



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

DOT Auto Safety Hotline
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

23-MAY-2016

Repository ☐

Reference No.
10870343

OWNER INFORMATION (Type or Print)

Name ☐

Address ☐

City LASAYETTE State LA Zip Code ☐

Daytime Telephone Number

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

2G4WE537X5 ☐

Make

BUICK

Model

LACROSSE

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐

Antilock Brakes

Powertrain

☐

Cruise Control

Multiple Failure:

Incident Date(s)

01-MAR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM

Failure Mileage

179000

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

Number of Deaths

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 2005 BUICK LACROSSE. WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT HAD TO WAIT APPROXIMATELY 3 TO 7 MINUTES BEFORE THE VEHICLE COULD BE RESTARTED AND DRIVEN. THE VEHICLE WAS ONLY ABLE TO BE DRIVEN FOR SHORT AMOUNTS OF TIME BEFORE IT WOULD STALL AGAIN WITHOUT WARNING. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE VEHICLE. THE VEHICLE'S MAIN COMPUTER WAS REPLACED; HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 179,000.

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.

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

I have the 2005 Buick Lacrosse and I'm having problems with the car stopping while driving and recently took it to the dealer for the 2 recalls one was for the lights, and another for the ignition switch before I brought it for the recalls the car would just kill I brought it to Hoxby's Mechanic shop in Lafayette La. and had it diagnose and put a new computer and reprogram the car it still would kill while driving in traffic took it for the recall then had it diagnose they would charge me \$100.00 plus tax to do it. When I pick the car up they just gave me the car and never charged me for the diagnose and said that they can't work on it also gave the codes for something. Mr. Ray who was in charge of my paper work said my car have to many issues, they don't work behind other shops my car killed the other day and in traffic and almost most caused a bad wreck. When I saw how could the dealer say that they said it was the recall but it's still doing it than say they don't work behind other shops I'm scared something bad is going to happen.

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Administration

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

Official Business
Penalty for Private Use \$300

BATON ROUGE

LA 708 3 L

24 JUN 2006 571

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NECESSARY
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IN THE
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BUSINESS REPLY MAIL

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WASHINGTON, DC

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration