



U.S. Department
of Transportation
National 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

Od_or
dt
up_to
Reference No.

OWNER INFORMATION (Type or Print)

Name
[Redacted]

OFFICE
DEFECTS INVESTIGATION

555293

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 9/20/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN): (17 Digits) 3 6 4 A G 5 5 M 5 R S 6 1 5 1 6 7		Make BUICK CENTURY		Model CENTURY 4DR	Year 1994
Purchased Date 07-31-00	Dealer's Name PURCHASED FROM ORIGINAL OWNER			Engine Size (CID/GAL) 3.1	☐ Turbo ☐ Diesel ☒ Gas
☐ New ☒ Used	Dealer's City	State	Zip Code	No. Cylinders 6	☒ Fuel Injection
Manufacture Date (on driver's door or pillar) 02/94	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driver's Side Air Bag ☐ Motor Belt ☐ Passenger's Side Air Bag ☐ 2-Point Belt ☒ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style 4 DOOR ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? ☐ Yes ☐ No
		NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☐ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

DOOR LOCKS, ELECTRIC, INTERMITTENT, THEY DO NOT LOCK EVERY TIME. WHEN I SECURE CAR FOR THE NIGHT, I MANUALLY LOCK DOORS ON ONE OCCASION DOOR LOCKS DID NOT ACTIVATE "LOCK" UNTIL I WAS DRIVING THE CAR.

REFERENCES: CAMPAIGN NO. 94V159000, AUTOKYTEL.COM & AUTOWORK.COM.
RECALL NOS. 94C50 OR 94070

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7862

September 21, 2000

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

To Whom It May Concern,

I have recently bought a 1994 Buick Century and the door locks have not been working properly. It was brought to my attention a recall has been made because of this very problem. As directed by the recall information provided by autoweb.com and autobytel.com, I called the Service Manager at our local Perry Buick, Mr. Everette at (757) 461-2402 and explained the situation. He suggested I bring the car in the next morning, which I did. I also took a printout of the recall information which referred to recalls using campaign numbers. Mr. Everette said the campaign numbers did not match his recall numbers and I would need to obtain the actual recall numbers before he could do anything.

My daughter called the Buick Service Center at 1-800-521-7300 as recommended by the recall information from the Internet. Mr. Mark Berry verified that according to the VIN number my car did fall within the recall group and we should call Mr. Everette from Perry Buick back and use the recall numbers 94C50 or 94072 when referring to the lock problem.

I called Mr. Everett back and gave him the recall numbers and he said he could not or would not fix the car locks until someone gave him the authorization. I then called and talked to Mr. Antwon at the National Highway Traffic Safety Administration, Auto Safety Hotline at 1-800-424-9393. I explained the situation to him and asked that he call Mr. Everett at Perry Buick and try to get them to correct the problem. Mr. Antwon did speak to Mr. Everett, but when he called me back, he said that Mr. Everett told him my car was not in the group for recall. Mr. Antwon said there wasn't anything more he could do except send me the vehicle owner's questionnaire, which I have filled out and am returning.

This is a very frustrating situation and I would appreciate anything you can do to help. Please advise me what my next step should be.

Thank you,

