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	Repository ☐
06-OCT-2015	Reference No. 10780211

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number SAME	
City BUSH	State LA	Zip Code [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	Make	Model	Model Year
1G4GB5G3XFF[redacted]	BUICK	LACROSSE	2015

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
12/13/14	GERRY LANE (225) 926-7010				
Original Owner ☑	Dealer's City BATON ROUGE	State LA	Zip Code 70806	6	FLEX

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
6 SPEED AUTOMATIC	☑ Antilock Brakes ☑ Cruise Control			24-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 140000 AIR BAGS	Failure Mileage	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	0	0	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 2015 BUICK LACROSSE. WHILE ATTEMPTING TO PARK, THE VEHICLE INDEPENDENTLY SURGED FORWARD, WENT OVER A CONCRETE DIVIDER, AND CRASHED INTO A TREE. ~~A POLICE~~ REPORT WAS NOT FILED. THE AIR BAGS DID NOT DEPLOY. NO INJURIES WERE SUSTAINED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE.

RAILROAD CROSS TIE WAS REPAIRED
FAILURE MILEAGE – 15,495
VIN # 1G4GB5G3XFF[redacted]

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

SUDDEN ACCELERATION

On Thursday, September 24, 2015, I drove to the dentist's office on Highway 25. The parking lot is gravel with railroad cross ties used to mark the parking spaces. After I pulled in the parking space, the car accelerated and ran over a 7" cross tie, and ended up on the root system of an oak tree. I was completely in the space, and braking, so the air bag did not deploy at such a low speed (Maybe 2 mph). Since I was in a private parking lot, I did not call the Sheriff's Department because they will not come out for an accident in a parking lot. I called my husband, and he was able to get the car back across the cross tie after working with it for a while. He checked the car to see that there were not any fluids leaking from the radiator or elsewhere. That afternoon I notified State Farm of the accident, and the adjuster examined the vehicle on Monday. He gave us the paperwork to take to the repair shop. The next day we took the car to thelocal Rainbow Buick dealership in Covington, LA. They ordered the parts that afternoon.

I called Friday, October 2, to see if the parts had arrived – no response back. I called back that afternoon and was told that the parts were in, but it would be another week before they could work on it.

I had talked to State Farm again and Kelly told me that she would have a search done to check for any manufacturing problems. When I called back, Juan said that they did not find any recalls, but advised me to file a complaint with NHTSB. On October 6, I called them (1-888-327-4236) and spoke with Dawn. She created a file and told me that she will send me a complaint form to fill out. She told me to call Buick (1-800-521-7300). She gave me an ODI file number - #10780211. On Wednesday, October 7, we took the car in to be repaired. I talked with the general manager and he took down my information. After I got home, I called Buick and spoke with Liz. She created file # [redacted] and told me that someone would call me back within 2 working days.

The Buick dealer called us on October 9 to tell us that the car was ready, so we picked it up. On the 12 of October, I called Buick and was told that they have not

had any instances of that problem. On the 28th of October I went to Rainbow Buick to talk to the manager. He told me to bring the car in the next day, which we did.

On November 3rd, we stopped at Rainbow Buick and the manager told us that the technician checked the car and didn't find anything to show that there was a problem. Later a technician from Buick came out to check the module. He said that he did not find any sign that there was a problem. He added that that did not mean that I did not have a problem. We have been driving it ever since, even though the fear of another occurrence is always in my mind!

[redacted]

#10780211

CUSTOMER #: [redacted]

[redacted]

BUSH, LA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

[redacted]

INVOICE

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RAINBOW Northshore Buick-GMC, LLC
2925 N. HWY 190
COVINGTON, LA 70433
PHONE: (985) 892-2000
www.rainbownorthshore.com

SERVICE ADVISOR: 18 RAYMOND J KEPPLER JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	BUICK LACROSSE	1G4GB5G3XFF[redacted]		15495/15495	T000

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV15 DD			18:00 29SEP15	STATEFARM	0.00	CASH	09OCT15

R.O. OPENED	READY	OPTIONS:
29SEP15	09OCT15	ENG:3.6_Liter_SIDI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REPAIR AS PER STATE FARM ESTIMATE			
0 BODY & PAINT			
47 CCBS		450.00	450.00
1 9054709 BRACKET	37.40	37.40	37.40
1 90766426 GRILLE	995.00	995.00	995.00
1 26202564 LINER	76.75	76.75	76.75
1 26202563 LINER	76.75	76.75	76.75
1 22998751 SHIELD	45.00	45.00	45.00
1 90904905 FASCIA	995.00	995.00	995.00
CORE RETURN BY ERIK 10/7/15			
1 22865574 BAR	280.63	280.63	280.63
1 26202080 SHUTTER	170.78	170.78	170.78
1 9054681 ABSORBER	245.00	245.00	245.00
1 9055652 DEFLECTOR	14.93	14.93	14.93
15495 10.00 REPAIR FRONT BUMPER COVER AS PER STATE FARM ESTIMATE			
**********			
B REFINISH AS PER STATE FARM ESTIMATE			
0 BODY & PAINT			
18 KEPPLER JR,RAYMOND J LIC#: 2378			
CCBS		175.00	175.00
15495 3.90 REFINISH FRONT BUMPER COVER AS PER STATE FARM ESTIMATE			
**********			
MISC PAINT AND MATERIAL			
PO#18			
CCBS		130.55	130.55
CUSTOMER PAY SUPPLIES FOR REPAIR ORDER			
APPT 10/7/15 DROP OFF			

AT RAINBOW YOUR COMPLETE SATISF[redacted]
FIRST PRIORITY. IF YOU CANNOT G[redacted]
"COMPLETELY SATISFIED" ON THE S[redacted]
RECEIVE, PLEASE CONTACT OUR SER[redacted]
MILLER. This repair may be asse[redacted]
as per LA Leg Act # RS 32:1263 for misc
materials and supplies.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	625.00
PARTS AMOUNT	2937.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	133.55
TOTAL CHARGES	3695.79
LESS INSURANCE	0.00
SALES TAX	323.11
PLEASE PAY THIS AMOUNT	4018.90

Invoice #[redacted]

Phil Meraux Tire Service

2000 N. Highway 190, Covington, LA 70433
Phone: 985-893-4277
www.philmerauxtire.com Email: merauxtiresvc@bellsouth.net

Customer Information	Invoice	Additional Information
[redacted] COVINGTON, LA Acct Number: P:[redacted] Contact:	Date: 10/13/2015 Reference: 108988 Salesperson: Offer Code: Route: Delivery Date:10/13/2015	PO Number: Work Order#: [redacted] User Field 2: Entered By: Melissa Meraux

Vehicle: 2015 Buick LaCrosse 2.4L Lic No: [redacted] Unit: Mileage: 15757
VIN:1G4GB5G3XFF[redacted] Desc: (!) TPMS Equipped

Qty	Description	Unit Price	Ext. Price
1.00	WHEEL ALIGNMENT	79.99	79.99

Taxable - cash customer

Subtotal:	79.99
LA Sales tax:	3.20
Parish Sales Tax:	3.80
Total:	$86.99
10/13/2015 Payment# P[redacted] Amount:	$86.99
A - VISA / MC / DISC / DEBIT	86.99
Balance	$0.00

MERAUX TIRE SERVICES LLC
2000 N HIGHWAY 190
COVINGTON LA 70433
985-893-4277

erminal ID: 01486391 0108

0/13/15 1:45 PM

DISCOVER - SWIPE
ACCT #: **********[redacted]

CREDIT SALE
UID: 528612491356 REF #: 1278
BATCH #: 053 AUTH #: 01362R

AMOUNT $86.99

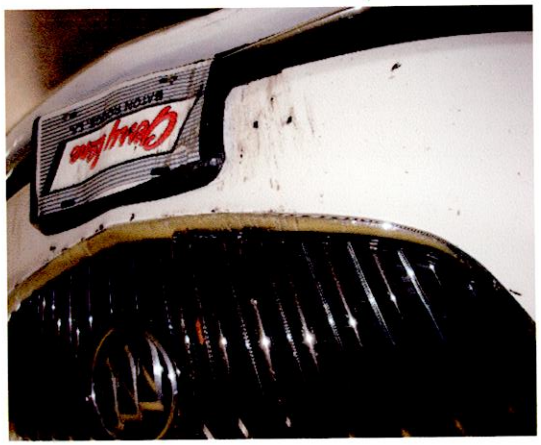
APPROVED

THANK YOU FOR YOUR BUSINESS!

CUSTOMER COPY

Entered By: Melissa Meraux

Signature _____


Chevrolet

[redacted]

Busit, LA [redacted]

BUSH LA
DEC 23 2015
USPS 70431

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

USPS 70431

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

[redacted]

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, [redacted] NEF-010
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382