



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

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

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

USE ONLY 100148

Date Received: 14-JAN-2015

Repository:

Reference No.: 10672434

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]

Address: [Redacted]

City: LANCASTER State: PA 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: 2G4WS52J741 [Redacted]

Make: BUICK Model: CENTURY special edition Model Year: 2004

Date Purchased: July 2013 Dealer's Name and Telephone Number: Coley 610-363-7790

Original Owner:  NO Dealer's City: Exton State: PA Zip Code: 19341

Engine: No: Cylinders 6 Fuel Type: unleaded

Transmission Type: Automatic Antilock Brakes:  Cruise Control:  Powertrain: Multiple Failure: yes Happened twice to mechanic Incident Date(s): 24 OCT-2013

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ENGINE (PWS)

Failure Mileage: 26900 About Failure Speed: 25 not sure

**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):  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:  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 2004 BUICK CENTURY. THE CONTACT STATED THAT WHILE AN INDEPENDENT MECHANIC WAS TEST DRIVING THE VEHICLE AT 25 MPH, THE VEHICLE STALLED. THE TECHNICIAN WAS ABLE TO RESTART THE VEHICLE. HOWEVER, THE FAILURE RECURRED. THE TECHNICIAN WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 26,900, THE VIN WAS UNAVAILABLE. Manufacturer has since been notified.

Stopped  
Mechanic said to have security system looked at. Security system tech said to take to a dealer. He thought it was an ignition switch problem or a Key problem. Dealer stated they can test to see if ignition switch problem but would cost me \$90. Dealer said usually it is not the Key that is the problem but usually it is the ignition switch.

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.

problem but usually it is the ignition switch.

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

I want to know if the ignition switch in my car is the same part/size/type as the recalled switches. GM knows but will not say. GM knows where my car was made. Were any recalled vehicles made in the same plant that made my car? Again GM knows but will not say. Also my dash ~~board~~ board goes completely dark, I can not see the speed. I read online that an ignition problem can cause this behavior. Why do I have to pay to have my car tested? The government should do something! There is no reason GM should be getting away with this! GM should have to provide answers to the government! Also if GM has security system issues that stop engines, why is the government not investigating that!

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

Lancaster PA



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



HARRISBURG PA 171

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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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