

AUG 11 2014

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 21-MAY-2014	Repository ☐ Reference No. 10592996
OWNER INFORMATION (Type or Print)		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]	Address [REDACTED]	Evening Telephone Number [REDACTED]	
City BRICK	State NJ	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 1G4HP57119U [REDACTED]		Make BUICK	Model LUCERNE
		Model Year 2009	
Date Purchased 3-31-2009	Dealer's Name and Telephone Number KERBECK 609-646 7100		Engine: No: Cylinders 6
Fuel Type: REG.	Original Owner ☐	Dealer's City ATLANTIC CITY, NJ	State N.J.
		Zip Code 08401	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain ☐	Multiple Failure: ☐	Incident Date(s) 22-MAY-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH		Failure Mileage 37000	Failure Speed 0
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make [REDACTED]	Tire Model (Name or Number) [REDACTED]	Tire Size (Example P215/65R15) [REDACTED]	
DOT No. (Example: DOTM19ABC036) [REDACTED]	☐ Original Equipment ☐ Prior Repair	Failure Location: [REDACTED]	
Tire Component Code [REDACTED]		Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: [REDACTED]	Date Manufactured: [REDACTED]	Model No./Name: [REDACTED]	
Seat Type: [REDACTED]	Installation System: [REDACTED]		
Child Seat Component Code: [REDACTED]	Failed Part: [REDACTED]		
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 0	Number of Deaths 0
		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 2009 BUICK LUCERNE. THE CONTACT STATED THAT THE DOORS FAILED TO UNLOCK WHEN USING THE KEY FOB. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS ADVISED THAT THE ACTUATOR FAILED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 37,000.			
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)

AS I MENTIONED, THE DOORS FAIL TO OPEN WITH REMOTE CONTROL.
ONLY ACCESS TO THE CAR IS TO ^{USE} KEY FOR ENTRY. IF CHILDREN OR ADULTS
WERE IN THE BACK SEAT DURING AN ACCIDENT, HELP WOULD BE LIMITED
OR NONE AT ALL.

thank you.

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

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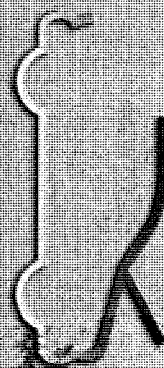
WASHINGTON, DC

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**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 Owners: Questionmark (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration