waste disposal, window sealers, mats, towels, aerosprays and etc.



COMPLETELY SATISFIED

THIS IS THE MOST IMPORTANT MEASUREMENT OF OUR SERVICE.

IF YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE CONSULTANT.



3303 W. Michigan Ave.
 P.O. Box 1126
 Jackson, MI 49204
 (517) 787-5100
 www.jimwinterauto.com

SERVICE DEPT. HOURS
 MON. THRU FRI.
 7:30 AM TO 5:00 PM
 SATURDAY
 7:30 AM TO 12:00 NOON
**"THERE IS A DIFFERENCE
 IN CAR DEALERSHIPS"**

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ087	87000 MILE SERVICE	MO	0.00	928UZ027500	27.5K MILE SVC	MI	0.00

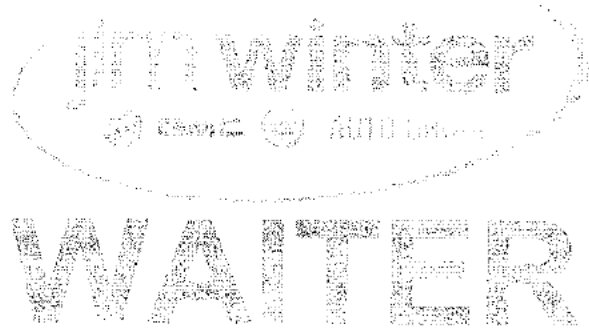
SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. _____ **S E R V I C E** STATE REG#3 _____

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (PA.300)	VEHICLE I.D. NO. 2G4WC582681	YEAR/MAKE/MODEL 08/BUICK/LACROSSE/4DR SDN CX	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 03/25/15
	COLOR CX	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		
	TURBO N	MMC BUZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 27,459
BUSINESS PHONE		TERMS: CASH OR MAJOR CREDIT CARD UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein set forth 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 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 and/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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant of said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.				
TIME RECEIVED 10:47am	DATE/TIME PROMISED 03/25/15 06:00pm	PRIORITY 3	LABOR RATE			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		CUSTOMER'S SIGNATURE				

ORIGINAL CUSTOMER ESTIMATE: TOTAL 115.00	LABOR AMOUNT	PARTS AMOUNT	ORIGINAL ESTIMATE TOTAL	CUSTOMER'S ACCEPTANCE
	\$ _____	\$ _____	\$ _____	INITIAL HERE _____
1 C 10BUZ08 WONT START CUSTOMER STATES ENGINE WONT START CRANKS BUT WILL NOT FIRE AND START	STATEMENT OF DISCLAIMER WE GUARANTEE OUR PARTS AND SERVICE WORK PERFORMED AS FOLLOWS (WHICHEVER OCCURS FIRST) GM PRODUCTS 12 MONTHS OR 12,000 MILES THE ONLY WARRANTY APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.		AUTHORIZED ADDITIONS	DATE _____ TIME _____ BY _____
2 C 05BUZ0001 MULTI-POINT INSP PERFORM MULTI-POINT INSPECTION	SHOP MATERIALS *MISC. SHOP SUPPLIES: A token charge equivalent to 10% or less of our labor charge, maximum of \$15.00, for supplies used in or on your vehicle. Applicable items are: Nuts, bolts, washers, tape, pins, solvents, lubricants, solder, environmental waste disposal, window sealers, mats, towels, aerosprays and etc.		<input type="checkbox"/> ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER <input type="checkbox"/> DISCARD IF CHECKED BY CUSTOMER	Parts replaced pursuant to manufacturers warranty are retained by The Dealer for inspection by manufacturer.
FACILITY NO. F101027		ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.		
FED. I.D. NO. 38-1943616		REPAIRS PROPERLY COMPLETED & CHECKED BY		



The Reynolds and Reynolds Company ST-671873 Q (05/13)

2015

Jan. New Tire losing air
March Car quit while being driven - New Ignition switch

2014

Oct. New Tire - found hole in tire
Sept. Tire losing air
Aug. New rim
June New Battery
March Tire losing air
Feb Tire losing air
Jan. New Battery for remote - only works part time ^{Did not} help

2013

Dec. Tire losing air
Nov. " " "
July " " "
Feb " " "
Jan " " "

2012

Dec. Tire losing air
Nov. " " "

2011

Oct. Fuel Injection system fixed
May New Battery
Feb. Checked Battery
Jan Battery dead