



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 152

Date Received

2003 MAY 26 PM

Repository

Date Recd No.  
10021780

### OWNER INFORMATION (Type or Print)

Name

Address

City SALINA

State UT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 5/26/03

### VEHICLE INFORMATION

Make BUICK  
Model CUSTOM

Model LESABRE

Model Year 2001

Date Purchased  
AUG. 20, 2001

Dealer's Name and Telephone Number  
High Country Auto Center 435-896-5486

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Richfield, Utah  
State UT Zip Code 84701

8

Gasoline

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

063130 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION

Cruise Control

3.8 LTR

Multiple Failure: 1

Automatic

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
28-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: DOTM15ABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

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).

THE VEHICLE WAS USING MORE OIL THAN USUAL \*TT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Pub. 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 statement in support thereof, may be used in support of the agency's action.

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

When the problem with excessive oil consumption was brought to the attention of the dealer, from whom I purchased the car, he was rude, disrespectful and unprofessional. Painter Motor in Nephi, Utah is now taking care of the car and their service manager Tom Barrett did the oil consumption test. The change engine oil light came on 300 miles short of the 3,000 miles I was to travel, when tested the oil was 1 qt. low. At end of consumption test May 27, 03 mileage was 14,650. When oil was checked June 16, 03 (I had driven 829 miles) it was 1/4qt. low.

I have talked to many Buick owners and have not found ONE with this type of oil use problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



US Department of Transportation  
National Highway Traffic Safety  
Administration  
info@nhtsa.dhs.gov



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(DASH) 2 DOT

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**DASH2DOT**  
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**QUESTIONNAIRE**



**VEHICLE  
OWNER'S**