


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>FOR SAFETY ONLY 100148</p>	
<p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Date Received 10-SEP-2015 NOV 06 2015</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10762846</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address</p>	
<p>City WYOMING</p>	<p>State MI</p>	<p>Zip Code [REDACTED]</p>	
<p><i>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).</i></p>			
<p><b>VEHICLE INFORMATION</b></p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WC582681 [REDACTED]</p>		<p>Make BUICK</p>	<p>Model LACROSSE</p>
<p>Model Year 2008</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number GRAND BUICK PONTIAC</p>		<p>Original Owner <input checked="" type="checkbox"/></p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City GRANDVILLE</p>	<p>State MI</p>	<p>Zip Code</p>
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 06-SEP-2012</p>
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Codes: ENGINE (PWS), 010000 STEERING, 110000 ELECTRICAL SYSTEM</p>		<p>Failure Mileage 136000</p>	<p>Failure Speed 40</p>
<p>ALL OF THE ABOVE</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
<p>Reported to Police N</p>			
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>			
<p>TL* THE CONTACT OWNS A 2008 BUICK LACROSSE. WHILE DRIVING APPROXIMATELY 40 MPH, THE ENGINE STALLED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE COIL AND MOTHER BOARD NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS REPAIRED, BUT THE REPAIRS WERE UNKNOWN. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 136,000. THE VIN WAS NOT AVAILABLE.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

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

At the time of the first coil replacement incident I asked the dealer if this was a common problem in Buick Lacross to which he replied that it was not. After the original incident in 2012, in which the coil and mother board were replaced, the exact same failure occurred in 2015. In 2015 I was told, again, that the coil and mother board needed to be replaced for over \$700.00. During both incidents, the car shut down completely, meaning I was unable to steer off the road or use my breaks. This is an extremely dangerous problem that needs to be addressed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

GRAND RAPIDS MI 49503

26 OCT 2015 PM 12

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**



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

