

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 <input type="checkbox"/> |
| 21-SEP-2010 | Reference No. 10356823 |

OWNER INFORMATION (Type or Print)

| | | | | | |
|---------|------------|------------|--|--------------------------|----------------|
| Name | [REDACTED] | | | Daytime Telephone Number | E-mail Address |
| Address | [REDACTED] | | | [REDACTED] | [REDACTED] |
| City | State | Zip Code | | Evening Telephone Number | |
| ITHACA | NY | [REDACTED] | | | |

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 | Make | Model | Model Year |
| 2G4WC56285 [REDACTED] | BUICK | LACROSSE | 2005 |
| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code |
| Transmission Type | <input type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: |
| | <input type="checkbox"/> Cruise Control | | Incident Date(s) 14-SEP-2010 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|---|---------------------------|---------------------|
| Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 121000 EXTERIOR LIGHTING: HEADLIGHTS | Failure Mileage 107450 | Failure Speed 25 |
|---|---------------------------|---------------------|

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: DOTMAL9ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2005 BUICK LACROSSE. THE DRIVER WAS DRIVING 25 MPH WHEN OTHER DRIVERS BEGAN TO FLASH THEIR LIGHTS AT HER. THE VEHICLE WAS PULLED OVER AND THE DRIVER NOTICED THE HEADLIGHTS WERE NOT WORKING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THE RELAY WITHIN THE ELECTRICAL SYSTEM FAILED. THE VEHICLE WAS REPAIRED. THE FAILURE HAS NOT RECURRENT. THE FAILURE MILEAGE WAS 107,450 AND THE CURRENT MILEAGE WAS 107,650.

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.