Form Approved O.M.B. No. 2127-0039

U.S. Department of Transportation
National 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 333

Date Received: 24-MAY-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 862492

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4HP52K1VH549009	BUICK	LESABRE	1997	

Purchase Date: ☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
06400000	FUEL:THROTTLE LINKAGES AND CONTROL	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	01-APR-2000 / 61000	☐ Yes ☐ No	☐ 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)

WHILE DRIVING ON HIGHWAY NOTICED VEHICLE WAS SURGING UP AND DOWN ON ITS OWN. TOOK IT TO A LOCAL MECHANIC THEY FOUND OUT THAT VEHICLE INDDED SURGED, REPLACED CONTROL VALVE BODY ASSEMBLY.*AK

CONTINUED ON BACK IF NEEDED

Form Approved: O.M.B No. 2127-0008

U.S. Department of Transportation
National 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

00 JUL 13 AM 11:38
24-MAY-2000
OFFICE OF DEFECTS INVESTIGATION

FOR AGENCY USE ONLY 333

Odi_or
rt_dt
odi_rt
up_ltr

Reference No. 862492

OWNER INFORMATION (Type or Print)

[redacted] 610866

Work Number

Hon [redacted]

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 Ov [redacted] Date 6/10/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4HP52K1VH549009	BUICK	LESABRE	1997	62300

Purchase Date: 1997 ☒ New ☒ Used

Dealer's Name: SIMA BUICK (LOANED THE BUYER)

City: AVL State: Ohio Zip Code: 44077

Engine Size (CID/CC/L): ____ No Cylinders: 6

☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☐ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
06400000	FUEL:THROTTLE LINKAGES AND CONTROL	☐ Left ☐ Right ☒ Front ☐ Rear	☒ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	01-APR-2000 / 81000 /	☐ Yes ☒ No	☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION
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☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

WHILE DRIVING ON HIGHWAY NOTICED VEHICLE WAS SURGING UP AND DOWN ON ITS OWN. TOOK IT TO A LOCAL MECHANIC THEY FOUND OUT THAT VEHICLE INDDED SURGED, REPLACED CONTROL VALVE BODY ASSEMBLY.*AK

LUBRIZOL CORP HELP TO FIND THIS ON TRANSMISSION TESTS STAND

DEALERS HAD A MEMO ON HOW TO FIX BUT NO ONE SENT THIS TO OWNERS WHO'S CAR IT EFFECTED (only)

CONTINUE ON BACK IF NEEDED

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.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* 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)

THEY KEPT SAYING BAD FUEL OR IGNITION
HAD TUNE UP & RECHECK AGAIN AFTER
STOPPING AT A TRANSMISSION PLACE
AGAIN COSTING ME MONEY
BOTH TIME POINTED TO TRANSMISSION
$332.00 plus Plus Transmission Rebuilt Price $96 [illegible]

19440

☆ U.S. G.P.O.: 1992 - [illegible]

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

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

POSTAGE WILL BE PAID BY NAT'L HWY TRAFFIC SAFETY ADMIN.

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

3546350 80173

INVOICE

PAGE 1

[redacted]

HOME: [redacted]

Since 1949

TONY LaRICHE CHEVROLET

2810 Bishop Road
WILLOUGHBY HILLS, OHIO 44092-2699
(440) 585-9300
1-888-TLC-CHEV

SERVICE ADVISOR: 120 THERESA M STEFANIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LTBLUE	1997	BUICK LESABRE	1G4HP52K1VH549009	BFS2185	61780/61787	T433

DEL DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1997		18:00 23MAY00			CASH	24MAY2000

R.O. OPENED	READY	OPTIONS:
08:36 23MAY00	15:22 24MAY00	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THAT THE VEH SHUTTERS AFTER THE VEH IS AT OPP TEMP ..PLEASE REPLACE VALVE BODY PER CUST REQUEST ..PART ALREADY IN PARTS UNDER CUST NAME ..			
MISC SEE TECH'S COMMENTS BELOW...			
288 CPC 6.50		176.00	176.00
1 24212571 VALVE REM	380.02	251.81	251.81
1 8644902 GASKET	17.27	17.27	17.27
1 8651925 GSKT KIT	5.83	5.83	5.83
1 24206433 FLTR KIT	28.95	28.95	28.95
6 ATF FLUID	1.50	1.50	9.00
61787 6.5 REMOVE SIDE COVER REPLACE VALVE BODY PER CUSTOMER REQUEST TRANS SERVICE ADVISE FLUID VERY DARK			
**********			
B LUBE/OIL/FILTER/CAR			
LOFC LUBE/OIL/FILTER/CAR			
288 CPCS 0.50		15.20	15.20
1 25010792 OIL FLTR	7.00	7.00	7.00
5 OIL BULK	1.15	1.15	5.75
61780 .5 LOF			
**********			

MAY 24 2000

ORIGINAL ESTIMATE $ _____

AUTHORIZED BY X _____

	DATE	TIME	BY
AUTHORIZED ADDITIONS ($)			
AUTHORIZED ADDITIONS ($)			
AUTHORIZED ADDITIONS ($)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X _____
CUSTOMER SIGNATURE

Home of the TLC Advantage

ALL REPAIR WORK IS WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST

DESCRIPTION	TOTALS
LABOR AMOUNT	191.20
PARTS AMOUNT	325.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/SHOP SUPP.	0.00
TOTAL CHARGES	516.81
LESS ADJUSTMENT/DEDUCT	0.00
SALES TAX	29.71
PLEASE PAY THIS AMOUNT	546.52

CUSTOMER COPY

WICKLIFFE IGNITION

Electrical Systems - Motor Tune Ups
Carburetors - Speedometers - Brakes
Air Conditioning

PHONE 585-1515

29400 EUCLID AVE. WICKLIFFE, OH 44092

QTY	PART No.	NAME of PART	SALE AMOUNT
	5060940	Fan Belt	52 50
		TOTAL PARTS	

PD CK#0393 5/15/00

NAME [redacted]

PHONE ______ DATE 5/15/00

YEAR AND MAKE OF CAR · TYPE OR MODEL	LICENSE NO. BF5-2185
97 Buick	MILEAGE 61437

DESCRIPTION OF WORK	AMOUNT
Replace Fan belt	12 50
Chec. ECM for codes	
No codes set	
Check EGR Valve operation	45 00
EGR Valve works OK	
Chec. ignition coil & checked	
o.k.	
LABOR ONLY	57 50
PARTS	52 50
TAX	6 62
TOTAL →	121 62

AUTHORIZED BY

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibility for loss or [illegible]

PAY THIS AMOUNT ↑

WICKLIFFE IGNITION

Electrical Systems - Motor Tune Ups
Carburetors - Speedometers - Brakes
Air Conditioning

PHONE 585-1515

29400 EUCLID AVE. WICKLIFFE, OH 44092

NA[redacted] [redacted]XT 2243

PHO[redacted]

DATE 5/11/00

YEAR AND MAKE OF CAR - TYPE OR MODEL	LICENSE NO.	MILEAGE
97 Buick	8FS-2165	64,000

QTY	PART No.	NAME of PART	SALE AMOUNT
	41-921	Delco plugs	51 00
	GF-627	gas filter	19 50
		TOTAL PARTS	70 50

Pd ck# 03286

DESCRIPTION OF WORK	AMOUNT
Clean fuel injectors, clean out throttle bore, opening carbon and clean [illegible] includes cleaners	68 50
Install plugs, gas filter, clean air filter, and plug wires tune-up	60 00
LABOR ONLY	128 50
PARTS	70 50
TAX	11 95
TOTAL →	210 15

AUTHORIZED BY

ESTIMATES ARE FOR LABOR ONLY. MATERIAL ADDITIONAL

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto.

PAY THIS ↑

Document ID # 538154

VEHICLE SURGE(REPLACE CONTROL VALVE BODY ASSEMBLY) #87-71-75

SUBJECT: VEHICLE SURGE (REPLACE CONTROL VALVE BODY ASSEMBLY)

MODELS: 1997 BUICK LESABRE 1997 OLDSMOBILE EIGHTY-EIGHT 1997 PONTIAC BONNEVILLE WITH 3.8L ENGINE (VIN K - RPO L36) AND HYDRA-MATIC 4T60-E TRANSAXLE/TRANSMISSION (RPO M13)

CONDITION: (SEE FIGURE 1) SOME OWNERS MAY COMMENT ON THE VEHICLE SURGING AT 72 TO 89 KM/H (45 TO 55 MPH) WITH TCC APPLIED UNDER A SLIGHT LOAD. TO VERIFY THE ABOVE CONDITION, PERFORM THE FOLLOWING TEST: DUPLICATE THE CONDITION AND NOTE THE TCC SLIP ON THE TECH II. THE SLIP WILL RANGE BETWEEN 50-150 RPM. NEXT, COMMAND THE TCC ON WITH THE TECH II. THE DUTY CYCLE SHOULD READ 99% AND THE VEHICLE SURGING CONDITION SHOULD NO LONGER BE EVIDENT. IF THE ABOVE TWO (2) PARAMETERS ARE MET, PROCEED WITH THE CORRECTION LISTED BELOW.

CAUSE:

A MAJORITY OF CAUSES FOR THE CONDITION MAY BE DUE TO AN OVERSIZE CONDITION IN THE TCC REGULATOR VALVE LINE-UP.

CORRECTION: (SEE FIGURE 2) TO REPAIR THIS CONDITION, REPLACE THE CONTROL VALVE BODY ASSEMBLY. THIS ASSEMBLY WILL INCLUDE A TCC REGULATOR VALVE LINE-UP THAT IS NOT OVERSIZED.

TO REPLACE THE CONTROL VALVE BODY ASSEMBLY, REFER TO SECTION 7 OF THE SERVICE MANUAL.

SERVICE PARTS INFORMATION:

TRANSMISSION PART NUMBERS MODEL DESCRIPTION ---------- ---------- ---------- 24212569 7ACW OR 7BXW CONTROL VALVE BODY ASSEMBLY 24212571 7ASW CONTROL VALVE BODY ASSEMBLY

PARTS ARE EXPECTED TO BE AVAILABLE OCTOBER 19, 1998.

WARRANTY INFORMATION:

FOR VEHICLES REPAIRED UNDER WARRANTY, USE

LABOR CODE: K6570 LABOR TIME: 3.5 HOURS

FIGURES: 02 ATTACHMENTS: 00

Figure 1

Figure 2

Document ID # 538154

FAX

To Brita Jackson

[redacted]

Ref. 1997 Lesabre transmission problem
Can I Collect on repairs? Why wasn't I informed of thi sbefore the said problem developed.