



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 100079

Date Received: 116

Repository

11-AUG-2003

Reference No.
10033573

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: RIDGELAND MADISON State MS Zip Code: [REDACTED]

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: [REDACTED] Date: 1/27/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side
1G4HR5AK0TH [REDACTED]
Make: BUICK Model: LESABRE Model Year: 1996
Date Purchased: 1-21-97 Dealer's Name and Telephone Number: BURWITT-GIBBS 770-673-2664
Original Owner: DMND Dealer's City: STAFFORD State: AR Zip Code: 72160
Engine: No. Cylinders: 6 Fuel Type: GAS
Transmission Type: Antilock Brakes Cruise Control Powertrain: [REDACTED]
Vehicle Component Code: 063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-AUG-2003
Failure Mileage: [REDACTED]
Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 STATES VEHICLE GOT OVERHEATED AND COOLANT WENT INSIDE THE ENGINE DUE TO PLASTIC INTAKE MANIFOLD. DEALER CHANGED TWICE THE INTAKE MANIFOLD. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

Dear Sir or Ms,

I have a 96 Buick with a 3.8-liter engine. I had problems with the manifold and the lower unit was repaired by the dealership at a cost of over \$500. I continued to have problems and returned the car to the dealership. The service manager told me that since the first repair a service bulletin # 01-06-01-007A had come out on that engine. That changes had been made in the construction of the manifold and that GM had been repairing the faulty manifold at no cost to the customer and that mine should be covered. He said the new repairs would again cost over \$500, but that GM should reimburse me not only for these repairs, but also for the previous repairs.

This turned out not to be the case. GM offered me \$370 instead of the \$1100, which I requested, and I declined.

The service manager was to continue to try to obtain a better settlement, but I have learned that he is no longer with the dealership.

My question is, was this problem ever made a general recall, and if not why not? In talking to other GM dealerships and shops I have learned that almost all of these engines had this problem.

Thank you for your response.

Very truly,


Madison, MS


Document ID # 812024
1996 Buick LeSabre

Engine Coolant Consumption or Coolant Leak (Inspect for Material Degradation/Replace Intake Manifolds) #01-06-01-007A

Engine Coolant Consumption or Coolant Leak (Inspect For Material Degradation/Replace Intake Manifolds)

1995-1997 Buick Riviera

1995-1998 Buick LeSabre, Park Avenue

1996-1998 Buick Regal

1998 Chevrolet Lumina, Monte Carlo

1995-1996 Oldsmobile Ninety-Eight

1995-1998 Oldsmobile Eighty-Eight

1998 Oldsmobile Intrigue

1995-1998 Pontiac Bonneville

1997-1998 Pontiac Grand Prix

with 3.8 L Engine (VIN K -- RPO L36)

This bulletin is being revised to correct parts and labor operation usage. Please discard Corporate Bulletin Number 01-06-01-007 (Section 6 - Engine).

Condition

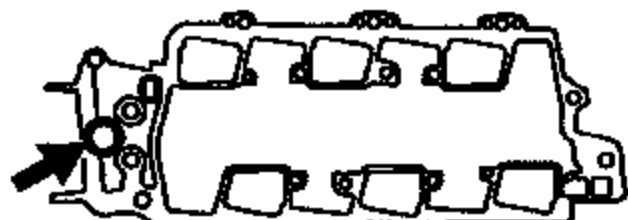
Some owners may comment on excessive engine coolant consumption, or an engine coolant leak near or under the throttle body area of the upper intake manifold.

Cause

Upper intake manifold composite material may degrade around the EGR stove pipe and could result in an internal or external coolant leak.

Correction

1. Follow the upper intake manifold removal instructions found in the Engine Unit Repair Section of the Service Information Manual.



2. Refer to the arrow in the illustration of the upper intake manifold above. Inspect the inner diameter of the EGR passage for signs of material degradation. Degradation will appear as "pitting" of the composite material in the EGR port passage.
3. If degradation of upper intake manifold composite material is found, replace the lower and upper intake manifolds with the following part numbers:
 - o Lower Intake – 24508923
 - o Upper Intake – 17113136 (includes necessary upper intake plenum gaskets)
 - o Lower Intake Gasket – 12537197
4. Follow the lower and upper intake manifold installation instructions found in the Engine Unit Repair Section of the appropriate Service Manual.
5. If degradation is not apparent, skip to Step 7.
6. Verify the repair.
7. If no degradation is found, evaluate the vehicle for other causes of excessive coolant consumption as noted in the Engine Diagnosis Section of the appropriate Service Manual.

Parts Information

Part Number	Description	Qty
17113136	Manifold, Upper Intake*	1
24508923	Manifold, Lower Intake	1
12537197	Gasket, Lower Intake	1

* Includes the necessary gaskets for upper intake replacement.

Parts are currently available from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
J0258*	Manifold, Lower Intake R and R	Use Published Labor Time
J0255**	Manifold, Upper Intake R and R	Use Published Labor Time
<p>* Used for replacement of both the upper and the lower intake manifolds.</p> <p>** Used for inspection purposes only, where no condition was identified and the upper intake manifold is re-installed on vehicle.</p>		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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1996 Buick LeSabre