

APR - 3 2015

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 02-MAR-2015	Repository <input type="checkbox"/>
Reference No. 10691547	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ERIE State: PA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

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: 2G4WD582881 [REDACTED]
Make: BUICK Model: LACROSSE Model Year: 2008
Date Purchased: Dealer's Name and Telephone Number: Engine: Fuel Type:
No: Cylinders:
Original Owner: Dealer's City: ERIE State: PA Zip Code:
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 01-OCT-2014
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (PWS) Failure Mileage: 92000 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 <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. THE CONTACT STATED THAT WHILE DRIVING AT NIGHT, THE LOW-BEAM LIGHTS FAILED TO OPERATE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 14V755000 (EXTERIOR LIGHTING). HOWEVER, THE PART NEEDED TO DO THE REPAIR WAS NOT AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 92,000.

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.

My Buick lights do not work at night & have not for about a year. I have called the company & the Dealer & no one seems to understand the problem. The low beams don't work at night. I have to use the high beams. There is a recall but no parts as of yet. I took the car to about 2 weeks ago & they said it was fine. He put this hat in front of the sensor & said it was fine. My husband took the car to Buffalo about ~~90~~ 90 miles away the next day and had to drive home with high beams. I do not understand why this problem can't be fixed. For your repair men can't understand the problem. Also ~~we~~ we talked to someone at the Buick company about a year ago.