


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

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<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>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received 08-MAR-2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10959572</p>			
<p>OWNER INFORMATION (Type or Print)</p>				<p>Daytime Telephone Number</p>	
<p>Name</p>		<p>Address</p>		<p>E-mail Address</p>	
<p>City CHULA VISTA</p>		<p>State CA</p>		<p>Zip Code</p>	
<p>Evening Telephone Number</p>		<p>JUN 4 2017</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 365DA03E135</p>		<p>Make BUICK</p>	<p>Model RENDEZVOUS</p>	<p>Model Year 2003</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 08-FEB-2017</p>
<p><input type="checkbox"/> Cruise Control</p>					
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)</p>			<p>Failure Mileage 126529</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2003 BUICK RENDEZVOUS. THE CONTACT STATED THAT THE PLASTIC FUEL TANK INLET CHECK VALVE PREMATURELY DISCONNECTED FROM THE FUEL TANK WITHOUT WARNING. THE DEALER AND MANUFACTURER INDICATED THAT THE VEHICLE WAS EXCLUDED FROM NHTSA CAMPAIGN NUMBER: 07V349000 (FUEL SYSTEM, GASOLINE), BUT THE CONTACT EXPERIENCED THE FAILURE RELATED TO THE RECALL. THE MANUFACTURER PROVIDED NO SOLUTION. THE VEHICLE WAS INSPECTED, DIAGNOSED, AND REPAIRED BY AN INDEPENDENT MECHANIC. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 126,529. REPAIRED BY SOUTH COUNTY BUICK GMC 2202 NATIONAL CITY BLVD NATIONAL CITY CA 91950. - SUMMARY: ON 02/08/2017 TOOK THE VEHICLE TO BONITA VISTA GAS AND AUTO FOR ASMOG CHECK IT FAILED DUE TO A FUEL LEAK AROUND THE FUEL INLET, THINKING THIS UNUSUAL I SEARCHED FOR ONLINE. ONE FOUND WAS 07V349000 IT WAS AN EXACT MATCH. FOUND THE NUMBER FOR BUICK/GMC</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

RE
7917
LD

SUMMARY: Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)
 CALLED AND THEY SAID THE VIN NUMBER ON THE RENDEZ VOUS WAS NOT PART OF
 THE RECALL BUT THEY GAVE ME A CASE NUMBER [REDACTED] AND THE NEAREST
 BUICK DEALER, SOUTH COUNTY BUICK 2202 NATIONAL CITY BLVD NATIONAL CITY CA.
 91950 ALL THIS MADE ME BELIEVE THEY WOULD COVER THE COSTS AFTER THE WORK
 WAS COMPLETED BUT THEY DENIED MY CLAIM. MY NEXT ACTION WAS CONTACTING
 NHTSA. AND WAS ASSIGNED ORI 10959572. I BELIEVE THIS IS A MAJOR
 SAFETY ISSUE BECAUSE OF THE EXTREME FLAMMABILITY OF GASOLINE.
 ENCLOSURES ARE: SMOG CHECK REPORT, SMOG CHECK BUSINESS INVOICE
 FOR REPAIR, INVOICE FROM BUICK DEALER, PICTURE OF GAS TANK
 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, NEF-100
 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

NHTSA

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 1200 New Jersey Avenue SE, Washington, DC 20077-9382
 (202) 366-2792



Smog Check Vehicle Inspection Report (VIR)

Vehicle Information

Test Date/Time: 02/08/2017 @ 2:10 PM

Model Year: 2003	Vehicle Make: BUICK	Vehicle Model: RENDEZVOUS CX
VIN (scanned from vehicle):	3G5DA03E13S [REDACTED]	
License Plate: [REDACTED]	License State: CA	Fuel Type: Gasoline
Certification Type: California	Odometer: 126110	GVWR: 6,000 and less

Overall Test Result

FAIL

Your vehicle failed the Smog Check inspection. Check your Owner's Manual to determine if the emission failure is repairable under the vehicle manufacturer warranty. Vehicles purchased new in California have an emission performance warranty for a minimum of 3 years or 50,000 miles that guarantees your vehicle passes the inspection. An emission parts warranty of 7 years or 70,000 miles covers certain high cost parts listed in the Owner's Manual. If your vehicle is a Partial Zero Emissions Vehicle (PZEV), the emission warranty extends to 15 years or 150,000 miles. The warranty for PZEV hybrid battery systems is 10 years or 150,000 miles. These warranties require the vehicle has not failed due to lack of scheduled maintenance, and other conditions specified in the vehicle's Owner's Manual. Warranty information by vehicle manufacturer is provided by the Bureau of Automotive Repair at www.bar.ca.gov.

BAR's Consumer Assistance Program (CAP) offers financial assistance with emission repairs and a monetary incentive to retire a vehicle from operation. If a warranty service or coverage problem arises, you may file a complaint with BAR. To learn more about CAP or to file a complaint, visit www.bar.ca.gov.

Visual Inspection: PASS Functional Inspection: FAIL

Comments: Fuel tank leaking where filler neck hose connects to tank.

Visual Inspection Result Information

Result	Inspection Category	Result	Inspection Category
NOTAPPLICABLE	Air Injection System	PASS	Catalyst
PASS	Computers, Sensors, Switches, and Wiring	PASS	Crankcase Emission Controls
PASS	Exhaust Gas Recirculation (EGR)	PASS	Fuel Evaporative System (EVAP)
PASS	Fuel Metering System	PASS	Other Emission Related Components/Systems
NOTAPPLICABLE	Turbocharger/Supercharger	PASS	Vacuum Lines to Sensors/Switches

Emission Control Systems Functional Check Results

Result		Result	
FAIL	Liquid Fuel Leak Check	PASS	OBDII
PASS	Smoke Check		

Smog Check Inspection Station Information

Station ID: RC179428	Inspector Name/ID: JOHNSON, JAMES/EO636148
BONITA VISTA GAS & AUTO	Software Version/OIS ID: 6.7.993.0/CV006675
903 OTAY LAKES RD	
CHULA VISTA, CA 91913	
(619) 421-1378	

I certify, under penalty of perjury, under the laws of the State of California, that I performed the inspection in accordance with all bureau requirements, and that the information listed on this vehicle inspection report is true and accurate.

02-08-2017

Date



Inspector's Signature

Bonita Vista Gas & Auto

903 Otay Lakes Rd.
 Chula Vista, Ca. 91913
 Phone: 619-421-1378 Fax: 619-421-2358
 Family Owned & Operated

Sub Estimate

BAR ARD-179428
 EPA CA-0000588293

Estimate Date : 3/11/2017

Estimate for Services

[Redacted]
 Chula Vista, CA [Redacted]

2003 Buick - Rendezvous CXL - 3.4L,V6 (207CI) VIN(E)
 Lic # : [Redacted] CA Odom. In: 0

VIN # : 3G5DA03E1 3S [Redacted]

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
FUEL TANK - All Applicable Models 10346662	1.00	1,075.00	1,075.00	FUEL TANK - Remove & Replace - All Applicable Models Fuel tank leaing at filler neck. Possible defect in tank, no sign of any other damage. Hazardous Materials	199.50 7.50

Parts/Supplies: 1,075.00 Labor: 199.50 HazMat/Fees: 7.50 Tax: 86.00 Total : \$ 1,368.00

FRONTS _____ REARS _____

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere.
 FEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts ____ NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE. VEHICLES LEFT 48 HOURS AFTER NOTIFICATION OF COMPLETION WILL BE SUBJECT TO A \$10 A DAY STORAGE FEE. TIRE PRESSURE WAS CHECKED AND SET TO MANUFACTURES SPEC.
 Signature _____ Date _____ Time _____

CUSTOMER #: [REDACTED]



SOUTH COUNTY BUICK GMC

2202 National City Blvd.
National City, CA 91950
(619) 336-2828
Fax: (619) 336-1475
www.scbuickgmc.com

INVOICE

DUPLICATE 1
PAGE 1

CHULA VISTA, CA
HOME [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 9176 ROBERT MANDGIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	03	BUICK RENDEZVOUS	3G5DA03E138 [REDACTED]	[REDACTED]	126529/126530	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10FEB03 DD			15:30 27FEB17		0.00	CASH	03MAR17

R.O. OPENED	READY	OPTIONS:					
09:25 27FEB17	11:00 03MAR17						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES VEHICLE FAILED SMOG DUE A PROBLEM WITH THE FUEL TANK INLET PIPE. AREA. -INSPECT AND ADVISE PER FACTORY REQUEST.

CASE# [REDACTED]

S10 REPLACE FUEL TANK ASSY							
9126 CB					314.54		314.54
MILL MILITARY DISCOUNT LABOR					-31.45		-31.45
MILP MILITARY DISCOUNT PARTS					-128.14		-128.14
1 10346662 TANK					1237.69	1237.69	1237.69
1 22681652 (S)SEAL					43.73	43.73	43.73

126530 Fuel tank replacement 2.00 Confirmed customer concern -- visual inspection revealed fuel leak at fuel tank inlet valve. Removed and replaced fuel tank per customer request. Transferred all parts and replaced fuel sender seal. Drained and filled fuel tank. Verified repair = operating as designed at this time.

B CUSTOMER STATES: INSPECT TIRE PRESSURE OF ALL 4 TIRES AND ADJUST TIRE PRESSURES TO FACTORY SPECIFICATIONS IF NECESSARY.RF

(BEFORE) RF (AFTER) LF (BEFORE) LF (AFTER) RR
(BEFORE) RR (AFTER) LR (BEFORE) LR (AFTER)

TPC TIRE PRESSURE CHECK						0.00	0.00
9126 CB							

126530 Tire Pressure Set tire pressure to LF 35, RF 35, LR 35, RR 35.

C CUSTOMER STATES: PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUIDS

INSP PERFORM MULTI-POINT INSPECTION AND TOP OFF ALL FLUIDS

9126 CB						0.00	0.00
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126530 Multi-point inspection Completed multi-point inspection.

D CUSTOMER STATES: WE ARE SORRY WE ARE NOT ABLE TO WASH YOUR VEHICLE AT THIS TIME DUE TO CALIFORNIA'S WATER CONSERVATION MANDATE

CW WE ARE SORRY WE ARE NOT ABLE TO WASH YOUR

UNLESS OTHERWISE NOTED, ALL PARTS ARE NEW. We accept all major credit cards	MISSION STATEMENT "YOU CAN COUNT ON US"	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		\$	\$	LABOR AMOUNT	
Service and Parts Dept Hours Monday thru Friday 7:00 am - 6:00 pm	SOUTH COUNTY BUICK GMC	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X _____ CUSTOMER SIGNATURE		PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				HAZ MAT/MISC. CHG.	
				TOTAL CHARGES	
				LESS INS./ADJ.	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER #: [REDACTED]

SOUTH COUNTY BUICK GMC

2202 National City Blvd.
National City, CA 91950
(619) 336-2828
Fax: (619) 336-1475
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INVOICE

DUPLICATE 1
PAGE 2

CHULA VISTA, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9176 ROBERT MANDGIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	03	BUICK RENDEZVOUS	3G5DA03E13S [REDACTED]	[REDACTED]	126529/126530	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10FEB03 DD			15:30 27FEB17		0.00	CASH	03MAR17

R.O. OPENED	READY	OPTIONS:					
09:25 27FEB17	11:00 03MAR17						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

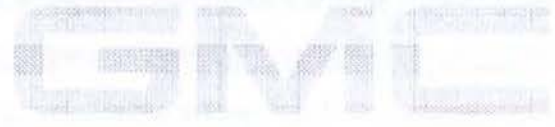
VEHICLE AT THIS TIME DUE TO CALIFORNIA'S WATER CONSERVATION MANDATE

1111 CB 0.00 0.00

EST: 0.00 27FEB17 09:25 SA: 9176

CONTACT: HOME: [REDACTED]
DECLINES: 125,00 0 MILE
SERVICE

We thank you so much for your business today & look forward to being your new dealership of choice. Please call our direct line to service @ 619-336-2828 and we can assist you with any of your vehicle needs, any make or models are welcome here! Enjoy your day & THANKS AGAIN FOR YOUR BUSINESS!!!!



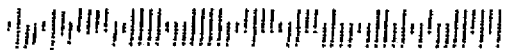
UNLESS OTHERWISE NOTED, ALL PARTS ARE NEW.	MISSION STATEMENT	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		\$	\$	LABOR AMOUNT	314.54
We accept all major credit cards	"YOU CAN COUNT ON US"	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		PARTS AMOUNT	1281.42
Service and Parts Dept Hours Monday thru Friday 7:00 am - 6:00 pm				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
SOUTH COUNTY BUICK GMC				HAZ MAT/MISC. CHG.	-159.59
				TOTAL CHARGES	1436.37
				LESS INS./ADJ.	0.00
				SALES TAX	112.12
				PLEASE PAY THIS AMOUNT	1548.49

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR # ARD269338 EPA # CAL000374839

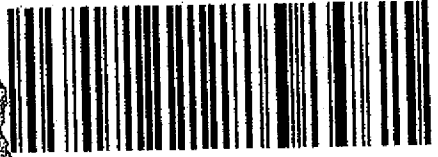
CUSTOMER COPY





Chula Vista, CA

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL®



017 0530 0000 3879 6383



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF INVESTIGATION
1200 N. WASHINGTON AVENUE SE
WASHINGTON, DC 20022-9103

RANDY

W48 9/26

Company Name

To: W48- 226

Mailstop: 4 West

Department: NVS-200,210,300,010

Phone:

Purchase Order **PRIORITY**
(ItemVarName4)

Route

7017053000038796383