

U.S. Department of Transportation National Highway Traffic Safety Administration				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	
OWNER INFORMATION (Type or Print)				Date Received		Repository ☐			
				08-SEP-2020 NOV 12 2020		Reference No. 11353640			
Name				Daytime Telephone Number		E-mail Address			
Address				Evening Telephone Number					
City EASTABOGA		State AL		Zip Code					
<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>									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WD532051				Make BUICK		Model Year 2005			
Date Purchased JULY 2019		Dealer's Name and Telephone Number JEFF KEY Motors		Engine: No: Cylinders 6		Fuel Type: undecided			
Original Owner ☐		Dealer's City ANNISTON		State Alabama		Zip Code			
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 22-JUL-2019			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH				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: 1st coil Alabama + Eastaboga AL					
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 7#		Number of Deaths N			
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. THE CONTACT STATED THAT THE DOORS FAILED TO OPEN FROM INSIDE THE VEHICLE. THE CONTACT WAS LOCKED INSIDE THE VEHICLE FOR AN HOUR. THE CONTACT STATED THAT THE ELECTRICAL SYSTEM ALLOWED OTHER COMPONENTS TO FUNCTION INCLUDING THE WINDSHIELD WIPERS, THE HEATER, AND THE DOOR LOCKS. THE CONTACT RESEARCHED AND WAS CONCERNED THAT THE SYSTEM WAS HACKED. THE VEHICLE OCCASIONALLY FAILED TO START OR TURN OVER. THE ENGINE WAS PREVIOUSLY REPLACED AT THE CONTACT'S EXPENSE. THE CONTACT WAS ONCE LOCKED INSIDE THE VEHICLE AND ALMOST SUFFERED FROM HEAT EXHAUSTION. THE CONTACT STATED HE WAS DISABLED. JEFF KEY MOTORS (2889 US HIGHWAY 431, ANNISTON, AL 36206, (256) 820-0280) WAS UNABLE TO PROVIDE A CAUSE FOR THE FAILURE AFTER A MONTH OF DIAGNOSING THE VEHICLE WHILE THE VEHICLE WAS IN THEIR CUSTODY. THE CONTACT STATED THAT THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND DISMISSED THE ISSUE STATING THAT THEY ONLY DEALT WITH NEWER VEHICLES. THE FAILURE MILEAGE WAS UNAVAILABLE.									
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 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)

Locked in car 2 hrs Almost Died from Heat
 (my number) → [REDACTED]

BIRMINGHAM AL 350 17 OCT 2020PM 3 L



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, NHTSA-100
 1200 New Jersey Avenue SE.
 Washington, D.C. 20077-9382

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



**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