



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

335

Date Received

25-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879015

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
1G4HP54K7Y4225202	BUICK	LESABRE	2000	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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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 ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09002000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 15-JAN-2001 Mileage at Failure(s) 10250 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN GOING FROM HIGH BEAM TO LOW BEAM ALL HEADLIGHTS GO OUT. *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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 335 Date Received <u>25-JAN-2001</u> RECEIVED CLERK 25-JAN-2001 AM CLERK DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) 669992		Od or _____ Rt dt _____ Pd_rh _____ Up_itr _____ Reference No. 879015 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 a signature, your name and address to the vehicle manufacturer. Signature of Owner Date <u>2-18-01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on drivers side) 1G4HP54K7Y4225202		Vehicle Make BUICK	Vehicle Model LESABRE
		Vehicle Year 2000	Current Odometer Reading 11869
Purchase Date <u>2/13/00</u> ☒ New ☐ Used	Dealer's Name <u>BERLIN CITY CHEV BUICK</u> City <u>GORHAM</u> State <u>NH</u> Zip Code <u>03581</u>		Engine Size (CID/CC/L) <u>308</u> No Cylinders <u>6</u> ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 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 09002000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS		Location ☐ Left ☒ Front ☐ Right ☐ Rear
		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures <u>87</u>	Date(s) of Failure(s) <u>15-JAN-2001</u> Mileage at Failure(s) <u>10250</u> Vehicle Speed at Failure(s) <u>35 mph</u>		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 0	Number of Fatalities 0
		Estimated Property Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHEN GOING FROM HIGH BEAM TO LOW BEAM ALL HEADLIGHTS GO OUT. *AK It will not do it all the time. It do it 7 times now I don't drive it at night \$26000 car and can't drive it at night I took it to two different Buick shop. if it dozn't do it there they can't fix it I will test it in GARAGE AT NIGHT			
CONTINUE ON BACK IF NEEDED			
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I check it for 1 hr. and nothing happen

01041

PARTS F.O.A. WILLIEN

DEL. DATE	LICENSE	COLOR	YEAR	MAKE	MODEL	REFERENCE NO.	VEHICLE IDENTIFICATION NO.	MILEAGE	DATE
	PA 0602	Sund	2000	Buick	Lesabre		1G1E07E42A021752	131	200

QTY	PART NO.	DR DESCRIPTION	SALE
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LABOR RATE \$ 55.00 PER HOUR

CUSTOMER A

222 Dorset Street South Burlington, VT 05403
Tel: (802) 658-4222 Fax: (802) 658-0601

WE RECOMMEND THE FOLLOWING REPAIRS:

PART CODE	PAID PART NO.	TOTAL PARTS	CC CODE	PAID PART NO.	TOTAL PARTS	CC CODE	LABOR CODE	LABOR HRS	QTY	NET AMOUNT	NET CODE	LINE TOTAL	LAC	TECH NO	CLAIM TYPE

COMPLAINT

Head lamps go out when switching from High to Low. Check Head Lamp operation

CAUSE

at this time.

CORRECTION

PART CODE

PAID PART NO.

TOTAL PARTS

CC CODE

LABOR CODE

LABOR HRS

QTY

NET AMOUNT

NET CODE

LINE TOTAL

LAC

TECH NO

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LAC

TECH NO

CLAIM TYPE

COMPLAINT

CAUSE

CORRECTION

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT COUPLE OF WEEKS. IF FOR ANY REASON YOU CANNOT GRACE US COMPLETELY SATISFIED, PLEASE CONTACT THE SERVICE MANAGER ROGER LERLAND IMMEDIATELY AT 658-6754. YOUR SATISFACTION IS OUR NUMBER 1 CONCERN.



ANY WARRANTIES ON THE PRODUCTS 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 WHETHER ASSUMES NON AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

FITZPATRICK'S BUICK-OLG

DESCRI PTION

AMOUNT

LABOR

SUBLET

PARTS

GAS, OIL & GREASE

DEDUCTIBLE

SHOP MATERIALS

TAX

CHARGE SALES

CASH SALES

VEHICLE IDENTIFICATION NUMBER		212191		JOHN SULLMAN		1G4HP54K7Y4225202	
YEAR	2000	MAKE	BUICK	MODEL	LENAVE G	ENGINE	3.0L V6
DELIVERY DATE		DATE		DOC. DATE		PLAN	
MILEAGE		11509 / 11510		DATE / TIME		1/25/2001 11:16	



LINE 1 OF
CUSTOMER STATES LIGHTS SHUT OFF WHEN SWITCHING
FROM HIGH TO LOW BEAM INTERMITTENTLY CUSTOMER
HAS TO PUSH SWITCH REPEATEDLY TO GET HEADLIGHTS
TO COME BACK ON

TECH COMM: INSPECTED VEHICLE AS PER CUSTOMER CONCERN OF
VEHICLE HEADLIGHTS CUTTING OUT WHEN SWITCHING
FROM HIGH BEAM TO LOW BEAM INSPECTED WIRES AND
CONNECTIONS WITHIN GM SPECS CHECKED FOR BULLETS
OR RECALLS PERTAINING TO VEHICLE NONE FOUND
VEHICLE OPERATING WITHIN GM SPECS AT THIS TIME

REPAIR 1 WIRING AND/OR CONNECTOR - REPAIR POWER & GROUNDS D

SALE TYPE: WARRANTY -

WTY

LINE 2
TECH COMM: ROTATE TIRES
REPAIR 1 ROTATE
OPCODE: ROTATE
HRS: 1.30
PRIMARY TECH: 010

LINE TOTAL \$18.00

LABOR \$18.00
CUSTOMER TOTAL \$18.00
PAYMENT (CASH/CHECK) \$18.00

CUSTOMER SIGNATURE

Handwritten: Cash 1/25/01

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed 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 said products.