



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

Repository ☐

2007 AUG 7 AM 10:49

Reference No.
10196500

OWNER INFORMATION (Type or Print)

Name

Address

City

OCEAN CITY

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
In the absence of an authorized
Signature of Owner

of your vehicle? ☒ YES ☐ NO
address to the vehicle manufacturer.
Date 7/31/07

ION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4CW5

Make

BUICK

Model

PARK AVENUE

Model Year

2002

Date Purchased
01-MAY-02

Dealer's Name and Telephone Number
KERBECK

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner
☒

Dealer's City
PLEASANTVILLE

State
NJ

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Multiple Failure: B on drivers side
D on Passenger Side

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-MAY-2002

Failure Mileage

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: 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

(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 2002 BUICK PARK AVENUE. THE CONTACT STATED THAT THE INTERIOR LOCKING MECHANISM IS DEFECTIVE WITHIN HIS VEHICLE. HE STATED THAT THE GEARS THAT HOLD THE LOCK IN PLACE ARE NO LONGER OPERATING. THE LOCKS HAVE BEEN REPLACED TWICE. THE DEALER STATED THAT THIS IS A MANUFACTURER DEFECT DUE TO THE PLASTIC PIECE OF THE MECHANISM. THE CURRENT MILEAGE IS 39,000 AND THE FAILURE MILEAGE WAS UNKNOWN.

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)

Elc. Switches to lock & unlock in drivers door & Passenger door failed 3 Times, repaired promptly by Kierbeck while under warranty

Failure could have been redesigned so that it would not continue breaking.

In an accident and these switches did not work, how would the driver or passenger get out of Vehicle ???

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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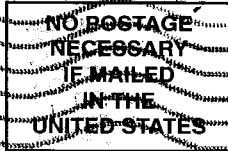
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

SOUTH JERSEY NO 000

31 JUL 2007 PM 4 L



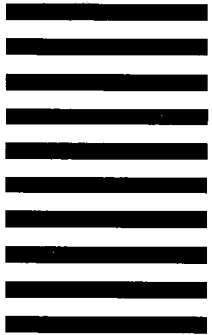
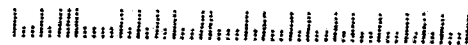
BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

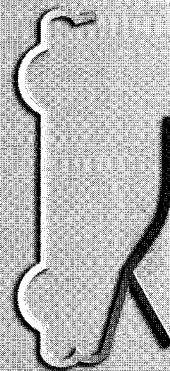
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

20350+5534



safecar.gov

Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

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888-327-4236**

nhtsa
www.nhtsa.dot.gov
people saving people

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