

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received FEB 28 2011 15-NOV-2010	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City WISCASSET State ME Zip Code [REDACTED]				Repository ☐	
				Reference No. 10365800	
				Daytime Telephone Number [REDACTED]	
				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 8G4WS52J931 [REDACTED]				Make BUICK	Model Year 2003
Date Purchased		Dealer's Name and Telephone Number Not in business anymore		Engine: No: Cylinders	Fuel Type: Gas
Original Owner ☐		Dealer's City		State	Zip Code
Transmission Type		☒ Antilock Brakes Powertrain ☒ Cruise Control		Multiple Failure: Incident Date(s) 31-DEC-2007	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 120000 EXTERIOR LIGHTING				Failure Mileage 67000	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 2003 BUICK CENTURY. THE CONTACT WAS DRIVING VARIOUS SPEEDS WITH THE HEADLIGHTS IN ACTIVATION. SUDDENLY, THE HEADLIGHTS BECAME INOPERATIVE. THE CONTACT PULLED OVER TO THE SIDE OF THE ROAD WITH CAUTION AND AFTER SEVERAL ATTEMPTS THE HEADLIGHTS BEGAN TO OPERATE. THE FAILURE OCCURRED INTERMITTENT. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THEY INFORMED THAT THE HEADLIGHT SWITCH WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 67,000. THE VIN WAS 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.					

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

When driving at night the lights would off. Its has been harder each time to get them back on. My Buick is not the only one that has this trouble, my friend has had the same problem with her Buick.

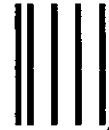
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



PORTLAND ME 0410

12 FEB 2011 PM 2 T

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 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)
U.S. Department of Transportation
National Highway Traffic Safety Administration

INVOICE

Print Date 11/16/2010

2003 Buick - Century Custom
3.1L, V6, VIN (J)

Lic # : [REDACTED]

Odometer In : 88462

Unit # :

Vin # : 2G4WS52J931 [REDACTED]

Hat # :

Home [REDACTED]
Cust ID : 87

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Headlight Dimmer Switch DL6099	1.00	458.51	458.51	REPLACE FRONT COIL SPRINGS	150.00
Coil Spring - Front 2775429	1.00	157.10	157.10	REPLACE MULTIFUNCTION SWITCH	120.00

11/17/10

PART NO# 26085929

Org. Estimate \$916.39

Revisions \$0.00

Current Estimate \$ 916.39

Additional Cost

Revised Estimate

Labor: 270.00

Parts: 615.61

Sublet: 0.00

Sub: 885.61

Tax: 30.78

Total: 916.39

Bal Due: \$0.00

[Payments - Cash - \$916.39]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE [REDACTED]

Date: Time: