



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 ☐

2008 FEB 14 AM 8:00
24 JAN 2008

Reference No.
10215935

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE FOREST

State ID

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 02/26/08

VEHICLE INFORMATION

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

2G4WC582171

Make

BUICK

Model

LACROSSE

Model Year

2007

Date Purchased

01-FEB-07

Dealer's Name and Telephone Number

LIBERTYVILLE BUICK 847-680-5000

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

LIBERTYVILLE

State

IL

Zip Code

60048

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 200

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-SEP-2007

Failure Mileage
5000

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 LACROSSE. HE STATED THAT THE INSTRUMENT PANEL LIGHTS WOULD NOT ILLUMINATE WHEN THE DAYTIME RUNNING LIMPS ACTIVATED. THE DEALER INSPECTED THE VEHICLE HOWEVER THEY WERE UNABLE TO REPAIR BECAUSE THE VEHICLE WAS DESIGNED THAT WAY. THE FAILURE MILEAGE WAS 5,000 AND CURRENT MILEAGE WAS 8,000. THE VIN AND ENGINE SIZE WERE UNAVAILABLE.

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.

FAX: Buick Customer Assistance 313=381-0022 -DISCONNECTED

Subject: Buick Lacrosse VIN 2G4WC58217 [REDACTED]

From: [REDACTED]

Date: January 18, 2008

Gentlemen:

Further to my FAX of Sept. 7, 2007 the following concern is addressed to you because the Customer Assistance phone line and the dealer's service department proved unhelpful, sadly.

As stated in the Owner Manual for subject car, page 159. "While the DRL are on on....The instrument panel will not be lit up either." This is considered a serious design fault. Moving the Exterior Lamp Control to the Headlamps position only lights the panel (poorly) and the pointers not at all so no information is available. I am seeking a way to light the panel in the short intervals of low light after dawn and before sunset when the Daytime Running Lamp System is operating. I have fashioned a cover for the light sensor to keep it dark which is effective but is not considered a desirable option.

What I am looking for is a so-called "handy light" to locate in front of the panel and plugged into the Accessory Power Outlet, but such a light is harder to find than I had imagined. A clerk at an auto parts supply store suggested a flash light! But that was more help than I have received from Buick.

Your assistance regarding the above concern will be greatly appreciated. Thank you kindly.

Reference: [REDACTED]

[REDACTED]
Lake Forest, IL [REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).