



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 241

Date Received

08-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879929

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (Located at bottom of dashboard on driver's side)	Vehicle Make BUICK	Vehicle Model CENTURY	Vehicle Year 2000	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09002000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 15-SEP-2000 Mileage at Failure(s) 5500 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

LOW BEAM LIGHT CASTS A SHADOW ON BOTH SIDES WHEN USED, CAUSING POOR VISIBILITY. DEALER NOTIFIED, AND UNABLE TO LOCATE CAUSE. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

CONTINUE ON BACK IF NEEDED

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.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

06-FEB-2001

Od_or
rt_dt
od_r1
up_hr

Reference No.

879929

OWNER INFORMATION (Type or Print)

672638

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of your signature, NHTSA will NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

PLEASE FILL IN

BUICK

CENTURY

2000

Purchase Date

Dealer's Name GUSTMANS

Engine Size

(CID/CC/L)

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☐ New ☒ Used

City SEYMOUR

State WI

Zip Code 54165-0068

No Cylinders

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☒ Front☒ Car☐ Sport Ut☐ 2-Door☒ Automatic

No

☐ Driverside Airbag☐ 2-Point Belt

No

☐ Rear☐ Van☐ Truck☒ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Other☐ Motorcycle☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
09002000

Part Name(s)

LIGHTING: GENERAL OR UNKNOWN COMPONENT: HEAD LIGHTS

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Description in letter enclosed

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA Previously
Contacted?☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

N/A

Number of Fatalities

N/A

Estimated Property Damage

N/A

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

LOW BEAM LIGHT CASTS A SHADOW ON BOTH SIDES WHEN USED, CAUSING POOR VISIBILITY. DEALER NOTIFIED, AND UNABLE TO LOCATE CAUSE. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

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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,

[REDACTED]