



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 2005 Repository ☐ 12:21
13-DEC-2005
Reference No.
10145087

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED]
City PEMBROKE State FL Zip Code [REDACTED] Evening Telephone Number [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 authorized representative, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/22/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WYS [REDACTED] Make BUICK Model CENTURY Model Year 2000
Date Purchased 15-DEC-99 Dealer's Name and Telephone Number PINES BUICK - 954-443-2770 Engine: [REDACTED] Fuel Type: Gas
Original Owner ☒ Dealer's City Pembroke Pines State FL Zip Code 33027
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain [REDACTED] Vehicle Component Code 353600 EQUIPMENT:ELECTRICAL:AIR CONDITIONER
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-JAN-2002 Failure Mileage 21,000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R16) [REDACTED]
DOT No. (Example: DOTM4L8ABC036) [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 [REDACTED] Number of Deaths [REDACTED] 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: THE CONTACT STATED AFTER PARKING VEHICLE AND TURNING IT OFF THE AIR CONDITIONER FAN KEPT RUNNING. SHE HAD THE VEHICLE TOWED TO A DEALERSHIP. REPAIRS WERE MADE TO THE VEHICLE. CURRENTLY, THE VEHICLE HAD EXTERIOR LIGHTING DEFECTS. THE LIGHTS WILL COME ON INTERMITTENTLY. THE VEHICLE IS AT THE DEALERSHIP, AND THEY ARE UNABLE TO DUPLICATE THE PROBLEM WITH THE EXTERIOR LIGHTING. THE MANUFACTURER HAS BEEN CONTACTED. "AK
DEALER SAID "IN ALL THEIR YEARS THIS IS THE FIRST CAR EVER HAD THESE PROBLEMS" I REFUSED TO HAVE THIS CAR ANYMORE AND TURNED IT IN TO GET NEW CAR FROM TOYOTA. HAD TO PAY BUICK DEALER TO GET MY CAR BACK - \$90.05 - BILL ATTACHED

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)

DID NOT HAVE A CRASH OR INJURY, BUT FEEL
THERE COULD BE, SINCE IT IS OBVIOUS
SOMETHING DEFECTIVE IN ELECTRICAL SYSTEM.

THIS IS REASON FOR FINALLY NOT KEEPING
THIS AUTO.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**



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OR

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and dial toll free at

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