

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 JAN 3 2012 28-NOV-2011	Repository <input type="checkbox"/> Reference No. 10437493
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
SACO		ME			
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	
2G4WS525541		BUICK	CENTURY	2004	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
OCT 2011	Private Sale used		No: Cylinders	Gasoline	
Original Owner	Dealer's City	State	Zip Code	6	
<input type="checkbox"/>					
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	<input checked="" type="checkbox"/> Cruise Control	front wheel Automatic	YES Several Time	28-OCT-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 120000 EXTERIOR LIGHTING				Failure Mileage	Failure Speed
				38700	
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)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 2004 BUICK CENTURY. THE CONTACT STATED THAT WHEN SWITCHING FROM HIGH BEAMS TO LOW BEAMS, ALL OF THE HEADLIGHTS WOULD FAIL. THE FAILURE WOULD OCCUR ON AN INTERMITTENT BASIS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED HIM THAT HE NEEDED TO HAVE THE HIGH AND LOW BEAM SWITCH REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 38,700. THE VIN WAS UNAVAILABLE.					
Vehicle has not been Fixed yet. Dealer + Buick does not want to pay for whole cost, only 40% of a very inflated estimate. When I first started having the problem, I checked on line for potential problems with					
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.					

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

BUICKS OF THIS SAME MAKE + MODEL YEAR, I FOUND I WASN'T THE ONLY ONE, MAYBE BUICK SHOULD DO A RECALL, THEY DID NOT.

THE FIRST TIME IT HAPPENED MY DAUGHTER WAS DRIVING ON A DARK BACK ROAD (SHE HAS A DRIVERS PERMIT) IT WAS PRETTY SCARY + DANGEROUS. I FEEL THIS VEHICLE SAFETY PROBLEM SHOULD BE RECALLED AND FIXED BY GM, BUICK AT NO COST TO THE OWNER.

TODAY 12/18/11. THIS CAR HAS SERIOUS ELECTRICAL ISSUES. EVERY TIME I START IT, SOMETHING ELSE FAILS. TEMP GAUGE, RADIO, HEADLIGHTS + SO ON...

ATTACH ADDITIONAL SHEETS IF NECESSARY

I'LL NEVER BUY ANOTHER GM PRODUCT AGAIN.

US 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

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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

safercar.gov