



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

**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 28-FEB-2014	Repository <input type="checkbox"/>
	Reference No. 10566523

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: PEQUANNOCK State: NJ Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [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 2G4WS52J541 [REDACTED]	Make BUICK	Model CENTURY	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number: JOE HEIDT MOTORS Rt 17		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City RAMSEY?	State NJ	Fuel Type: GASOLINE
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) #1 03-NOV-2011 #2 2012-2013

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: ENGINE (PWS)	Failure Mileage 2nd - 120000 1st - 100000	Failure Speed ~ 45 ~ 20
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**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 <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 0	Number of Deaths 0	Reported to Police N
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**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 THE VEHICLE SUDDENLY STALLED. THE CONTACT WAS ABLE TO RESTART THE ENGINE AND THE VEHICLE OPERATED NORMALLY. THE VEHICLE WAS DIAGNOSED BY AN INDEPENDENT MECHANIC BUT THE DEFECT COULD NOT BE DUPLICATED AND NO REPAIRS WAS PERFORMED. THE FAILURE RECURRED APPROXIMATELY TWO YEARS LATER. THE MANUFACTURER WAS NOT NOTIFIED OF THE DEFECT. THE FAILURE MILEAGE WAS APPROXIMATELY 120,000.

2 Failures of Sudden Engine Shutdown, #1 - 2010-2011 - SLOW LANE MAJOR Highway - Engine shutdown was able to go off to side of road, difficult steering braking stopped. Waited restarted without problem. #2 - Approximately 2 years (2012-13) later - turning to Bat intersection on a hill (rising) turning speed, repeat occurrence, able to bring to stop. Waited, investigation = nothing, restarted without problem. - realized keys were heavy removed MANY - NO PROBLEMS SINCE

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)

SPEEDS WERE REASONABLE FOR INCIDENTS - NO FURTHER PROBLEMS

REMOVING KEYS - LIGHTENED CHAIR.

KEYS WERE HOOKED WHEN #2 INCIDENT OCCURRED, THE ELEVATION OF THE RAILLINE LED TO THOUGHT OF KEY WEIGHT & REMOVAL KEYS TO LIGHTEN CHAIR. NO FURTHER OCCURRENCE.

DID NOT RECALL THESE INCIDENTS UNTIL THE PUBLICITY REVEALING THE FREQUENCY OF INJURIES & FATALITIES PROMPTING THE CALL TO BUICK HEADQUARTERS WITH SUBSEQUENT REFERRAL TO THE NHTSA.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

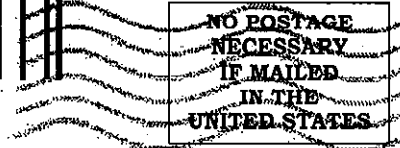
National Highway Traffic Safety Administration

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National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
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Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



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