Form Approved: O.M.B. No. 2127-0008

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

POSTED

FOR AGENCY USE ONLY

Date Received: RECEIVED MAR - 1 2001 23 OFFICE OF DEFECTS INVESTIGATION

QC'd

Reference No.: 560014

OWNER INFORMATION (Type or Print)

[redacted]

Daytime Telephone Number ([redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence [redacted] provide your name or address to the vehicle manufacturer.

Signature of Own[redacted] Date ___/___/___

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) *(Located at bottom of windshield on driver's side)*	Make	Model	Year
2 G 4 W S 5 2 J 0 Y 1 2 0 5 5 8 0	BUICK	CENTURY	2000

Purchased Date	Dealer's Name	Engine Size (CID/CC/L)	
☒ New ☐ Used	GUSTMAN	No. Cylinders ___	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
	Dealer's City: SEYMOUR; State: WI; Zip Code: 54165-0068		

Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain	Vehicle Type	Body Style
	☐ Manual ☒ Automatic	☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other ____	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other ____

FAILED COMPONENT(S)/PART(S) INFORMATION

	Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
	HEADLIGHTS FLAWED - DESIGN IS POOR	☒ Left ☒ Right ☒ Front ☐ Rear	☒ Original ☐ Replacement	☐ Yes ☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size

No. of Failures		Failed Part(s) Available?	NHTSA Previously Contacted?
	Date(s) of Failure(s) ____ Mileage at Failure(s) ____ Vehicle Speed at Failure(s): ____	☐ Yes ☐ No	☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ☒ No	☐ Yes ☒ No	N/A	N/A	☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

LETTER ENCLOSED

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 *This information is requested pursuant to a49 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 202-366-7882

US Department of Transportation
National Highway Traffic Safety Administration
400 7th Street, SW
Washington, DC 20590

February 19, 2001

I purchased a Buick Century car, NEW, in July 2000, through Gustmans in Seymore, Wisconsin.

My complaint is the headlight lighting system is flawed making it dangerous to drive at night. The problem is the low beam light does not work properly. Instead of lighting the road ahead fully, the light spreads only to the side end of the front fender on both sides of the car. This flaw makes a long shadow, making it impossible to see anything on the front side of the vehicle and impossible to safely turn any corner. The shadow also creates an illusion of some thing in the way and makes it impossible to judge where the car is on the road. When backing up and turning, at the same time, you can not see where you're going unless you turn on the signal so the side light shines on this shadowed area.

The unusual situation is, when the directional is turned on, a bright light turns on and this shadowed area disappears. It does not blink as the directional; it just comes on and removes any visual blockage. It's as if this light should be wired to the headlights, to be on anytime the headlights are on and mistakenly was wired to come on only when the directional is on. Which when the directional is on, it isn't needed. It's needed to be on the same time the headlights are on to drive safely.

I paid over $20,000 for this new car so I could be sure I have a safe and dependable car, unfortunately I have had nothing but a difficult time with this unsafe lighting problem. I feel very insecure driving this car at night and very frustrated that this problem is not being resolved. I have had the lights adjusted twice to see if that would help, it caused a new problem of the lights not illuminating the road ahead enough to be safe.

I called General Motors and they said they had other complaints of this same problem. This unsafe condition is only fully understood when driving it at night. I am willing to have anyone you would like to check out this problem, especially at night, to get this resolved quickly.

Sincerely,

CENTURY 2000

I have marked on the photo of the car light where the blind spot or shadow is. The only time this light goes on is when you use the signal light.That is when the blind spot or shadow disappears is when you use the signal light.That is where the light should b be on all the time with the other lights. This is a very poor design and should be corrected. This happens on both sides of the car on low beam.The garage has adjusted best they can which did not help much. It just fouled up the bright lights.

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