



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 ☐

05-MAR-2009

Reference No.
10260823

OWNER INFORMATION (Type or Print)

Name

Address

City

NEW CARROLLTON

State

MD

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 / /

VEHICLE INFORMATION

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

1G4HD57217

Make

BUICK

Model

LUCERNE

Model Year

2007

Date Purchased

10/8/08

Dealer's Name and Telephone Number

Adema Buick

410-263-2341

Engine:

No: Cylinders

6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

ANNAPOLIS, Md.

State

Md

Zip Code

21401

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 330000 INTERIOR LIGHTING, 110000 ELECTRICAL SYSTEM

Failure Mileage
30000

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

(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 COULD NOT SEE THE INSTRUMENT PANEL GAUGES DUE TO POOR LIGHTING. AS A RESULT, HE COULD NOT DETERMINE HOW FAST HE WAS DRIVING OR READ THE OTHER GAUGES. THE DEALER AND MANUFACTURER COULD NOT ASSIST, BUT STATED THAT THE VEHICLE WAS DESIGNED IN THAT MANNER. THE CURRENT AND FAILURE MILEAGES WERE 30,000.

The instrument gauges are recessed & cannot be seen in the Day Time 75% of the time. You cannot tell how fast you are going, if the gas is low or the engine is overheating. It depends on how bright it is & where the light is coming from. Very easy to read at night

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)

Because you cannot tell how fast you are going this is very dangerous & could lead to accidents or speeding tickets. Service manager at garage said many people have complained. Service mgr. I own car & said he agreed with me. When service mgr. called the company they said it was a design fault. Either the gauges need to be replaced with different color or more light so they show up better. Thanks

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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)
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National Highway Traffic Safety Administration