



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 100184
Date Received: 26-MAR-2004
Repository:
Reference No.: 10065010

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: FARGO State: ND Zip Code: [Redacted]
Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

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: [Redacted] Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3G5DA03E43 [Redacted]
Make: BUICK Model: RENDEZVOUS Model Year: 2003
Date Purchased: [Redacted] Dealer's Name and Telephone Number: Salland Motors 218-236-9600
Engine: No. Cylinders: 6 Fuel Type: gas
Original Owner: Dealer's City: Moorhead Minnesota State: Min. Zip Code: 58560
Transmission Type: ? Antilock Brakes: yes Cruise Control: yes
Powertrain: ? Vehicle Component Code: 341000 COMMUNICATIONS:HORN ASSEMBLY
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 23-OCT-2002 Failure Mileage: all 8000 miles Failure Speed: any speed
Failure Description: Horn difficult to honk

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment: Prior Repair:
Failure Location: [Redacted] Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: 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 HORN IS VERY HARD TO OPERATE DURING AN EMERGENCY. THE HORN HAS TO BE PRESSED FORCIBLY IN THE CENTER IN ORDER TO OPERATE PROPERLY. DEALER HAS EXAMINED THE VEHICLE TWICE FOR THIS PROBLEM. *AK
Prior to buying this Buick Rendezvous I drove a park avenue buick for 8 years and when it became necessary to sound the horn I only needed to reach my thumb over from the steering wheel to sound the horn. This method didnt seem sound the horn on the rendezvous. Instead I had to take one hand off the wheel and forcefully depress

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.

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

The Center of the Air bag to get the horn to sound. The dealer was very cooperative and attempted to correct the problem but couldn't. The Courtesy Car driver responded that he had the same problem on the Buick Car he was provided and thought it a problem because of the Air bag, but my '99 Park Avenue had the same Air bag and horn set up and sounding the horn was quick & easy now of the Pandeyvin it is slow and difficult.

My question is why did Buick change the procedure and why Cent. Their first it before the delayed horn sound cause too many accidents?

How can I get this problem corrected?

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



GREETINGS FROM Far Far Away



BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590



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