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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 <input type="checkbox"/>
19-AUG-2014	Reference No. 10626299

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address NOEMAIL@UNK.GOV
Address	[REDACTED]			[REDACTED]	
City	State	Zip Code		Evening Telephone Number	
PENNSAUKEN	NJ	[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 2G4WD582X81 [REDACTED]	Make BUICK	Model LACROSSE	Model Year 2008
Date Purchased	Dealer's Name and Telephone Number BURNS BUICK 983-1115	Engine: No: Cylinders 6	Fuel Type: REG.
Original Owner <input type="checkbox"/>	Dealer's City CHERRY HILL N.J.	State NJ	Zip Code
Transmission Type 4 SPEED	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-JUL-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: LIGHTING (PWS), 117000 DIGITAL INSTRUMENT PANEL	Failure Mileage 5	Failure Speed
DASHBOARD LIGHTS DAYTIME NOT VISIBLE		

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 2008 BUICK LACROSSE. DURING THE DAYTIME, THE INSTRUMENT PANEL LIGHTING WAS VERY DIM, WHICH MADE IT DIFFICULT TO VIEW THE GAUGES. THE DEALER STATED THAT THE VEHICLE WAS WORKING UP TO STANDARD AND THAT THE DESIGN OF THE VEHICLE COULD NOT BE ALTERED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 5.

ALSO WHILE DRIVING AIR BAG LIGHT COMES ON. AFTER A WHILE IT GOES OFF. DASHBOARD LIGHTS GOOD AT NIGHT, SENSOR PROBLEM LIKE ADJUSTER WORKS ONLY AT NITE.

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)

BURNS SERVICE DEPT SAID NOTHING BE DONE
WE LOTS OF COMPLAINTS. THERE ARE TIMES DURING
THE DAY WHEN THE DASHBOARD IS BLACKED OUT
THEY GOT PLENTY COMPLAINTS BUT NOTHING CAN
BE DONE
THE DASHBOARD LITE ADJUSTER DOES'NY WORK.
DAYTIME ONLY AT NITE. SOMEBODY WIRED THEM
WRONG ALSO AIRBAG LITE GOES ON EVERY SO
OFTEN

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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