

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

National Highway Traffic Safety Administration

(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

| | |
|--|-------------------------------------|
| FOR AGENCY USE ONLY 1.00146 | |
| Date Received 17-JAN-2023 MAR 21 2023 | Repository <input type="checkbox"/> |
| Daytime Telephone Number | Reference No. 11502191 |
| Evening Telephone Number | Email Address |

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: Lakewood State: OH ZIP Code: [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 K1ACJBSB4JB [REDACTED] | MAKE BUICK | Model ENCORE | Model Year 2018 |
| Date Purchased 2018 | Dealer's Name and Telephone Number Morris 440-777-7577 | | Engine: No: Cylinders |
| Original Owner: <input checked="" type="checkbox"/> | Dealer's City NORTH OLMPSTED | STATE OH | ZIP Code |
| Transmission Type | <input type="checkbox"/> Anti-lock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: Incident Date(s) 10-JAN-2023 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|---|----------------------------|---------------|
| Vehicle Components Codes: 150000 SEAT BELTS | Failure Mileage 17846.0 | 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: DOTM1 9ABC036) | <input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2018 Buick Encore. The contact stated that the rear passenger's side seat belt was not retracting. The vehicle was taken to the dealer and the contact was informed that the seat belt needed to be replaced. The vehicle was not repaired. The manufacturer was contacted, and the contact was informed that the vehicle warranty had expired. There was no further assistance provided. The failure mileage was 17,846.

This concerns me as at [REDACTED] years of age, I have never met anyone who had a seat belt fail. Many people would not bother to have it replaced because of the cost. This is a serious risk to passengers in the back seat.

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.

Morris Buick GMC
 26100 Lorain Road
 North Olmsted, OH 44070
 440-777-7577



MORRIS

Cadillac BUICK GMC

26100 Lorain Road · North Olmsted, Ohio 44070
 Phone: 440.777.7577 · Fax: 440.779.5731
 www.drivemorris.com

INVOICE

SALE

PAGE 1

TID: 00858511 REF#: [REDACTED]
 Batch #: [REDACTED] RRN: 026755240919
 01/26/23 112200
 Invoice #: [REDACTED]
 APPR CODE: 00999C
 VISA
 ***** [REDACTED]

| | | | | |
|-----------------|------------------------------|---|------------------|---------|
| VIN: [REDACTED] | | SERVICE ADVISOR: 66162 DANIEL KRZYWICKI | | |
| VEHICLE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| ENCORE | KL4CJBSB4JB [REDACTED] | | 18964/18064 | T1357 |
| RR. EXP. | PROMISED | PO NO. | RATE | PAYMENT |
| | WAIT 26JAN23 | | 159.98 | CASH |
| READY | OPTIONS: SOLD-STK [REDACTED] | ENG: 1.4 Liter DOHC Turbo | | |
| 26JAN23 | | | | |

AMOUNT \$585.93
 APPROVED

VISA CREDIT
 AID: A0000000031010
 TVR: 80 80 00 80 00
 TSt 68 00

Thank You
 Please Come Again

CUSTOMER COPY 1875BC BELT KIT 186.62 326.04 186.62 326.04
 PARTS: 186.62 LABOR: 326.04 OTHER: 0.00 TOTAL LINE B: 512.66
 REMOVED AND REPLACED RIGHT REAR SEAT BELT, SEAT BELT NOW EXTENDS
 AND RETRACTS AS DESIGNED.

C CUSTOMER STATES SHE WOULD LIKE ALL TIRES FILLED
 19 CUSTOMER STATES SHE WOULD LIKE ALL TIRES
 FILLED 78744 ISP 0.00 0.00 0.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 FILLED ALL TIRES TO SPEC

SHOP SUPPLIES/HAZARDOUS WASTE 29.87

DISCLAIMER OF WARRANTIES:

THE SELLER MORRIS CADILLAC-BUICK-GMC HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND MORRIS CADILLAC-BUICK-GMC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 326.04 |
| PARTS AMOUNT | 186.62 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 29.87 |
| TOTAL CHARGES | 542.53 |
| MISC. DISCOUNT | 0.00 |
| SALES TAX | 43.40 |
| PLEASE PAY THIS AMOUNT | 585.93 |

CUSTOMER SIGNATURE