

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

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National Highway
Traffic Safety
Administration1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

13-APR-2022

Repository ☐Reference No.
11460695

OWNER INFORMATION (Type or Print)

Name

Address

City

Raleigh

State

NC

ZIP Code

Daytime Telephone Number

Evening Telephone Number

Email Address

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

LRBFXCSABLD

MAKE

BUICK

Model

ENVISION

Model Year

2020

Date Purchased

6/24/20

Dealer's Name and Telephone Number

Thompson Automotive Group

Engine:

No. Cylinders

Fuel Type:

GAS

Original Owner

☒

Dealer's City: Raleigh

RALEIGH

STATE

NC

ZIP Code

27602

4

Transmission Type

6-SPD AUTO

☐ Anti-lock Brakes☒ Cruise Control

Powertrain

Multiple Failure

AIR BAGS & BRAKES

Incident Date(s)

12-APR-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 181000 VEHICLE SPEED CONTROL/ACCELERATOR PEDAL

Sudden unintended acceleration

Failure Mileage

10300.0

Failure Speed

NOT KNOWN

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 9ABC036)

☐ 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

1

Number of Deaths

0

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).

RECYCLING CENTER

The contact owns a 2020 Buick Envision. The contact stated when pulled into a business to park, the vehicle unattended accelerated, and crashed into a cement wall. The failure occurred within seconds. The contact did not recall any warning lights on the instrument panel. The air bags did not deploy. There were minor injuries to the left-hand upper thumb. The contact also stated his head hit the steering wheel and the right side of the face was swollen, and below the right knee was bruised. There was a medical report from the Orthopedics clinic. There was no police report. The vehicle had damage to the front driver side quarter panel, the entire hood was lifted; however, the left front of the hood was higher up. The other damages were the bumper, lighting system, the front windshield cracked and shattered, and the rear windshield wiper was damaged due to the impact of the crash. The vehicle was drivable. The vehicle has not been diagnosed or repaired. The manufacturer was notified of the failure. The approximate failure mileage was 10,300.

P.S. I am sending my case to the Atty-General in the state of N.C. Gm did everything they could to get rid of me including a BBB Arbitration system that didn't work. I hope what I have experienced is not common in Buick SUV's. If it is, people could die!

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)

ON 4/2 I WAS PULLING INTO A COUNTY RECYCLING DEPOT.
AS I WAS PULLING INTO A SPACE, THE VEHICLE ALL OF
A SUDDEN TOOK OFF. IT CRASHED INTO A CEMENT WALL
A FEW FEET AWAY. THE CAR WAS ALMOST FULL STOPPED
AT THE TIME. IT FELT AS IF THE CRUISE CONTROL KICKED IN.
I COULDN'T STOP THE VEHICLE - THE BRAKES FROZE & UPON
IMPACT THE SEAT BELTS DIDN'T DEPLOY - AFTER WAITING
4 MONTHS FOR SOME ANSWERS, GM SIMPLY SAID "THE CAR
DID WHAT IT WAS SUPPOSED TO" & THEY SAID NO TO MY CLAIM

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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8609 London Park Ct
Raleigh, NC 27615

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Office of Defects Investigation, NEF-100
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Washington, D.C. 20077-9382

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IF MAILED
IN THE
UNITED STATES



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



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RALEIGH, N.C.

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1200 New Jersey Ave, S.E.
WASHINGTON, D.C. 20077-9382