



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 2007 OCT 18
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10203625

PM 3:01
21-SEP-2007

OWNER INFORMATION (Type or Print)

Name

Address

City SARASOTA

State FL

Zip Code 34235

Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner Date 10/12/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4HD57

Make
BUICK

Model
LUCERNE

Model Year
2007

Date Purchased
26-FEB-07

Dealer's Name and Telephone Number
DARBY BUICK 941-488-3667

DARBY BUICK

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
VENICE, FL.

State
FL

Zip Code
34285

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain 34285
FRONT WHEEL DRIVE

Vehicle Component Code
117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
22-MAR-2007

Failure Mileage
1000

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 2007 BUICK LUCERNE. THE CONTACT STATED THAT THE INSTRUMENT PANEL GAUGES WERE NOT VISIBLE IN THE DAYTIME. HE TOOK THE VEHICLE TO THE DEALER ON TWO OCCASIONS, BUT THE FAILURE WAS NOT CORRECTED. THE CONTACT WAS PULLED OVER BY THE POLICE AND TICKETED BECAUSE HE COULD NOT DETERMINE HOW FAST HE WAS DRIVING. THE CURRENT MILEAGE WAS 11,000 AND FAILURE MILEAGE WAS 1,000. REFLECTIONS ONTO INSTRUMENT PANEL GLASS DURING DAYTIME DRIVING CONDITIONS, MAKE IT DIFFICULT TO IMPOSSIBLE TO READ INSTRUMENTS / COM- PLAIN- T WAS MADE TO DEALER SHORTLY AFTER TAKEN TAKEN DELIVERY OF VEHICLE. I WAS ADVISED THAT MY VEHICLE ALREADY HAD UP-GRADE TO CORRECT PROBLEM. SORRY, "IT HAS NOT CORRECTED PROBLEM"

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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)

FOR SOMEONE WHO IS ACCUSTOM TO REFERRING TO
VEHICLES INSTRUMENTS WHILE DRIVING, IT CAN BE
AN ACCIDENT WAITING TO HAPPEN "I HAVE NOTIFIED
MY DEALER OF THIS PROBLEM & "GM" 3 TIMES!
I SHOULD BE ABLE TO READ MY SPEEDOMETER - "RPM" -
TEMP. GAUGE - FUEL TANK GAUGE - GEAR SELECTION
READOUT, DAY OR NITE!! AT NITE, EVERYTHING
LITE'S-UP LIKE A CHRISTMAS TREE. PLUS THE
INTENSITY OF LIGHTING CAN BE INCREASED OR DECREASED

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

MANASOTA FL 342

13 OCT 2007 PM 2 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

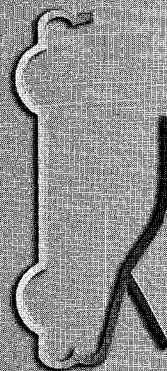
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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

20340+4934



**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**



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U.S. Department of Transportation
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