



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

19 APR 8 53

Repository

04-APR-2006

Reference No.
10154503

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City SURPRISE State AZ 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:
3GSDA03E63 _____

Make BUICK Model RENDEZVOUS Model Year 2003

Date Purchased _____ Dealer's Name and Telephone Number LIBERTY BUICK
Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner Dealer's City PEORIA State AZ Zip Code _____

Transmission Type AUTOMATIC Antilock Brakes Cruise Control
Powertrain FRONT WHEEL DRIVE Vehicle Component Code 110000 ELECTRICAL SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-APR-2006 Failure Mileage 100 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: DOTM19A8C036) 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*: THE CONTACT STATED WHILE DRIVING AT NO PARTICULAR SPEED, THE BACKGROUND COLOR ON THE INSTRUMENT PANEL MADE THE INSTRUMENT GAUGES IMPOSSIBLE TO SEE. THE PRIMARY PROBLEM WITH THIS IS IN DAYLIGHT. THE SUN BEAMS INTO THE WINDOW AND THERE IS DIRECT CONTACT WITH THE INSTRUMENT PANEL MAKING IT UNABLE TO BE SEEN. THE MANUFACTURER WAS ALERTED AND OFFERED NO ALTERNATIVE TO THE PROBLEM.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

4/10/06

TO: U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
WASHINGTON, DC 20590

FROM:

[REDACTED]
SURPRISE, AZ
[REDACTED]

RE:

2003 BUICK RENDEVOUX
VIN # 3G5DA03E6 [REDACTED]
NO LIEN HOLDER

THE PROBLEM IS SIMPLE: I CAN NOT READ THE SPEEDOMETER DURING DAYLIGHT HOURS. IT IS SO BAD THAT MY WIFE CAN'T (WON'T) DRIVE IN DAYLIGHT HOURS.

EVERY OTHER SMALL PROBLEM WE HAVE HAD WITH THE VEHICLE HAS BEEN TAKEN CARE OF WITHOUT RELUCTANCE. AS A MATTER OF FACT, THIS IS, IF NOT THE BEST, ONE OF THE BEST CARS I'VE EVER OWNED. (INCLUDING SEVERAL RR AND MB AS WELL AS MANY CEDILLAS, FORDS, CHEVYS, LINCOLN'S, JAGUARS, ASTON MARTINS ETC.)

I CAN NOT AFFORD ANOTHER VEHICLE AT THIS TIME. BUT, I WILL HAVE TO GIVE UP DRIVING IF IT IS IMPOSSIBLE TO READ THE SPEEDOMETER.

YEARS AGO IT WAS EASY TO GUESS YOUR SPEED. THE ROUGH RIDE AND NOISE MADE IT CLEAR WHEN YOU WERE OVER LOGICAL SPEED. YOU CAN'T POSSIBLY FIGURE YOUR SPEED WITH THIS CAR. ITS JUST TOO QUIET AND SMOOTH TO TELL.

THANK YOU:

[REDACTED]
[REDACTED]
[REDACTED]