



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

01 JAN 22 09:40

04-JAN-2007

Repository ☐

Reference No.

10177728

OWNER INFORMATION (Type or Print)

Name

Address

City

BELL VERNON

State

PW

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner _____ Date _____

VEHICLE INFORMATION

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

2G4WC582971

Make

BUICK

Model

LACROSSE

Model Year

2007

Date Purchased

18-DEC-06

Dealer's Name and Telephone Number

C HARPER AUTOPLEX 800-400-8130

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

BELL VEKRNON

State

PA

Zip Code

15012

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-DEC-2006

Failure Mileage

600

Failure Speed

0

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: DOTM19ABC036)

☐ 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

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).

TL * - THE CONTACT STATED THAT 2007 BUICK LACROSSE DID NOT HAVE PROGRAMMABLE DOOR LOCKS. ALL OF THE DOORS DID NOT LOCK AT THE SAME TIME. THE CONTACT STATED THIS WAS A SAFETY CONCERN WHEN ENTERING PARKING GARAGES. THIS VEHICLE HAS APPROXIMATELY 600 MILES. THIS FEATURE WAS AVAILABLE IN MORE EXPENSIVE MODELS, AND WAS A STANDARD FEATURE 5 YEARS AGO. THE DEALER TOLD HER THAT THIS WAS NOT A FEATURE THAT COULD BE ADDED, IT MUST BE FACTORY INSTALLED. *AK

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)

I was told the car had programmable locks: when put in park only driver door unlocks. Not true. Came from factory with 4 doors unlocking. This is a safety breach from a standard option of 5 years ago. It is only available now on a more expensive model. That's like saying you can have seat belts and air bags only if you pay more money! That in turn is discrimination. If you can't afford a more expensive car, then too bad. Ask GM why they made the change? They have been totally ignoring my phone calls.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**

If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

