



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
2007 FEB 22 11:09:40
04-JAN-2007

Repository
Reference No.
10177792

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CLARKSTON State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3G5DA03EX3S [REDACTED] Make BUICK Model RENDEZVOUS Model Year 2003
Date Purchased 07-JUN-03 Dealer's Name and Telephone Number WALEIGH EDGAR 2483919900 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City AUBURN HILLS State MI Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 341000 COMMUNICATIONS:HORN ASSEMBLY Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-JAN-2007 Failure Mileage 20000 Failure Speed 25

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: DOTMAL9ABC036) 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 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).

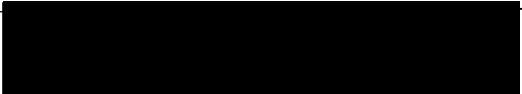
TL* - THE CONTACT OWNS A 2003 BUICK RENDEZVOUS. THE HORN WILL NOT ENGAGE UNLESS THE CONTACT PRESSED THE ICON. THIS INCIDENT HAS BEEN REPORTED TO GENERAL MOTORS, AND THAT WAS AN ENGINEERING DEFECT THAT WAS RELATED TO THE PLACEMENT OF THE AIR BAG IN THE STEERING WHEEL. THE DEALER WAS UNABLE TO FIX THE HORN. *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 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)

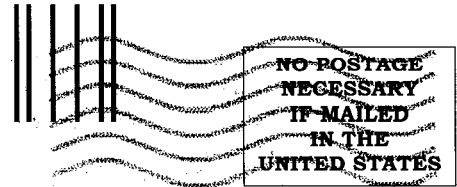
THE INCIDENT DATE OF JAN 07 IS JUST AN EXAMPLE - ACTUALLY THIS HAS BEEN AN ONGOING PROBLEM SINCE THE PURCHASE OF VEHICLE. THE DIFFICULTY ENGAGING THE HORN HAS RESULTED IN SEVERAL NEAR MISS-COLLISIONS... SO FAR WE HAVE BEEN LUCKY BUT THIS PROBLEM IS ONGOING AND CREATES AN INSECURITY WHILE DRIVING IN HEAVY TRAFFIC. I HAVE CHECKED NEWER G.M. VEHICLES AND THE HORN ASSEMBLY HAS BEEN REDESIGNED BUT FOR THE TIME BEING WE ARE "STUCK" WITH THE EXISTING DESIGN WHICH I FEEL SHOULD RESULT IN A RECALL. G.M. IS AWARE OF THE HORN FAILURE PROBLEM AND IS WAITING IT OUT FOR THESE VEHICLES TO DISSAPPEAR.

ATTACH ADDITIONAL SHEETS IF NECESSARY



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

ROYAL OAK MI 480
07 FEB 2007 PM 5 T



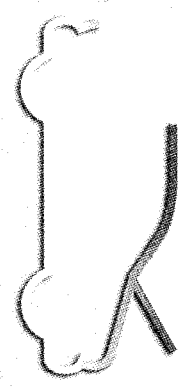
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



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

