



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 1368

Date Received

2003 MAY 26
16-MAY-2003

Repository ☐

Reference No.

PA 1-100
10020000

OWNER INFORMATION (Type or Print)

Name

Address

City

BUFFALO

State NY

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

☒ YES

☐ NO

Date 6/1/03

VEHICLE INFORMATION

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased

8/13/02

Dealer's Name and Telephone Number

MIKE SMITH

Engine: 3800 11...

No. Cylinders

V6

Fuel Type:

Fuel Injection

AUTOMATIC

Original Owner

☒

Dealer's City

LOCKPORT

State

NY

Zip Code

14094

Transmission Type

4 SPDR

☒ Antilock Brakes

☒ Cruise Control

Powertrain

TRACTION CONTROL

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-MAY-2003

Failure Mileage

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: DOTM18ABC036)

☐ Original Equipment

☐ 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), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

WHEN THE CONSUMER APPLIED THE BRAKES THE PEDAL MADE A LOUD NOISE. *NLM

THIS CAR HAS 4 WHEEL DISC ANTILOCK BRAKES.

THE ONLY PROBLEM I HAVE WITH THIS CAR IS IN THE FALL, WINTER AND SPRING WHEN I AM BACKING OUT OF MY DRIVEWAY OF 420 FEET THE BRAKES SQUEAL LOUD. OTHER THAN THAT IT SEEMS FINE. I CALLED 3 BUICK DEALERS IN THIS AREA AND THEY SAY ITS BECAUSE OF DISC BRAKES.

ATTACH IS A COPY OF FACTS ON DISC BRAKES GIVING TOME BY A BUICK DEALER.

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.

Lightly Rusted Rotors

Light surface rust on rotor braking surfaces is often cosmetic and can be eliminated during a few normal driving stops. Rusting may occur when a vehicle is not driven for extended periods. Rotors with surface rust on unsold new cars can usually be burnished clean by performing 15 moderate stops from 62-75 km/h (35-40 mph) with cooling time between stops.

Facts About Brake Noise

Brake noise is normal and differences in loading, type of driving, or driving style can make a difference in brake wear on the same make and model. Depending on weather conditions, driving patterns and the local environment, brake noise may become more or less apparent.

The following noises are characteristic of all braking systems and are unavoidable. They may not indicate improper operation of the brake system.

Squeak/Squeal Noise

Occurs with front semi-metallic brake pads at medium speeds when light to medium pressure is applied to the brake pedal.

Occasionally a noise may occur on rear brakes during the first few stops or with cold brakes and/or high humidity.

Grinding noise

Common to rear brakes and some front disk brakes during initial stops after vehicle been parked overnight.

Caused by trace corrosion on the metal surface during vehicle non-use. Usually disappear after a few stops.

Groan Noise

A small groan may be heard when stopping quickly or moving forward slowly from a complete stop. This is normal.

Brake Wear

Several factors impact brake lining wear and should be taken into account when reviewing related issues.

The following are conditions that may accelerate brake lining wear:

- Heavy loads
- High temperatures
- Towing
- Mountainous terrain
- City Driving
- Aggressive driving
- Driver braking characteristics (left foot)

The following are conditions that may extend brake lining wear:

- Light loads
- Highway driving
- Conservative driving
- Level terrain