

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received 10-MAR-2016 MAY 10 2016	Repository <input type="checkbox"/>
	Reference No. 10846003

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	EDEN PRAIRIE	State	MN
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	
Evening Telephone Number	

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 2G4WF551531 [REDACTED]	Make BUICK	Model REGAL	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders 6	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 18-DEC-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage	Failure Speed
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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	Number of Deaths	Reported to Police N
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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 2003 BUICK REGAL. THE CONTACT STATED THAT THERE WAS A PRESENCE OF AN OIL LEAK WHICH PROGRESSED WITHOUT WARNING. THE CONTACT NOTICED A PUDDLE UNDER THE VEHICLE. THE CONTACT LATER RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V701000 (ENGINE AND ENGINE COOLING). THE DEALER WAS UNABLE TO SUPPLY THE PART FOR SEVERAL MONTHS. THE CONTACT WAS UNABLE TO DETERMINE WHEN THE MANUFACTURER WOULD BE ABLE TO SUPPLY THE PART TO THE DEALER. THE FAILURE MILEAGE WAS NOT AVAILABLE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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 #: [REDACTED]



Walser | Buick, GMC of Bloomington

4601 American Blvd W
Bloomington, MN 55437

Service Phone: 952-888-9800 - Fax: 952-345-9099
www.walser.com

INVOICE

EDEN PRAIRIE, MN [REDACTED]

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1383 DAVID RUNDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Black	03	BUICK REGAL	2G4WF551531 [REDACTED]	[REDACTED]	73974/73974	T2417	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23APR03 DD			12:00 07APR16			VMC	07APR16
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 3.8 LITER_SFI TRN:A					
10:06 07APR16	12:22 07APR16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A UNDER HOOD FIRE CUSTOMER HAS PARTS ON HOLD FOR RECALL SOR IS M8988							
CAUSE: Product Safety - Under Hood Fire							
9100840 RECALL 15-7-57 UNDER HOOD FIRE							
			1077	WR			(N/C)
			1	12590363 (S) COVER			(N/C)
			1	24503937 (S) GASKET			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
,,,Product Safety - Under Hood Fire 9100840 .8 Supercharged Engine							

B Multi - Point Inspection							
MPI Multi - Point Inspection							
			1077	CP		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C** Small Bulb Replacement - customer states replace tail light bulb							
EL1 Small Bulb Replacement							
			1077	CP		17.00	17.00
			1	13503401 (S) BULB	2.99	2.99	2.99
PARTS:	2.99	LABOR:	17.00	OTHER:	0.00	TOTAL LINE C:	19.99
,,,replaced passenger tail light bulb and checked operation							

****IMPORTANT**YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS THIS IS YOUR ADVISORS "REPORT CARD". IF YOU CAN NOT GRADE IT, "COMPLETELY SATISFIED" FOR ANY REASON - PLEASE CONTACT THE SERVICE MANAGER AT 952-345-9010. 100% "COMPLETELY SATISFIED" IS THE ONLY GRADE THAT IS UP TO OUR STANDARDS**

ALL PARTS NEW ORIGINAL EQUIPMENT, UNLESS OTHERWISE SPECIFIED	DESCRIPTION	TOTALS
<p>Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not please tell us immediately.</p> <p>"Any warranties on the products sold hereby are those made by the manufacturer. The seller Walser Buick GMC of Bloomington hereby expressly disclaims all warranties, neither 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 said products."</p>	LABOR AMOUNT	17.00
	PARTS AMOUNT	2.99
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	2.87
	TOTAL CHARGES	22.86
	LESS INSURANCE	0.00
	SALES TAX	0.22
	PLEASE PAY THIS AMOUNT	23.08

X _____
CUSTOMER SIGNATURE