



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 100148

Date Received

10-MAY-2005

Repository ☐

Reference No.

10120510

OWNER INFORMATION (Type or Print)

Name

Address

City LINCOLN

State CA

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 include your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/23/05

VEHICLE INFORMATION

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

Make

BUICK

Model

LACROSSE

Model Year

2006

Date Purchased
01-DEC-04Dealer's Name and Telephone Number
AUTO WEST BUICK-GMCEngine:
No. Cylinders

Fuel Type:

Original Owner
☐Dealer's City
ROSEVILLEState
CAZip Code
95661

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-MAY-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 P275/85R15)

DOT No. (Example: DOTM15ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

DT: CALLER WOULD LIKE TO COMPLAIN ABOUT THE LENGTH OF TIME IT IS TAKING FOR THE DEALER TO REPAIR THE BRAKES WHICH HAVE BEEN RECALLED. HE HAS RECEIVED A RECALL NOTICE, CALLED BUICK, AND HAS NOT RECEIVED TIMELY SERVICE. HE SUGGESTS THEY PROVIDE A LOANER CAR FOR THEIR CUSTOMERS WAITING ON REPAIRS. "AK

MY NOTICE OF RECALL SAID A BRAKE PART COULD FAIL RESULTING IN NO BRAKES AND A CRASH. THIS IS REAL SCARY & "LIFE THREATENING". YET NOBODY WAS CONCERNED INCLUDING BUICK. THEY WERE SLOW IN GETTING REPAIR PARTS WHILE I DRIVE IN DANGER. IN "LIFE THREATENING" SITUATIONS LIKE THIS, THE MANUFACTURER SHOULD BE REQUIRED TO PROVIDE A LOANER VEHICLE AT NO COST TO THE CONSUMER. I'LL BET THAT THEY "FIND" THE REPAIR PARTS A LOT SOONER & THE CUSTOMER WILL BE IN A SAFE LOANER VEHICLE.

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.