



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od. or

rt. dt

od. rt

up. ltr

Reference No.

10009444

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

State

Zip Code

West Seneca, NY

New York

DEFECTS

OFFICE

INVESTIGATION

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

PRODUCT INFORMATION

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

Make

Model

Year

2G4W55JX41150470

BUICK

CENTURY

2000

Purchased Date

Dealer's Name

Engine Size

(CID/CC/L)

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection

4-09-02

PRIVATE OWNER

3.1

☐ New ☒ Used

Dealer's City

State

Zip Code

No. Cylinders

Manufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

09-99

☐ Manual☒ Automatic☒ Driver's Side Air Bag☐ Motorbelt☐ Passenger's Side Air Bag☐ 2-Point Belt☐ 3-Point Belt☒ Yes☐ No☒ Front☐ Rear☐ 4-Wheel☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

AIR BAG LITE ON (CONSTANTLY)

☐ Left☒ Front☐ Right☐ Rear☒ Original☐ Replacement☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No☐ Yes ☐ No☐ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

ON 5-28-02 I PURCHASED A EXTENDED WARRANTY
FOR 3YRS OR 36,500MI FROM GUARDIAN WARRANTY CORP. 407 MCALPINE ST. P.O. Box 68
AVOCA PENN. 18641-0068. FOR 1295.00. IN NOV 2008 I EXPERIENCED A AIR BAG LITE ON CONSTANTLY.
THE OWNERS MANUAL DESCRIBED THIS CONDITION AS SERIOUS AND THAT THE AIR BAGS WILL NOT
DEPLOY IN A CRASH OR EVEN WOULD GO OFF AT ANY TIME. I BROUGHT THE CAR
TO FORD BAH BUICK HERE IN CHEEKTOWAGA NY (716-891-5595). I WAS TOLD THAT THIS
FAILURE WAS NOT COVERED UNDER THE WARRANTY. AND THAT I HAD TO PAY FOR THE REPAIR.
I REFUSED SINCE THE SALESMAN TOLD ME THAT THE WARRANTY WOULD BE EXEMPTED TO
BUICK AS THE ORIGINAL MANUFACTURER. PLEASE HELP ME!! I'M TIRED OF BEING RIPPED OFF!!

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-368-7862