



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 ☐

28-DEC-2017

MAR 01 2018

Reference No.
11057112

OWNER INFORMATION (Type or Print)

Name

Address

City

JACKSONVILLE

State

FL

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

2G4WC582X6

Make

BUICK

Model

LACROSSE

Model Year

2006

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

Multiple Failure:

Incident Date(s)

01-NOV-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 120000 LIGHTING (PWS), 110000 E TRICAL SYSTEM

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: 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 2006 BUICK LACROSSE. THE CONTACT STATED THAT THE KEY WAS GETTING STUCK IN THE IGNITION AND WAS DIFFICULT TO TURN. IN ADDITION, THE LOW BEAM HEADLIGHTS FAILED TO FUNCTION PROPERLY. THE DEALER (COGGIN BUICK GMC IN JACKSONVILLE, 7245 BLANDING BLVD, JACKSONVILLE, FL 32244, (904) 638-1115) WAS NOTIFIED. THE DEALER DID NOT PROVIDE A SPECIFIC REMEDY TO DIAGNOSE THE VEHICLE OTHER THAN TELLING THE CONTACT TO REPLACE THE BULB AND, IF THE FAILURE RECURRED, TO BRING THE VEHICLE BACK TO THE DEALER. THE CONTACT REPLACED THE BULBS FOR THE LOW BEAMS, BUT THE FAILURE CONTINUED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE.

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 took my Buick in @ scheduled appointment time. (10 am) Someone from the Buick dealership brought me back home. After calling after 3pm to check the status, I was given the run around, no one but the manager could give me status. I then received a call back saying my car would be ready @ 5pm. * All Day * They pick me up. I get my car @ 5:30 pm. The headlight issue wasn't resolved.

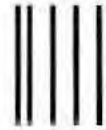
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U.S. Department
of Transportation

National Highway
Traffic Safety
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1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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

U.S. 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



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOC)
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Once I got into my car, I turned my headlights on & saw that it still wasn't on. I brought this to Andy's attention (the rep⁴@ Buick that I'd been dealing with)

He called the gentleman over that "supposedly" fixed the recall issue. They stood in front of my car talking amongst themselves. Then came to me & said the bulb is out.

G U A rented me that once I changed the bulb it would work. I left there & immediately purchased a headlight bulb from a local parts store.

Went home & changed the bulb as I'd done before in the past & the bulb is not the issue! Still not working.

I called Andy the next business day as he requested & explained to him that I changed the bulb but it still wasn't working.

He then said to me, "What is it that you want me to do?"

"I would have appreciated a call from them telling me, [REDACTED] [REDACTED] [REDACTED], we changed the part that was recalled but unfortunately your headlight still isn't working."

OR SOMETHING

I took the deal off of work to resolve a recall issue & it was as if nothing at all was done.

You have my phone number, please feel free to call me or send any other info regarding this "recall" issue.

Thanks

