



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

Repository ☐

2004 JAN 23 2004 10:38

Reference No.
10048373

OWNER INFORMATION (Type or Print)

Name

Address

City

FORT WALTON BEACH

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

PLEASE FILL IN

2G4W562J1

Make
BUICK

Model
CENTURY

Model Year
2000

Date Purchased
3/22/01

Dealer's Name and Telephone Number
Sam Taylor Buick-Cadillac, Inc (850) 344-5145

Engine:
No. Cylinders

Fuel Type:

Original Owner
☐ NO

Dealer's City
FT Walton Beach

State
FL

Zip Code
32547

CYL 6

Regular

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

036400 SERVICE BRAKES, HYDRAULIC; ANTILOCK; ABS WARNING LK

Multiple Failure: 5

Automatic

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-AUG-2003

Failure Mileage
51000

Failure Speed
N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
i.e. parts repaired or replaced (and if old part is available).

THE ABS SENSOR LIGHT STAYS ON. CONSUMER IS CONCERNED THAT ABS WILL FAIL. THE DEALER STATES THE SENSOR NEEDS A NEW MODULE. PLEASE PROVIDE ADDITIONAL INFORMATION. *PH

See attached letter
The illumination of the ABS sensor light is intermittent. I noticed this since my original complaint was filed. So there are times when it does not remain on after ignition. That being true, then why would it need a new module especially one costing over \$900 to correct? We do have an older model.

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Buick Century (1994) The ABS sensor ~~was~~ remained on after ignition sometime ago (approx over 1 year). It stills remains illuminated. Continued on next sheet

01/02/04 Date of Response

[REDACTED]
Fort Walton Beach, Fl. [REDACTED]

January 5, 2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
Washington, DC 20590

Dear Sirs:

The following is the narrative description requested on your Vehicle' Owner Questionnaire:

(1) EVENTS LEADING UP TO THE FAILURE -

A few days before August 21, 2003 the ABS light on the dash board remained illuminated. I set up an appointment with Sam Taylor the dealer who sold me the car. Enclosed invoice # [REDACTED] shows the diagnosis and the repair charges.

On Nov 18th, Sam Taylor gave us another appointment to check the car without charges for the same problem {ABS light would remain on indefinite}. According to the time cited on the 2nd invoice # 120716, it took them approximately 4 -1/2 hours just to diagnose it.. We were notified by phone that the part and labor would cost over \$900.00 to correct situation by replacing either a modular or computer chip.

(2) FAILURE AND ITS CONSEQUENCES -

The illumination of the ABS Sensor light is intermittent. I noticed this since my original complaint was filed. There are times when it does not remain on after ignition. That being true, why then, would it need a new module, especially one that cost, \$900 to correct the situation?

(3) No further repair work has taken place since the ground wire was repaired on the 2000 Buick, invoice #117944.

We also own a 1994 Buick Century and the ABS light remains illuminated at all times. On May 31, 2002 we took this car to Sam Taylor for brake repair service (invoice # 104211 enclosed). The ABS light was illuminated when we took it there and it remains so, even today while it's being driven. We also had another auto shop look for the cause. The diagnosis was not found.

These are our inquiries which pertains to the ABS SENSOR :

- (1) if my antilocks brakes will fail? (2) Is there something like a shortage in the wiring that would cause the light to remain illuminated at one time, then at another time it would not remain illuminated after starting the car? (3) Does the ABS even need a new module? (4) How can an electrical part cause a sensor light to remain on, then after another period of days, that is no sensor light present ? Could this be a defect for the Buick Century? Remember we have two Buick Century.

According to the enclosed consumer report, there was a recall the 2000 Buick Century. We have not been contacted by Sam Taylor to correct this problem? Or should we make the inquiry regarding this matter?

Respectfully yours,



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'88 Buick Century, Regal, and Chevrolet Lumina

Rear wheels could shift out of position, causing loss of control.

Models: 18,754 cars with rear drum brakes made 11/88-2/00.

What to do: Have dealer replace bolts on rear spindle rod.

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**