

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint 11366653
Date: Friday, December 18, 2020 1:58:38 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, December 18, 2020 12:04 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint 11366653

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Attached find form with revisions.

Thank you,

[REDACTED]

U.S. Department
of TransportationNational 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

27-OCT-2020

Repository ☐Reference No.
11366653**OWNER INFORMATION (Type or Print)**

Name XXXXXXXXXX		
Address XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
City WELLINGTON	State FL	ZIP Code XXXXXX

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 KL4MMFS27LE XXXXXX		MAKE BUICK	Model ENCORE GX	Model Year 2020
Date Purchased	Dealer's Name and Telephone Number GARBER BUICK GMC OF FT. PIERCE 772-467-0835		Engine: No: Cy inders	Fuel Type:
Original Owner ☐	Dealer's City FT. PIERCE	STATE	ZIP Code 34982	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 BRAKES (PWS)	Failure Mileage 3000.0	Failure Speed 40
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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 Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Po ice N
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Narrative Description of Incident(s), Crash(es), 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 2020 BUICK ENCORE GX ESSENCE, THE CONTACT STATED THAT WHILE DRIVING AT 40 MPH ALL OF THE INDICATOR LIGHTS CAME ON FROM THE DASHBOARD. THE CONTACT HAD TO PUMP THE BRAKES SEVERAL TIMES TO SLOW DOWN. THE CONTACT WAS ABLE TO PULL THE VEHICLE SAFELY INTO A PARKING SPOT.THE VEHICLE WAS TOWED TO THE DEALER SCHUMACHER BUICK GMC 3031 OKEECHOBEE BLVD, WEST PALM BEACH, FL 33409 (561) 935-4239. THEY STATED THAT THE ISSUE WAS PART OF THE RECALL NHTSA NUMBER 20V588000 (SERVICE BRAKES) AND THERE WAS NO REMEDY TO FIX THE ISSUE AT THIS TIME. THE MANUFATURER STATED THERE WAS NOTHING THEY COULD DO AT THIS TIME AND TO WAIT FOR THE FIX. THE VEHICLE REMAINS UNREPAIRED AT THE DEALER SINCE 10/08/20. THE FAILURE MILEAGE WAS 3,000. TF

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.