

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

252

Date Received

02-MAY-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

861248

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	BUICK	REGAL	1991	

Purchase Date

Dealer's Name _____

Engine Size

(CID/CCL _____)

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☐ New ☒ Used

City _____ State _____ Zip Code _____

No. Cylinders _____

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☐ 3-Point Belt☐ Driverside Airbag☐ Passengerside Airbag☐ Motorbelt☐ 2-Point Belt

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other _____☐ Sport Vlt☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC/ANTI-LOCK SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures

Date(s) of Failure(s) 12-APR-2000

Mileage at Failure(s) _____

Vehicle Speed at Failure(s) _____

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA Previously
Contacted?☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN CONSUMER APPLIES BRAKES BRAKE PEDAL ALMOST GOES TO THE FLOOR. THE BRAKES
WON'T STOP VEHICLE AT ALL. CONSUMER HAD BRAKE JOB DONE. *AK

CONTINUE ON BACK IF NEEDED

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.



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FOR AGENCY USE ONLY 252

Date Received

00 JUN 12 PM 3:05

02-MAY-2000
OFFICE

DEFECTS INVESTIGATION

Od_or

rt_dt

od_rt

up_itr

Reference No.

861248

OWNER INFORMATION (Type or Print)

606603

Work Number

Home

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 5/15/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

2G4WD5418M1861674

BUICK

REGAL

1991

865525

Purchase Date

4/24/00

Dealer's Name

Buddy's

Engine Size

(CID/CC/L)

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection☐ New ☒ Used

City Naugatuck State CT Zip Code 06770

No Cylinders

6

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☐ 3-Point Belt☐ Motorbelt☒ Yes☒ Front☐ Rear☐ 4-Wheel☒ Car☐ Sport Ult☐ Truck☐ Motorcycle☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other☒ Automatic☐ No☐ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03250000

Part Name(s)

BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☒ Replacement

No of Failures

Date(s) of Failure(s) 12-APR-2000

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN CONSUMER APPLIES BRAKES BRAKE PEDAL ALMOST GOES TO THE FLOOR. THE BRAKES WON'T STOP VEHICLE AT ALL. CONSUMER HAD BRAKE JOB DONE. *AK

The Brakes will stop vehicle. BUT very Hard To stop. Had Brake job in Fed why was there No Call Back in 1991?

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

I Had ABS Accumulator Replaced May 22

Can I get Reimburse From The Dealer I

Purchase The Vehicle From, \$246.47

☆ U.S.G.P.O.: 1992-623-847/00066

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 4L
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

COUNTY LINE

BUICK NISSAN

2191 STRAITS TPKE
MIDDLEBURY, CT
800-25-BUICK
758-8221



SERVICE ADVISOR JEFFREY ADAMS

REPAIR ORDER WRITER	DATE READY	STOCK NO	VEHICLE IDENTIFICATION
22MAY00	22MAY00		2G4WD54L8K1561074
TIME IN	TIME READY	YEAR	MAKE & MODEL
08:03	16:07	91	BUICK REGAL
MILEAGE IN	MILEAGE OUT	LICENSE NO	
86688	86693		

A C/S ABS LIGHT COMES ON, VEHICLE VERY HARD
STOP

CAUSE: CHECKED AND FOUND ABS ACCUMULATOR
FAILED

38 BRAKES-DIAGNOSE CUST COMPLAINT

259 CPB 2.00

1 18013994 ACCUMULAT 162.30

REPLACED FAILED ACCUMULATOR, ROAD TESTED OK

SALES HOURS

MONDAY 9:00 AM - 5:00 PM
TUESDAY 9:00 AM - 5:00 PM
WEDNESDAY 9:00 AM - 5:00 PM
THURSDAY 9:00 AM - 5:00 PM
FRIDAY 9:00 AM - 5:00 PM
SATURDAY 9:00 AM - 5:00 PM
SUNDAY 9:00 AM - 5:00 PM

SERVICE HOURS

MONDAY 9:00 AM - 5:00 PM
TUESDAY 9:00 AM - 5:00 PM
WEDNESDAY 9:00 AM - 5:00 PM
THURSDAY 9:00 AM - 5:00 PM
FRIDAY 9:00 AM - 5:00 PM
SATURDAY 9:00 AM - 5:00 PM
SUNDAY 9:00 AM - 5:00 PM

ALL REPAIRS GUARANTEED
WORKMANSHIP - 100% GUARANTEE
PERIOD - 1 YEAR / 100,000 MILES
WHICHEVER COMES FIRST
ACCORDANCE WITH
WARRANTY & SERVICE CONTRACT

** PRE-INVOICE **



DESCRIPTION	TOTALS
LABOR AMOUNT	130.00
PARTS AMOUNT	102.52
GAS OIL COSE	
SUBLET AMOUNT	
MISC CHARGES	
TOTAL CHARGES	232.52
LESS DISCOUNT	
SALES TAX	13.95
PLEASE PAY THIS AMOUNT	246.47

EARLY BIRD ONLY

SIGNATURE:

SERVICE ADVISOR



Any vehicle repaired at this shop is covered by a 3-year/50,000-mile warranty. This warranty is not valid unless the vehicle is properly maintained. The dealer is not responsible for any damage to the vehicle caused by misuse, neglect, or accidents. The dealer is not responsible for any damage to the vehicle caused by fire, theft, or vandalism. The dealer is not responsible for any damage to the vehicle caused by flood, wind, or other natural disasters. The dealer is not responsible for any damage to the vehicle caused by war, terrorism, or other acts of violence. The dealer is not responsible for any damage to the vehicle caused by any other cause not mentioned herein.

CUSTOMER COPY



INVOICE
MUFFLERS - BRAKES - STEERING - SUSPENSION
ALIGNMENTS - TIRES - OIL CHANGES
OTHER DAILY MAINTENANCE SERVICES



A1487073
MATT GOULD
56 N SUMMER ST
ADAMS MA 01220

MONRO SHOP # 148
207 STATE ROAD
N. ADAMS MA 01247
(413) 664-0306

2/15/00 18:08 PAGE 1
ESTIMATE #: 63704 INVOICE #: 49526

MAKE: BUICK MODEL: REALE
YEAR: 81 LICENSE: 35BEH ST: MA
MILEAGE IN: 81413 MILEAGE OUT: 81413

MANAGER: LLOYD C AMES
TECHNICIAN: WILLIAM GIBSON
ALL WILLIAM GIBSON



QTY	PART NUMBER	REC DESCRIPTION	LOC	WARR	LIST	NET	LABOR	AMOUNT
BRAKES								
1	SKDISCOUNT	S BRAKE DISCOUNT		NO		152.54-	39.00-	191.59-
BRAKES								
1	MD376	R METALLIC BRAKE PAES F	70		26.95	26.95	66.00	92.95
2	KE566	R BRAKE ROTOR E11 F	60		94.90	94.90	6.25	202.30
F BRAKES								
								295.25
1	1660201	R REMAN CALPES/PADS016 B	20		400.48	400.48	40.00	520.48
2	3	R RESURFACE ROTOR E10 B	60			N/C	20.50	41.00
B BRAKES								
								561.48
BRAKES TOTAL								665.14

The undersigned, having tendered payment of invoice by check, credit card, or other charge, pay MONRO MUFFLER/BRAKE or SPEEDY A/S SERVICE a sum equal to all charges and expenses including reasonable attorney fees and return charges incurred by MONRO or SPEEDY. In the event that for any reason said check or charge is not accepted for collection and paid to MONRO or SPEEDY:

Your employee may operate this vehicle for inspection, testing, and/or delivery at my risk. You will not be responsible for loss or damage to the vehicle or left in it.

CUSTOMER'S SIGNATURE

In addition to our lifetime warranties on mufflers, brake pads and shoes, and certain suspension parts which you will receive a separate written warranty other services performed and parts installed are guaranteed against defects in materials and workmanship for a minimum period of 90 days or 4,000 miles whichever comes first. Should any part installed or service performed become defective during its warranty period, MONRO MUFFLER/BRAKE or SPEEDY A/S SERVICE does hereby agree to repair or replace part or re-perform said service at no charge upon presentation of this invoice.

REMIT TO:
200 HOLLEDER PARKWAY
ROCHESTER, NY 14615
DIAGNOSIS (REC) CODES

- R = Component REQUIRED because it is out of manufacturer's specification or no longer performs intended function.
- S = Component or service SUGGESTED per industry standards or in advance of component failure.
- P = Component or service RECOMMENDED for improved vehicle performance.
- C = Component or service requested by customer or carryout transaction.

WARRANTY (WARR) CODES

- 10 = Lifetime on parts & labor
- 20 = Lifetime on parts & one (1) year on labor
- 30 = Five (5) years or 50,000 miles on parts & labor
- 40 = One (1) year on parts & labor
- 50 = One (1) year or 12,000 miles on parts & labor
- 60 = Ninety (90) days or 4,000 miles on parts & labor
- 70 = See manufacturer's written warranty
- NO = NO WARRANTY

SEE REVERSE FOR LOCATION (LOC) CODE

CASH 692.37

SUB-TOTAL 665.14
SALES TAX 27.23
GRAND-TOTAL 692.37

THANK YOU FOR CHOOSING
MONRO MUFFLER/BRAKE

CUSTOMER COPY

ASK US ABOUT 40 TONS

2762033

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing.

VEHICLE MAKE

MODEL

YEAR

VIN NUMBER

DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:



AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



WARRANTY

☐ FULL ☐ LIMITED WARRANTY. The dealer will pay 100 % of the labor and 100 % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. UNDER STATE LAW, "IMPLIED WARRANTIES" MAY GIVE YOU EVEN MORE RIGHTS.

SYSTEM	COVERED PARTS	COVERED PARTS
1. ENGINE: All internally lubricated parts, Fuel Pump and Water Pump, Block, Heads, and Manifolds, Harmonic Balancer, Fuel Injectors, Carburetor, Turbo Charger, and Engine Mounts.		7. SUSPENSION: Control Arms and Shafts, Ball Joints, King Pins, Spindles and Knuckles, Wheel Bearings, and MacPherson Struts.
2. TRANSMISSION: All internally lubricated parts, Converter, and Modular Valve, Gear Cases/Housing, Metal Cooler Lines, and Cooler, Transfer Case and its Internal Parts.		8. ENGINE COOLING: Radiator, Engine Cooling Fan and Fan Motor. *NOTE: Fluids, Seals, Gaskets covered only when required with the replacement of a covered component(s)/part(s).
3. DRIVE AXLE: All internally lubricated parts, Shafts and Bearings, C V/Joints, and Propeller Shaft, Gear Case/Housing, Flex Disc, Center Bearings, and Yokes.		
4. BRAKES: Master/Wheel Cylinders, Assist Booster, Calipers, and Proportioning Valve.		
5. STEERING: Internally lubricated parts of the Steering Gear, and Power Steering Pump, Housings, Steering Column Shaft and Coupling.		
6. ELECTRICAL: Alternator, Regulator, Ignition Module and Coil, Starter, Distributor, Electronic Control Module, Electric Windows and Seat Motors.		

The dealership warranties this vehicle to be mechanically operational and sound

- ☐ 30 Days or 1,500 miles - Vehicles with purchase price from \$3,000.00 to \$4,999.99.
- ☐ 60 Days or 3,000 miles - Vehicles with purchase price from \$5,000.00 or more.
- ☒ As Is - No Warranty - Vehicle with purchase prices up to \$2999.99 or any vehicle that is 7 years or older which age should be calculated from the first day in January of the designated model year of the vehicle.

DURATION: The systems or parts covered above are guaranteed by a ☐ FULL ☐ LIMITED WARRANTY for _____ days or _____ miles, whichever occurs first. **ALL REPAIRS MUST BE DONE IN DEALER'S SHOP. NO OUTSIDE INVOICE WILL BE HONORED BY THE DEALER.**



SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law, "Implied Warranties" may give you additional rights.

PRE-PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

Date 4/24 Stock No. _____

Address

Ident. No. 264W05468M1861674 (YEAR & MAKE) (MODEL) (CYL) P.O.B. Sp. No. Delivered On Or About

1. *Chlorophyll a* (Chl *a*)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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Debre

© AUTO AD SALES, INC
(203) 878-1241

SOLD TO
ADDRESS

INVOICE

☐ NEW ☒ USED ☐ DEMONSTRATOR

SALESPERSON

Paul Rotatori

DATE

4/24/00

YEAR & MAKE

1991 Buick

MODEL

LeSabre

CYL

6

BODY TYPE

4dr

COLOR

Maroon

TRIM

Black

STOCK NO.

322

V.I.N. NUMBER

25

9616741

TITLE NO.

KEY NO.

1

Title No.

TRADE-IN

Reg. No.

YEAR

MAKE

MODEL

TYPE

COLOR

ENGINE

IDENT. NO.

MILEAGE

ALLOW: \$

BAL. OWED \$

NET ALLOW. \$

BALANCED OWNED TO

☐ NO INSURANCE IS INCLUDED IN THIS ORDER

☐ Enter My Order For Insurance as follows:

☐ Accident and Health \$

☐ Life \$

☐ Vendor's Single Interest Fee \$

My Insurance agent:

My company is

DRIVER'S LICENSE NO.

☐ THIS MOTOR VEHICLE IS GUARANTEED FOR _____ DAYS OR _____ MILES WHICHEVER COMES FIRST. The dealership will pay 100% of the labor and 100% of the parts for the covered systems repair which renders the vehicle mechanically operational and sound during the warranty period. All WORK MUST BE DONE AT THE DEALERSHIP. NO OUTSIDE INVOICE WILL BE HONORED BY THE DEALERSHIP. SIGNATURE _____

☐ "AS IS" THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE. IF WE HAVE MADE ANY PROMISES TO YOU, THE LAW SAYS, WE MUST KEEP THEM, EVEN IF WE SELL "AS IS". TO PROTECT YOURSELF, ASK US TO PUT ALL PROMISES INTO WRITING. SIGNATURE *Paul Rotatori*

THIS MOTOR VEHICLE BEING PURCHASED IS A PREVIOUS

☐ RENTAL ☐ LEASE VEHICLE ☐ TAXI ☐ POLICE ☐ TRADE-IN

☐ AUCTION ☐ BUY ☐ OTHER

(INITIALS)

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale. Buyer's Guide Disclosure

MILEAGE AT TIME OF SALE:

85422

CASH PRICE OF VEHICLE

4350

OPTIONAL EQUIP. & ACCESS:

DEALER PROCESSING FEE

(THE PROCESSING FEE IS NOT PAYABLE TO THE STATE OF CONNECTICUT)

REGISTRATION, TITLE & FEES

- 36.

SALES TAX

- 255.00

TOTAL CASH PRICE DELIVERED

4541

FINANCE CHARGE

INSURANCE

TOTAL TIME PRICE

SETTLEMENT DEPOSIT

(NO REFUND OF DEPOSIT)

CASH ON DELIVERY

NET TRADE ALLOWANCE

LIEN HOLDER

PAYMENTS

AT \$

AT \$

TOTAL

ANNUAL PERCENTAGE RATE A.P.R.

%

ALWAYS SHOW VEHICLE IDENTIFICATION NUMBER AND KEY NUMBER