



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 ☐

06-MAR-2009

Reference No.

10260915

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTHERN CAMBRIA

State

PA

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 3/16/09

VEHICLE INFORMATION

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

2G4WD562651

Make

BUICK

Model

LACROSSE

Model Year

2005

Date Purchased

July 31, 2008

Dealer's Name and Telephone Number

Thomas Automotive 1-800-755-9971

Engine:

No: Cylinders

Fuel Type:

87 oct
unleaded

Original Owner

☐ NO

Dealer's City

Johnstown

State

PA

Zip Code

15904

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

04-FEB-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

The child safety locks that you can set was never installed for some reason on this 2005 Buick Lacrosse.

Failure Mileage

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: DOTM9ABC036)

☐ 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 2005 BUICK LACROSSE. IT WAS MADE KNOWN TO THE CONTACT THAT THERE WERE NO CHILD LOCKS ON THE DOORS IN HIS VEHICLE. THROUGH RESEARCH, HE DISCOVERED THAT THE 2004, 2006, AND 2007 LACROSSE MODELS WERE EQUIPPED WITH CHILD RESTRAINT LOCKS. HE FELT THAT IT WAS A SAFETY CONCERN THAT HIS YEAR WAS NOT INCLUDED. THE DEALER STATED THAT THEY WOULD HAVE TO GO THROUGH THE MANUFACTURER TO REACH A RESOLUTION. THE CONTACT SPOKE WITH SOMEONE FROM THE SAFETY DIVISION OF THE MANUFACTURER, WHO STATED THAT THEY WOULD GET BACK IN TOUCH WITH HIM. THERE HAD BEEN NO FAILURE TO DATE. THE CURRENT MILEAGE WAS APPROXIMATELY 11,000.

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.

Thank you!

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- I would appreciate hearing from you soon as possible

Our grandson is 4 years old. We help to watch him a couple days a week. He has learned to pull up the latch and pull open the door handle so the door can open even in a moving car. Because of this problem we had to move his car seat to the middle of the seat in the rear. Because of this problem there is no way I can lock the rear doors because no child proof locks were installed in the doors. I have checked other years from 2004, 2006-2009 in Lacrosse's. I feel something should be done or somehow install these locks in our Buick so we can feel safe taking our grandsons for rides on doctor appointments. Today is March 16, 2009. I haven't yet heard back from General Motors Safety Div. The person I talked to is ~~NAME~~ SHE CAN BE REACHED AT 1-800-521-7300

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

Y

N Cambria PA

JOHNSTOWN PA 150

03 APR 2009 PM 1 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

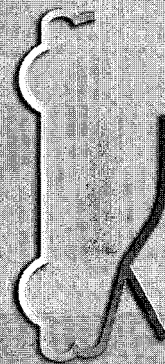
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
2007743382



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

safercar.gov