



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 100161

Date Received

29-AUG-2003

Repository ☐

Reference No.

10037960

OWNER INFORMATION (Type or Print)

Name

Address

City

DELAND

State FL

Zip Code 32724

Daytime Telephone Number

E-mail Address

Evening Telephone Number

5A.M.C.

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer. ☒ YES ☒ NO
Signature of Owner Date 9/11/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4HP54K524165010

Make
BUICK

Model
LESABRE

Model Year
2002

Date Purchased
27-FEB-02

Dealer's Name and Telephone Number
Kaiser Buick 386-734-6882

Engine:
No. Cylinders

Fuel Type:
GAS

Original Owner
☒

Dealer's City
DELAND

State
FL

Zip Code
32721

6

6A3

Transmission Type

Auto

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code
021000 SUSPENSION: FRONT

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

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: DOTM19ABC036)

☐ 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).

FRONT END VIBRATED WHILE DRIVING AT HIGHWAY SPEEDS. VEHICLE HAD BEEN BALANCED/ WHEEL BEARINGS HAD BEEN REPLACED, AND A STEERING DAMPENER WAS INSTALLED. NONE OF THESE REPAIRS REMEDIED THE PROBLEM; CAUSE NOT DETERMINED. TS# 00031007A DID NOT REFERENCE THIS PROBLEM. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-597) 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.

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

See attached letter I sent to Buick Customer Service Center and copies of correspondence. Dealer rep did not provide me a work order for 8-22-03 where the Area Service Rep concluded the vibration is caused by the TORQUE CONVERTER. When I called Buick's customer service number and spoke to a Michael Dow, he indicated several times in the conversation that the vibration is a design characteristic. At this point, I have no idea if this is a safety issue or not.

ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73178 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov

August 26, 2003

Buick Customer Assistance Center
Post Office Box 33136
Detroit Michigan 48232-5136

Reference File #1-128156665

To Whom It May Concern:

Subject: Vibration at road speed - 2002 Buick LeSabre Custom
Vin# 1G4HP54K524165010
Purchased 2/27/02

Your TV commercial indicates that your engineers have answers and not questions. I certainly hope you can fix my problem

We have been a GM customer since mid 1950's. Most recently we purchased new Buicks in 1984, 1990, 1996 and 2002. The first three mentioned vehicles were purchased from Dixie Buick in Fort Myers, Florida and the 2002 was purchased at Kaiser Buick in Deland, Florida. All required maintenance on these vehicles was performed by these dealerships.

The 2002 LeSabre has a vibration at road speed and is most noticeable at 67mph and above. It was first reported to the selling dealer 5-1-02 when the vehicle had 1825 miles. At this time, they found that 2 of the original tires were out of round. They ordered 2 replacement tires and found that one of these tires was out of round. Finally, after getting 4 new American General tires that were round, they had them balanced at Boulevard Tire in Deland. Kaiser Buick did not have a road force balancer. The problem was not solved and the area service rep was called in to drive the car. After driving the car, he ordered 4 Michelin tires. They were installed 6-26-02 at mileage 2505. These new tires seemed to help a great deal at first. After about 1500 miles, the vibration started to return.

I waited until the vibration got worse and finally stopped by the dealership to make sure Boulevard Tire was the best place to have the tires rebalanced. I had that done 6-11-03 and paid for it myself. The problem still persisted so I took the car back on 6-18-03 and they rechecked the balance and road tested the car. Their representative felt the vibration was coming from somewhere in the drive train. The results of the tire company's road force variation were LF=4 lbs, RF=5 lbs, and both rear tires 9 lbs.

On 6-17-03, Kaiser Buick replaced the right front hub bearing after the mechanics, with the assistance of the service writer, raised the vehicle off the ground and accelerated to 80+MPH and still noticed the vibration.

I took the car back in 6-26-03 for an 8:00 a.m. appointment and was told parts were on order. On 6-27-03 the other hub bearing was replaced and a steering dampener was installed. The problem still persisted.

Later that day, the service writer called and said she would have a mechanic speak to the manager 6-30-03 and I would be notified as to when the area rep could drive the car. I went to the dealership 7-1-03 since no one had called 6-30-03. He said the area rep was on vacation and wouldn't be back until the week of 7-7-03. I proceeded back to the dealership 7-7-03 and was told the area rep would be contacted 7-9-03 after 1:00p.m. On 7-11-03, the service writer called and said it might be 3 weeks before the area rep could drive the car as he was going on vacation?? She also stated they would go ahead and replace the front axles so we scheduled an appointment for 7-15-03. I went in for my 8:00 a.m. appt. and after waiting until 9:15, the service writer told me that they couldn't work on the car any further until authorized by the area service rep. I also spoke to the service manager, who indicated that since the car met all of their tolerances, nothing could be done at this time. I told him that this was like the operation was a success but the patient died. The service writer indicated that maybe I should trade cars. That would prove to be an economic mistake! The service manager said I still would have plenty of time to file under the Lemon Law. The Service Manager said that the area rep might authorize a vehicle change as he had a lot more authority.

On 7-24-03, I received the invoice dated 7-22-03 for the work done 6-27-03.

On 8-6-03, I had the car regularly serviced and your recall 03034 performed. The service writer indicated the area rep was probably backed up on work but I would be first on his list when he got there.

On 8-8-03, I called customer service #1-800-521-7300 and spoke to Stella Richmond. She was very courteous and understanding. She said that either the area rep or an engineer would be in touch and they might authorize a vehicle exchange if the problem couldn't be fixed. She said she would call the dealer.

No one called so I called the customer service number on 8-14-03 at about 4p.m. and spoke to Mary Greer. She transferred me to Ms. Richmond's voice mail and I left her a message. She called back on 8-15-03 and said she had spoken to Lynn Pratt at the dealership and they were waiting for the area rep.

I met with the area rep, Dennis Ferguson, on 8-22-03. The car was road tested with myself, the rep and 2 different mechanics. The area rep concluded the vibration was caused by the torque converter. He said nothing could be done to correct the problem and further stated that every car on Kaiser's lot probably had a vibration to some degree. The dealership's service manager said he had a Gran Prix that didn't vibrate.

In conclusion, I feel that since I have been an loyal GM customer, I should have been made aware of your existng problems with these vehicles prior to purchase. I further feel that you should either repair or replace the vehicle with a new vibration free like model. Obviously we purchased a defective car and I hope there isn't a safety issue here.

Respectfully,

[REDACTED]

Deland FL [REDACTED]
[REDACTED]

**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).**