

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

No. 4822 P. 3 No.2127-0008

National Highway Traffic Safety Administration		1-888-327-4236 INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Name [REDACTED]		Address [REDACTED]		Date Received 19-AUG-2021	Repository ☐
City Middleburg		State FL	ZIP Code [REDACTED]	Evening Telephone Number	Reference No. 11429736
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 KL4MMD324446		MAKE BUICK	Model ENCORE GX	Model Year 2021	
Date Purchased 5-2-2021	Dealer's Name and Telephone Number GARBER AUTOMALL - BUICK 904-264-2442		Engine: Nor Cylinders 3 TURBO	Fuel Type: REG	
Original Owner ☒	Dealer's City Green Cove Springs	STATE FL	ZIP Code 32043		
Transmission Type ☐ Automatic ☐ Cruise Control	Powertrain	Multiple Failure:	Include Date(s) RECALL OF CAR JACK 16-JUN-2021		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 350000 EQUIPMENT		Failure Mileage		Failure Speed	
CAR JACK RECALLED 2020/2021/2022 BUICK ENCORE GX					
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: DOTM1 9ABC36)	☐ 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 Police N	
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).					
The contact owns a 2021 Buick Encore. The contact had received notification of NHTSA Campaign Number: 21V440000 (Equipment) however, the part to do the recall repair was not available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The vehicle was taken to the dealer for the recall repair however, the dealer removed the emergency jack and cleared the recall but failed to provide a replacement jack since parts were not yet available. The manufacturer was made aware of the issue. The contact had not experienced a failure. Parts distribution disconnect. - OWNER HAD THE CAR FROM 5-2-21 TO 6-16-21 WITH NO REASON FOR CHANGING THE CAR JACK. NOTE: THE RECALL FOR THE DEFECTIVE JACK WAS ISSUED 4/10/21. TODAY IS 10/18/21 WITH NO DATE OR CONTACT WITH THE OWNER FROM GMC OR THE DEALER WHEN A REPLACEMENT JACK WOULD BE AVAILABLE. ON 6/16/21 GARBER AUTOMALL BUICK REMOVED THE JACK WITH NO DATE FOR REPLACEMENT. I WAS TOLD I WOULD RECEIVE A CALL WHEN PART COMES IN.					
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.					



FW: Follow up to ODI Complaint -----11429736 -----

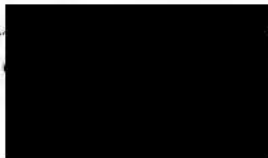
EVOQ (NHTSA) <EVOQ@dot.gov>

Mon, Oct 18, 2021 at 9:51 AM

To:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



Fax Cover Sheet

To: EVOQ (NHTSA)

Fax: (202) 366-1767

Ref: ODI Complaint 11429736 update

From:



1 of 3 copies