

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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 15 JUL 2015 SEP 17 2015	Repository <input type="checkbox"/>
	Reference No. 10734120

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	ALTOONA	State	PA
Zip Code	[REDACTED]		

Daytime Telephone Number	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 2G4WD582381 [REDACTED]	Make BUICK	Model LACROSSE	Model Year 2008
Date Purchased 1-8-09	Dealer's Name and Telephone Number Blue Knob Auto		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City ALTOONA	State Pa	Zip Code 16601
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Front wh. Drive	Multiple Failure: Incident Date(s) 15-APR-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 110000 ELECTRICAL SYSTEM, 162300 STRUCTURE: BODY: DOOR	Failure Mileage 55000	Failure Speed
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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: DOTM9ABC036)	<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. THE CONTACT STATED THAT ALL FOUR OF THE DOORS BECAME INOPERABLE WHEN SHE ATTEMPTED TO USE THE KEY FOB. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 55,000.

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.

US Department of Transportation

9-2-15

NATIONAL Highway Traffic Safety

Office of Defects Investigation, NHTSA-210

Dear to whom it may concern:

I have a 2008 Buick Lacross CXL, bought in January 2009 and at the time, I had no problem with the car.

About four (4) months ago the door lock on the left back stopped working, which was very inconvenient to me, but I dealt with the problem, but then all door locks stopped working.

To me, it just isn't a inconvenience, but a safety problem. The doors will not lock when I start the car which I feel is unsafe for me, because, anyone at anytime could open the door to hijack the car, which can happen in this day and age.

Also, it is not safe when you have children in the car, they may try to open the door while the car is moving.

Also, when I get out of the car, the doors will not lock automatic with the remote.

When I bought the car, I bought it because of the features. Also I bought a new Buick in 1994 and never had a problem. I had it for 12 yrs.

I donot have the money to have the locks repaired and feel Buick should be responsible for the failure.

I understand there are many more Buick owners that are having the same problem.

This is a safety problem that should be dealt with by G.M and not me.

Sincerely

