

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

558

Date Received

19-JUL-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

865704

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 vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4HR54KXYU28548	BUICK	LESABRE	2000	

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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN: TRANSMISSION: AUTOMATIC	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 3	Date(s) of Failure(s) 18-JUL-2000 Mileage at Failure(s) 043 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ON THE HIGHWAY VEHICLE COMPLETELY SHUT OFF. CONSUMER WAS ABLE TO START UP BUT ONLY FOR THE VEHICLE TO TURN OFF AGAIN. THIS OCCURRED ON 3 DIFFERENT OCCASIONS ON THE SAME DAY. THERE WERE NO PRIOR WARNINGS TO VEHICLE SHUTDOWN. DEALERSHIP HAS NOT FOUND ANY PROBLEMS OR REMEDIES TO DEFECT. 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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00 SEP 12 AM 10:35

19 JUL 2000

OFFICE

DEFECTS INVESTIGATION

Od. or

rt. dt

od. rt

m. hr

Reference No.

865704

OWNER INFORMATION (Type or Print)

404216

Work Number

Home Number

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

☒ YES☐ NO

In the absence of an

Name and address to the vehicle manufacturer.

Signature of Owner

Date 9/2/00

VEHICLE INFORMATION

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

1G4HR64KXYU28548

Vehicle Make

BUICK

Vehicle Model

LESABRE

Vehicle Year

2000

Current Odometer Reading

Purchase Date

Dealer's Name Roslyn Auto Group

Engine Size
(CID/GCC/L)☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☐ Used

City Roslyn State NY Zip Code 11577

No Cylinders 6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☒ No

Restraint System

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

Cruise Control

☒ Yes☒ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utl☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

97300600

Part Name(s)

POWER TRAIN:TRANSMISSION:AUTOMATIC

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

3

Date(s) of Failure(s) 18-JUL-2000

Mileage at Failure(s) 343

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

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No

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ROSLYN

AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725



CUSTOMER NO 31070	ADVISOR JOSEPH A CELEO 205	TAG NO. 818	INVOICE DATE 07/18/00	INVOICE NO. BUCS81114
	LABOR RATE 75.00	LICENSE NO. NMMK487	COLOR J	STOCK NO. 2843
	YEAR / MAKE / MODEL 00/BUICK/LESABRE/40SD	MILEAGE 343	DELIVERY DATE 08/30/00	DELIVERY MILES 157
	VEHICLE I.D. NO. 1G4HR64KXYU285548		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 07/18/00	
COMMENTS				MD: 388

LABOR & PARTS

37.1794 HOURS: TECH(S): 211
JF 1 14PMZ CHK FUEL SYSTEM
O/S CAR STALLED 2 TIMES WITH AC ON
CHECK FOR CODES - NO CODES - SERVICE MANAGER ROADTESTED VEHICLE
26 MILES - NOT ABLE TO DUPLICATE CUSTOMER'S CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION

211

STEPHEN LOCASCIO

4025

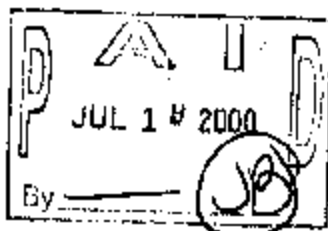
TOTALS

PLEASE BE ADVISED THAT GENERAL MOTORS WILL BE SENDING OUT A CUSTOMER SERVICE SATISFACTION SURVEY BASED ON YOUR LAST SERVICE VISIT AT ROSLYN AUTO GROUP. IF YOU CAN NOT GIVE OUR SERVICE DEPARTMENT A 100% COMPLETELY SATISFIED RATING PLEASE CALL ERIC LUCHS SERVICE DIRECTOR AT 516-627-7300. OUR GOAL IS TO MAKE EVERY CUSTOMER 100% SATISFIED!!!!
THANK YOU FOR CHOOSING ROSLYN AUTO GROUP AND WE LOOK FORWARD TO SEEING YOU AGAIN ON YOUR NEXT SERVICE VISIT!!!!

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

CUSTOMER SIGNATURE

3 times -
once in Nassau Knolls
twice on Pt. Wash. Blvd.
Hot, Humid day.



ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER 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 BMD PRODUCTS. (SEE BACK)

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 1000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

THE FOLLOWING ARE NOT COVERED BY WARRANTY

FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS
AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION.

TIRES AND BATTERIES

WARRANTED AT MANUFACTURER'S OPTION

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM ABUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.



Thank you
for this opportunity to serve you.

NY6-MV R/S REG. NO. 738 1280

