



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

09-DEC-2009

Repository ☐

Reference No.
10295131

OWNER INFORMATION (Type or Print)

Name

Address

City

BENSON

State

NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1G4NJ52M6WC

Make

BUICK

Model

SKYLARK

Model Year

1998

Date Purchased

08-25-2009

Dealer's Name and Telephone Number

A1 Auto Sales 919-359-9966

Engine:

No: Cylinders

Fuel Type:

gasoline

Original Owner

☐

Dealer's City

Clayton

State

NC

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

☒

Incident Date(s)

15-SEP-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

(Electrical systems)

Failure Mileage

46000

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

Number of Deaths

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 1998 BUICK SKYLARK. WHEN IT RAINED, WATER FLOODED THE DRIVERS SIDE FLOOR MAT AND PADDLES. ALSO THE AIRBAG LIGHT WOULD ILLUMINATE ON THE INSTRUMENT CONTROL AFTER IT RAINED. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALERSHIP. THE FAILURE MILEAGE WAS 46000.

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)

((Please Reference Similar Complaint with "Airbag Complaint" similar vehicle: # 10115975)))
When it rains, water leaks into the drivers side of the car (front + back
gloves). When purchased, we were aware of the absence of dash lights
and the air bag had already been replace due only to 'Airbag' light
being on. Now, After about 4 months of ownership and a rainy
season, the 'Airbag' light comes on when it is very wet, the
horn is knocked out, the radio does not work (before purchase),
the gas + trunk levers are seized up and rust is apparent
under the dash where fuses + components there have corroded.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

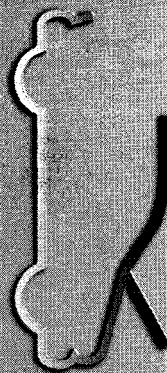
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 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)
U.S. Department of Transportation
National Highway Traffic Safety Administration

