

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	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 21-MAY-2019 AUG 13 2019		Repository ☐ Reference No. 11209049	
		Daytime Telephone Number [REDACTED]		E-mail Address	
OWNER INFORMATION (Type or Print)		Evening Telephone Number			
Name [REDACTED]		City HUMBOLT		State IA Zip Code [REDACTED]	
Address [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 1G4ZP5FF18U [REDACTED] 1G4ZP5SS1HU [REDACTED]		Make BUICK		Model LACROSSE Model Year 2017	
Date Purchased 9-10-2017		Dealer's Name and Telephone Number MacKe Motor Inc 712-444-3189		Engine: No: Cylinders 6	
Original Owner ☒		Dealer's City Lake City		State Iowa Zip Code 51449	
Transmission Type automatic		☒ Antilock Brakes ☒ Cruise Control 4 door		Multiple Failure: bad reverse shift Incident Date(s) 06-MAY-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage 20200 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 2017 BUICK LACROSSE. THE CONTACT STATED THAT THE GEAR SHIFT LEVER WOULD MISSHIFT AND SWITCH INTO OTHER GEARS THAT WERE NOT SELECTED. SECONDLY, THE TRANSMISSION WOULD NOT GO INTO PARK OR REVERSE PROPERLY. TO REVERSE, THE CONTACT HAD TO MOVE THE LEVER BACK AND FORTH. TO PARK, THE CONTACT HAD TO SELECT PARK, SHIFT INTO ANOTHER GEAR, AND THEN SHIFT BACK INTO PARK. THE VEHICLE WAS TAKEN TO WEBSTER CITY AUTO (129 2ND ST, WEBSTER CITY, IA 50595, (515) 832-6638) WHERE IT WAS DIAGNOSED THAT A NEW SHIFT ASSEMBLY NEEDED TO BE INSTALLED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED SOON AFTER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 20,200. THE VIN WAS INVALID. 1G4ZP5SS1HU [REDACTED] VIN 2017 Buick					
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.					

Sorry for delay [REDACTED]

5 Five SS Sue

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

- ① My name is [REDACTED] not [REDACTED] ② My cars VIN number is 1G4ZP5551 to [REDACTED] not 1G4ZP5FF180 [REDACTED]
- ③ I reported that my car will not always shift in reverse. I reported it go back two shift pattern after a misshift it will go into reverse this is a random problem
- ④ I took my car to Macke Motor They didn't seem interested in fixing it (Service Manager Harry Presley) so I took it to Webster City Auto They put a new shift assembly didn't help There isn't a problem with other gears or shifts just reverse I would like my car fixed before it gets worse

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

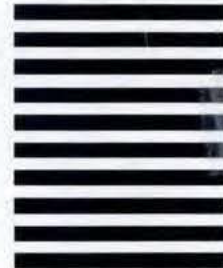
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**Think your vehicle
has a safety defect?**



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