



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 252

Date Received
04-APR-2005

Repository
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Reference No.
10117376

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City FARGO State ND 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 4/4

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2B3HDA6R7ZH 3G5DA03E43 Make BUICK Model RENDEZVOUS Model Year 2003

Date Purchased 11-09-02 Dealer's Name and Telephone Number Selland Buick Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City Moorhead State Mn. Zip Code 56560

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 160000 STRUCTURE Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-APR-2005 Failure Mileage _____ Failure Speed _____

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: DOT1MALBABC036) 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 check the incident type(s) that apply.) Failure(s): _____

U.S. Dept of Transportation
Traffic Safety Admin.

My 2003 Buick Rendezvous has 2 safety problems that were there when I purchased the car new on 11-09-02.

- (1) The dash board lights light up after dark and can be seen easily, but do not light up at all in daylight and you can not read speedometer or RPM at all.
- (2) The Horn can not be sounded by extending thumb from steering wheel. You must remove ^{my} hand from steering wheel and press firmly on center of steering wheel. If the situation is urgent you are late sounding the horn.

I have been to the dealer who sold me this Rendezvous and he couldn't repair. A friend of mine ~~was~~ has a 2002 Rendezvous and took the same complaints to the dealer and was told that this was an engineering error and they couldn't fix it.

I previously had a 1997 Buick Park Avenue, it had neither of these safety problems so it looks like it was a mistake, and there must be thousands of Buicks out there causing accidents

I think you will understand the safety problems by ~~any~~ having one of your employees check out a Pontiac and drive it to test the dash board in daylight and check the horn to see if he can sound without taking one hand off the wheel

I would be pleased if your test results would be released to me and if Buick will agree to fix these problems.

Sincerely,