

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		FOR AGENCY USE ONLY 100148 Date Received 12-FEB-2015		Repository ☐ Reference No. 10683020	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name				Evening Telephone Number			
Address							
City OKEECHOBDE		State FL		Zip Code			
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 2G4WD582591				Make BUICK		Model LACROSSE	
Date Purchased August 2013		Dealer's Name and Telephone Number				Model Year 2009	
Original Owner ☐		Dealer's City		State		Zip Code	
Transmission Type		☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure:	
						Incident Date(s) 12-FEB-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 110000 ELECTRICAL SYSTEM, VISIBILITY/WIPER (PWS), 115000 ELECTRICAL SYSTEM: FUSES AND CIRCUIT BREAKERS						Failure Mileage 94000	
Failure Speed							
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 2009 BUICK LACROSSE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER:14V755000 (EXTERIOR LIGHTING); HOWEVER, THE CONTACT STATED THAT THE RECALL REMEDY WAS NOT EFFECTIVE. WHEN THE CONTACT OPENED UP THE PANEL WHERE THE MODULE WAS REPLACED, HE DISCOVERED THAT THE FUSE PANEL WAS BURNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE FUSE PANEL NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 94,000.							
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 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)

Beginning 11/18/13, vehicle's headlamps went out, diagnosed headlight relay & paid to replace. Two further occurrences same problem developed and had relay replaced until got recall letter for temporary replacement by manufacturer. It was the second occurrence that the fuse panel was burning and melting at the spot where relay part was installed. Mechanic showed me burn spot just under and above where new headlamp relays were replaced. After receiving letter for recall, I brought car to Gilbert Chevrolet, explained problem to Asst Service Mr. Sarros and he verified panel was burning only at relay spot. He had temporary work performed, ATTACH ADDITIONAL SHEETS IF NECESSARY letter says at present not permanent correction.

U.S. Department
of Transportation

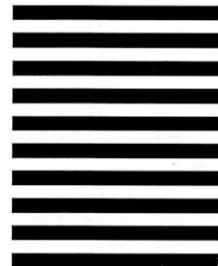
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

