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 ☐
APR 14 2011 14-MAR-2011	Reference No. 10390033

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	[redacted]	E-mail Address	
Address	[redacted]	Evening Telephone Number	[redacted]		
City	DALTON	State	GA	Zip Code	[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
1G4AG55N9P6[redacted]	BUICK	CENTURY	1993

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
11-2010	—			No: Cylinders 6	Regular
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Automatic	☐ Antilock Brakes ☒ Cruise Control		wiring harness	23-FEB-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
	230000	

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)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No	1		Y

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 1993 BUICK CENTURY. THE CONTACT STATED THAT THE VEHICLE WAS STARTED AND THE DEFROSTER WAS ENGAGED. THE CONTACT THEN SMELLED A BURNING ODOR AND NOTICED SMOKE EMITTING FROM THE DEFROSTER AREA. THE CONTACT MOVED THE VEHICLE FROM AWAY FROM HIS RESIDENCE AND TURNED THE ENGINE OFF BUT THE SMOKE CONTINUED. THE CONTACT THEN OPENED THE HOOD AND A FIRE ERUPTED. THE FIRE WAS EXTINGUISHED AND THE CONTACT SUSTAINED A KNEE INFECTION FROM ATTEMPTING TO MOVE THE VEHICLE AWAY FROM HIS RESIDENCE. A FIRE REPORT WAS AVAILABLE. THE CONTACT CALLED THE MANUFACTURER WHO OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE CURRENT AND FAILURE MILEAGE WAS APPROXIMATELY 230,000.
Knee replacement on 2/11/10 at Barrett Surgical Center in Marietta, Ga. Released from hospital on 2/14/11. Was readmitted on 3/3/11 and surgery site was reopened and cleaned, attempting to cure the infection. On 3/6/11 released after having "picc" lines inserted for

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Vancomycin HCL, 1250 mg infused every 12 hours. I did not say anything about infection when initially talking with GM/Buicks but surgical site began swelling, became inflamed, started to drain on 2/23/11, becoming worse daily. Dr. appt. on 3/1/11, when Dr. Michael Morrison (Marietta) said surgical site must be reopened to stop infection, drainage. [redacted]

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 Avenue SE.
Washington, D.C. 20077-9382