



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  
(1-888-327-4238)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100079

Date Received

2003 JUN 18 PM 2:39  
30 JUN 2003

Repository

Reference No.  
10026218

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: RALEIGH State: NC Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening 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 of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date: 6/1/03

VEHICLE INFORMATION

Make: BUICK Model: LESABRE Model Year: 2001  
Date Purchased: 10/22/2001 Dealer's Name and Telephone Number: J.C. Harris Pontiac-Cadillac (252) 297-1111 Engine: 3800 No. Cylinders: V6 Fuel Type: gas  
Original Owner:  Dealer's City: Wilson State: NC Zip Code: 27893  
Transmission Type: Auto  Antilock Brakes  Cruise Control Powertrain: Front Wheel Drive Vehicle Component Code: D17500 STEERING:LINKAGES:TIE ROD ASSEMBLY Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 30-JUN-2003 Failure Mileage: 38308 Failure Speed: N/A Both outer tie rod ends left front Hub Assembly

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: D07H1A9ABC036)  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).

CONSUMER TOOK VEHICLE INTO A TIRE SHOP CENTER FOR REGULAR MAINTENANCE. THEY INDICATED THAT TIE RODS WERE NOT GOOD. TOOK VEHICLE TO DEALER, THEY REPLACED LEFT AND RIGHT TIE RODS. \*AK

Also, left front Hub Assembly was replaced

Also, left front Hub bearing found defective.

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

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.



HOME MODELS SHOP & BUY LOCATE DEALER DISCOVER BUICK OWNER CENTER CONTACT US SEARCH

Contact Us

Contact Buick Contact Dealer Request Brochure Buick Newsletter Site Help



Contact Buick

- E-Mail
- Telephone
- Mail

Get in Touch with Buick.

Owners Assistance

This section is exclusively for Buick owners and requires the entry of your VIN (Vehicle Identification Number) which can be found on your registration. Please complete the form below so that we can best provide you with the information you need.

\* Required Field

Select the model and year of your Buick:

LeSabre \*  
2001 \*

Enter your VIN

(Vehicle Identification Number): 1G4RHPS4K2142406

Preferred Dealer: HENDRICK

Current Mileage: 98391

Message:

(Please limit your message to 2,300 characters.)

MY VEHICLE REQUIRED REPLACEMENT OF BOTH OUTER TIE ROD ENDS & THE LEFT FRONT HUB ASSEMBLY. YOU PAID FOR THE PARTS, BUT I HAD TO PAY FOR

First Name: [Redacted]

Last Name: [Redacted]

Email Address: [Redacted]

Address: [Redacted]

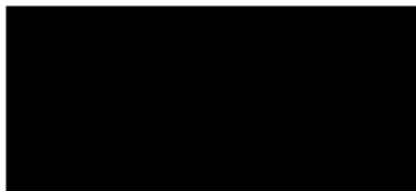
City: Raleigh \*

State: North Carolina \*

ZIP:

Daytime Phone:

Evening Phone:



[Submit Query](#)

[Reset](#)

**Buick owners:** To help us assist you as quickly as possible, please include your Vehicle Identification Number (VIN) in all correspondence.

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: Raleigh, NC  
Daytime Phone Number :  
ex.  
Evening Phone Number :  
ex.

Vehicle : 2001 LaSabra  
VIN : 1G4HP54K214240850  
Mileage : 38391  
Dealer : HENDRICK

Comments : MY VEHICLE REQUIRED REPLACEMENT OF BOTH OUTER TIE ROD ENDS & THE LEFT FRONT HUB ASSEMBLY. YOU PAID FOR THE PARTS, BUT I HAD TO PAY FOR LABOR. I BELIEVE THIS PROBLEM WAS A MANUFACTURING DEFECT AND THAT I SHOULD NOT HAVE HAD TO PAY ANYTHING FOR THE REPAIRS.

Email Address

Subj: RE: Buick LeSabre Owner Assistance  
Date: 6/30/2003 12:50:51 PM Eastern Standard Time  
From: crc@buick.com  
To: [REDACTED]  
*Sent from the Internet (Details)*

Dear [REDACTED]

Thank you for contacting the Buick Customer Assistance Center. We sincerely apologize for the tie rod and hub assembly concerns you are experiencing with your 2001 Buick LeSabre.

We have created a computer request with the information you have provided. Your request number is 1-114594028. Please contact the Customer Assistance Center at the number provided below for the swiftest resolution. Providing your request number in all correspondence will be greatly appreciated.

If you would prefer to continue to work through the Internet, we certainly understand. We will attempt to investigate your concern in the shortest period possible. Address your mail to the email address listed below or simply reply to this message.

Whether you choose to call or write us, please provide the following additional information. This information is required to properly investigate your concerns. We look forward to serving you.

1. Purchased new or used
2. Mileage at purchase
3. Where the vehicle was purchased from
4. Do you have your maintenance work done by a General Motors dealer?
5. Which Hendrick's location did your repairs?

If you should need to contact us in the future, simply reply to this message or call our Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Buick.

Sincerely,

Earnestine Thomas  
Customer Relationship Manager  
Buick Customer Assistance Center

#Subject=RE: Buick LeSabre Owner Assistance

—Original Message—

From: crc@buick.com  
Sent: 6/27/03 4:40:03 PM  
To: crc@buick.com  
Subject: Buick LeSabre Owner Assistance

Name : [REDACTED]  
Address : [REDACTED]

Sent June 30, 2003

Answers to questions (request number 1-114594928):

- 1) Purchased used, October 22, 2001
- 2) Mileage at purchase: -16741
- 3) Vehicle purchased from:  
J C Hensle Pontiac-Cadillac  
4030 Ward Blvd  
Wilson, NC 27893
- 4) All maintenance work (excluding tire service and associated mechanical adjustments) is done by a General Motors dealer: Hendrick Pontiac-Buick GMC-Cadillac; Cary Auto Mall; 90 Mackenran Dr., Cary, NC 27511
- 5) The Hendrick's location that did my repairs is: Hendrick Pontiac-Buick GMC-Cadillac; Cary Auto Mall; 90 Mackenran Dr., Cary, NC 27511

Note, the vehicle is titled in my wife's name: [REDACTED]

**Subj:** RE: Buick LeSabre Owner Assistance  
**Date:** 7/2/2003 10:45:44 AM Eastern Standard Time  
**From:** crc@buick.com  
**To:** [REDACTED]  
*Sent from the Internet (Details)*

Dear [REDACTED]

Thank you for your patience while we investigated your concern regarding your 2001 Buick LeSabre with Mecklen Auto. We spoke to Robert Ruffin, Service Manager, and he states no defect was found with your 2001 Buick LeSabre. You agreed to pay for the labor and the dealer agreed to goodwill the parts.

Unfortunately, General Motors is unable to offer you further assistance due to:

1. No defect or recall was found on your vehicle that is attributable to the manufacturer
2. The dealer is providing cost assistance to you as a goodwill gesture

If you should need to contact us in the future, simply reply to this message or call our Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Buick.

Sincerely,

Earnestine Thomas  
Customer Relationship Manager  
Buick Customer Assistance Center

**Subj:** RE: Re: Buick LaSabre Owner Assistance  
**Date:** 7/2/2003 6:47:34 AM Eastern Standard Time  
**From:** [crc@buick.com](mailto:crc@buick.com)  
**To:** [REDACTED]  
*Sent from the Internet (Details)*

Dear [REDACTED],

Thank you for your prompt response to Earnestine Thomas' request for additional information regarding your LaSabre. Please consider this confirmation of our receipt of your email. In addition, we have added the information you provided to request number 1-114594928, and sent a notification to Ms. Thomas on your behalf. She will be able to follow-up with you once this correspondence is received.

If you should need to contact us in the future, simply reply to this message or call our Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Buick.

Sincerely,

Darleen Crumbley  
Customer Relationship Manager  
Buick Customer Assistance Center

**#Subject=RE: Re: Buick LaSabre Owner Assistance**

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 6/30/03 4:13:54 PM  
**To:** [crc@buick.com](mailto:crc@buick.com)  
**Subject:** Re: Buick LaSabre Owner Assistance

Answers to questions (request number 1-114594928):

- 1) Purchased used, October 22, 2001
- 2) Mileage at purchase: -16741
- 3) Vehicle purchased from:  
J C Harris Pontiac-Cadillac  
4030 Ward Blvd  
Wilson, NC 27893
- 4) All maintenance work (excluding tire service and associated mechanical adjustments) is done by a General Motors dealer: Hendrick Pontiac-Buick GMC-Cadillac; Cary Auto Mall; 90 Mackenon Dr., Cary, NC 27511
- 5) The Hendrick's location that did my repairs is: Hendrick Pontiac-Buick GMC-Cadillac; Cary Auto Mall; 90 Mackenon Dr., Cary, NC 27511

Note, the vehicle is titled in my wife's name: [REDACTED]

**Subj:** Re: Buick LaSalle Owner Assistance  
**Date:** 7/2/2003 11:08:13 AM Eastern Standard Time  
**From:** [REDACTED]  
**To:** [crc@buick.com](mailto:crc@buick.com)

Thank you for considering my request. Unfortunately, I disagree with your assessment of manufacturing defect. Also, I was told by the dealer that does my maintenance work, Hendrick Pontiac-Buick of Cary, NC, that Buick was paying for the parts—no mention was made of the dealer assuming this responsibility (which, even though I do quite a bit of business with Hendrick—in its various divisions, I find strange, especially since I did not purchase the vehicle from them).

For your information, the Customer Service Agent at Merchants Tire, where the defect was discovered, mentioned to me that he has seen quite a large number of low-mileage Buicks with this problem. This lends credit to the assessment of a manufacturing or design defect in these vehicles.

I believe you should reassess this situation.

[REDACTED]

**Subj:** RE: Buick LeSabre Owner Assistance  
**Date:** 7/7/2003 9:47:19 AM Eastern Standard Time  
**From:** crc@buick.com  
**To:** [REDACTED]  
*Sent from the Internet (Details)*

Dear [REDACTED]

Thank you for contacting the Buick Customer Assistance Center regarding the handling of your request for additional assistance regarding your 2001 Buick LeSabre.

The Customer Assistance Center does not assess when a recall should be released nor do independents, such as Merchants Tire, which see a small percentage of the millions of vehicles we manufacture. Recalls are released when the vehicle or an item in the vehicle's equipment does not comply with a Federal Motor Vehicle Safety Standard or when there is a safety-related defect present in the vehicle or equipment. Federal Motor Vehicle Safety Standards set minimum performance levels for those parts of the vehicle which most effect its safe operation, brakes, tires, lighting, or which protect drivers and passengers from death or serious injury in the event of a crash. This is applicable to all vehicles and equipment manufactured for sale in the United States that are certified for use on public roads and highways. Through tests, inspection procedures and information gathering systems, General Motors, as a manufacturer, may discover that a safety defect exists or that the requirements of a safety standard have not been met. At that time, a voluntary recall will be released.

Hendrick arranged for goodwill for the parts on your vehicle. It is not unusual for a dealer to contact his assigned GM rep when a customer is not too far out of warranty to see if there is some type of goodwill that can be offered. This is done on a case by case basis and, unless the Customer Assistance Center is involved in the actual transaction, we are unaware of the financial specifics.

If you should need to contact us in the future, simply reply to this message or call our Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Buick.

Sincerely,

Eamestine Thomas  
Customer Relationship Manager  
Buick Customer Assistance Center

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**