

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		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		552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received: 27-APR-2016		Repository ☐ Reference No. 10861651	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
DARLINGTON		SC			
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			Make		Model
2G4WC582271			BUICK		LACROSSE
Model Year			Engine:		Fuel Type:
2007			No: Cylinders		Unleaded
Date Purchased		Dealer's Name and Telephone Number		Engine:	
5-16-08		King Cadillac Buick GMC		No: Cylinders	
Original Owner		Dealer's City		State	
☐		Florence		SC	
Transmission Type		Powertrain		Multiple Failure:	
Auto		FWD		NA	
☒ Antilock Brakes		☒ Cruise Control		Incident Date(s)	
				24-APR-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, LIGHTING (PWS), 121000 EXTERIOR LIGHTING: HEADLIGHTS				Failure Mileage	
				86022	
				Failure Speed	
				0	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☒ Yes ☐ No		None	
				Number of Deaths	
				None	
				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 2007 BUICK LACROSSE. AFTER THE VEHICLE WAS SHUT OFF, THE HEADLIGHTS REMAINED ILLUMINATED FOR OVER AN HOUR WITHOUT WARNING. THE CONTACT NOTICED A BURNING ODOR EMITTING FROM THE VEHICLE AND DISCOVERED THAT THE HEAD LAMP DRIVER MODULE, LOCATED IN THE FUSE BOX, WAS MELTED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN STATED THAT THE HEAD LAMP MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V755000 (EXTERIOR LIGHTING); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 86,022. 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 to 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.					

Mr. Goodwrench

Cadillac



KING

Cadillac Buick GMC

1700 W. EVANS - P.O. BOX 4030
FLORENCE, SOUTH CAROLINA 29502
PHONE 662-3296



GMC
WE ARE PROFESSIONAL GRADE

CUSTOMER NO.	ADVISOR LEONARD H PRESCOTT	TAG NO 67	GB	INVOICE DATE 04/25/16	INVOICE NO.
	LABOR RATE	NET WGT NO	MILEAGE 85,799	COLOR GRAY/	STOCK NO
	YEAR MAKE MODEL 07/BUICK/LACROSSE CX/4 DOOR SEDAN	DELIVERY DATE 12/31/06	DELIVERY MILES 30,597	SELLING DEALER NO 100	PRODUCTION DATE
DARLINGTON, SC	VEHICLE ID NO 2 G 4 W C 5 8 2 2 7 1	P.O. NO	R.O. DATE 04/25/16		
RESIDENCE PHONE	COMMENTS				MO: 85799

LABOR & PARTS
J# 1 49BUZZ CAMPAIGN UNITS TECH(S): 67 0.00
UPCOMING RECALL 14291 LOW BEAM HEADLAMP MODULE MELTED DOWN
HEADLAMP MODULE SHORTED
ORDERED LOW BEAM HEADLAMP MODULE TO BE COVERED BY LABOR OP
9101194.LP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	0	15016745	RELAY 2.485	55.22	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TOTALS	
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

IMPORTANT

You may receive a customer satisfaction survey from GM in the next few weeks. If for any reason you feel you cannot rate our services **completely satisfied**, please call our Service Manager to rectify any concerns you may have.

The seller KING CAD-BU-GMC, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and KING CAD-BU-GMC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

HAZARDOUS WASTE CHARGE

This figure includes fees charged for the disposal of hazardous supplies and materials used in servicing your vehicle.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THANK YOU!