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 100145

Date Received: 13 16-SEP-2002 10:40:52
Repository ☐
Reference No. 10040086

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City PHOENIX State AZ Zip Code [redacted]
Daytime Telephone Number [redacted]
Evening Telephone Number [redacted]
E-mail Address

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 12/8/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver side	Make	Model	Model Year
1G4HR53L8A[redacted]	BUICK	LESABRE	1993

Date Purchased	Dealer's Name and Telephone Number	Engine: No. Cylinders	Fuel Type:
SEPT. 20, 1992	VITRE BUICK 602-994-9451	3800 V-6	GASOLINE

Original Owner	Dealer's City	State	Zip Code
☒	SCOTTSDALE	AZ	85257

Transmission Type		Powertrain	Vehicle Component Code
AUTO	☒ Antilock Brakes ☒ Cruise Control	FRONT	140000 AIR BAGS FAILED TO DEPLOY
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
26-MAY-2002 DEC.	58,000 APPROX.	ABOUT 10-12 MPH ?	AIR BAG FAILED TO DEPLOY ON FRONTAL IMPACT

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: DOTMA13ABC096)	☒ 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	1		Y

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).

WHILE DRIVING VEHICLE WAS INVOLVED IN A COLLISION, AND AIR BAGS DID NOT DEPLOY. *AK Attached are copies of most recent showing a series of problems and safety faults, beginning from the beginning, 1- Rotter in Bearing Failure in pedal; 2- Set of tires separated and replaced under 38,000 mi. 4- alternator (since lifetime warranty purchase, a series of brake problems which crucial hazard occurring when the air bag failed to deploy, all these hazards are called to the attention of GM-BUICK and the Dealership, car crashed head on into the N.E. corner of J.B.'S Restaurant at Indian School Rd. and 32nd St. Phoenix, Az 85018

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 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)

when the airbag failed to deploy the full impact was absorbed by the seat belt, causing severe (lasting) nerve injury to low back, hips and legs.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. D
of Tr

Nation
Traffic Saf
Administration

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

Official Business
Penalty for Private Use $300

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

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VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-D

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov

BUICK

December 11, 1992

[redacted]
Phoenix, AZ [redacted]

Dear Mr. [redacted]

Thank you for taking the time to discuss your new LeSabre Limited delivery. We appreciate the honest opinions you've shared with us. Because we're dedicated to providing a superior automobile, your LeSabre Limited experience is extremely important.

We want to help protect your investment. You told us your salesperson provided clear explanations of the operations of your vehicle and your dealership. This information will help you maintain your Buick and enjoy it to its fullest extent.

We were disappointed to hear you had some concerns regarding the condition of your car. The best way to detect and correct any source of customer dissatisfaction is by talking to Buick owners.

We were delighted that you would purchase again from your Buick salesperson in the future. We plan to continue efforts to uphold your satisfaction and improve it whenever possible.

We sincerely appreciate the time you have given us and the comments you have shared about your Buick experience. Our Customer Assistance Center (1-800-521-7300) is available to help you with any problems you may have that can't be solved by your dealer. Our goal is to produce a motorcar which meets your expectations, but there is always room for improvement. Your comments are valuable to us.

Sincerely,

Rick Pellafone

Rick Pellafone
Director, Customer Assistance

1-800-521-7300

FILE# 1-705B3872

Robert S. Pizzo 1:30PM Called 2-27-03

PREMIUM AMERICAN MOTORCARS

Buick Motor Division General Motors Corporation P.O. Box 2088 Flint, Michigan 48501-9990

Central Florida Region 1-800-231-1841-841-58420

BUICK LESABRE LIMITED: PURCHASED 9-2-1902

MILEAGE	DATE	SERVICE	PERFORMED	
859	10-15-92	INSPECTION	RATTLE IN DASH PANNEL	
1120	10-27-92	"	" " " "	
2136	12-29-92	"	GROWLING NOISE IN TRANS.	
2949	1-25-93	15-POINT INSPECTION	LUBE, OIL, FILTER	$30.41
3750	3-8-93	INSPECTION	TRUNK DECK NOT OPENING	
12,229	3-9-94	"	LUBE, TIRE ROTATION	$23.28
14,854	8-1-94	"	REPLACE ALTINATOR	
16,167	9-26-94	CHECK BRAKES	BRAKE SERVICE AUTO TRANS SERVICE	$99.06
16,909	11-4-94	INSPECTION	CROSSED TIRES FOR "PULL"	$~~126.04~~
19,984	5-1-95	TIRE INSPECTION	SEPARATION REPLACE 4 TIRES (2nd set)	126.04
21,950	8-29-95	INSPECTION	LUBE; REPLACE ALT. & ~~BATTERY~~	$9.98
28,094	8-14-96	BRAKE INSPECTION	CLEAN AND ADJUST	43.06
32,471	6-24-97	INSPECTION CHECK BRAKES, SERV.	ROTATE WHEELS	108.06
32,977	8-12-97	INSPECTION	REPLACE BELTS REPLACE ALTINATOR	387.82
36,571	3-26-98	INSPECTION CHECK BRAKES	SERVICE BRAKES	195.84
37,958	7-18-98	INSPECTION TIRES SEPARATED	PARKLIS REPLACE 4 TIRES (3rd set)	245.46
38,943	10-15-97	INSPECTION	REPLACE WATER PUMP	297.50
	3-13-00	CAR WAT STARTING INSPECTION	REPLACE BATTERY	20.60
42,948	6-2-99	INSPECTION	BRAKE OVERHAUL	273.26
48,846	7-17-00	GENERATOR REPLACED	LIFETIME WARRANTY	
52,453	7-24-01	AIR CONDITIONING REPLACED		$874.38
54,296	5-10-02	RATTLE IN ALTINATOR OR INSPECTION ENGINE	ENGINE REPLACED	$3,597.66
58,000 ?	12-26-2002	AIR BAG FAILED TO DEPLOY SEVERE INJURYS	CAR TOTALED	

BUICK FILE NO. 1-70583872

ROBERT LE PIERRE, REG. REP. 1-800-521-7300

City of Phoenix

MARICOPA COUNTY

ARIZONA TRAFFIC TICKET AND COMPLAINT

STATE OF ARIZONA

COMPLAINT NO. 13098594	Report No.	ACC ☐	FATAL/ SER. PHYS. INJURY ☐	CMV ☐	HAZ MAT. ☐	Grid

Driver License Number	State	Class	Endorsements	Restriction	Military
[redacted]	Az	D	M H N P T X D	A	

DEFENDANT	First	Middle	Last	Social Security No.
	[redacted]	[redacted]	Hernandez [redacted]	— —

Sex	Height	Weight	Birth	Origin	DOB Mo.	Day	Yr.	Other Identifiers
M	[redacted]		[redacted]	W	[redacted]			

Residential Address	Apt #	City/Town	State/Province	Country (if other than U.S.)	ZIP	Phone No.
[redacted]			Phoenix	Az	[redacted]	( )

Business Name/Address	Apt #	City/Town	State/Province	Country (if other than U.S.)	ZIP	Phone No.
						( )

VEHICLE	Year	Make	Model	Color		State	Exp.
	93	Buick	LeSabre	Tan	[redacted]	Az	07

The undersigned certifies that the defendant named herein did commit the following:

ON	Month	Day	Year	Time	AM/PM	Radar	Direction	A.C. Reading	Prior No Insurance Conviction W/I 3 Years	Prior DUI Conviction W/I 5 Years
	12	26	02	7:10	AM	☐ Yes	N/B		☐ Yes	☐ Yes

LIST CRIMINAL CHARGE FIRST, IF APPLICABLE

1	In violation of: 28-772 ☒ ARS ☐ City Code	SPEED	Alleged –	Lawful –	☒ Civil Traffic (VT) ☐ Criminal Traffic (CT) ☐ Criminal (CR) ☐ Petty Offense (PO)
	as follows: FAILURE TO YIELD WHILE TURNING LEFT				
	at location: Intersection ☒ 3200 E. INDIAN SCHOOL RD in Phoenix, Maricopa County, AZ				
2	In violation of: ☐ ARS ☐ City Code	SPEED	Alleged	Lawful	☐ Civil Traffic (VT) ☐ Criminal Traffic (CT) ☐ Criminal (CR) ☐ Petty Offense (PO)
	as follows:				
	at location: Intersection ☐ in Phoenix, Maricopa County, AZ				
3	In violation of: ☐ ARS ☐ City Code	SPEED	Alleged	Lawful	☐ Civil Traffic (VT) ☐ Criminal Traffic (CT) ☐ Criminal (CR) ☐ Petty Offense (PO)
	as follows:				
	at location: Intersection ☐ in Phoenix, Maricopa County, AZ				
4	In violation of: ☐ ARS ☐ City Code	SPEED	Alleged	Lawful	☐ Civil Traffic (VT) ☐ Criminal Traffic (CT) ☐ Criminal (CR) ☐ Petty Offense (PO)
	as follows:				
	at location: Intersection ☐ in Phoenix, Maricopa County, AZ				
5	In violation of: ☐ ARS ☐ City Code	SPEED	Alleged	Lawful	☐ Civil Traffic (VT) ☐ Criminal Traffic (CT) ☐ Criminal (CR) ☐ Petty Offense (PO)
	as follows:				
	at location: Intersection ☐ in Phoenix, Maricopa County, AZ				

Additional Complaint/s: ☐ Yes Complaint Number/s:

You Must Appear At:	☒ CITY OF PHOENIX MUNICIPAL COURT 300 West Washington Street Phoenix, AZ 85003-2103 Phone: (602) 262-6421 or TTY (602) 495-0733	☐ BRING ONE PARENT	☐ MARICOPA COUNTY JUVENILE COURT CENTER 3125 West Durango Phoenix, AZ 85009 (602) 506-4500

Your Court Date Is:	Month	Day	Year	Time	AM/PM	Victim(s)?	Victim(s) Notified? (All)	Booking No.
	1	22	10-03	7:30		☐ Yes ☐ No	☐ Yes ☐ No ☐ N/A	

CRIMINAL: ☐ Without admitting guilt, I promise to appear on the court date listed above.
CIVIL: ☒ Without admitting responsibility, I acknowledge receipt of this complaint.

[redacted]

Magistrate certify that I have reasonable grounds to believe and do believe that the person cited herein committed the offense described herein contrary to law, and by signature, has promised to appear if so signed, and I have served a copy of this complaint upon the defendant.

[redacted] 6956
Com[redacted] Serial No.

Issued on: 12-27-02
Date Serial No.

DEFENDANT

READ NOTICE AND INSTRUCTIONS ON REVERSE SIDE

30-171 Rev. 12/01

[redacted]

PITRE BUICK - PONTIAC - GMC
6640 E. McDowell Rd.
Scottsdale, AZ 85257
990-3424

Date_____ Tech # 3/9/03 R.O. _____

Inspection performed by

SAFETY INSPECTION REPORT

ITEMS CHECKED	NEEDS ATTN.	GOOD	POOR	COMMENTS
Road Test				
Seat Belts	☐	☒	☐	
Horn Operation	☐	☒	☐	
Windshield Wipers & Washers	☐	☒	☐	
Glass & Mirrors	☐	☒	☐	
Function of Brakes	☐	☒	☐	
Hydraulic & Emergency	☐	☒	☐	
Engine Performance	☐	☒	☐	
Steering Wheel Position	☐	☒	☐	
Lights & Underhood Items				
Head Lamps & Park Lamps	☐	☒	☐	
Brake & Turn Signal Lights	☐	☒	☐	
Emergency Flashers	☐	☒	☐	
Engine Oil	☐	☒ FULL	☐ LOW	
Transmission Fluid	☐	☒	☐	
Antifreeze/Coolant Level and Protection	☐	☒	☐	
Brake Fluid	☐	☒	☐	
Power Steering Fluid	☐	☒	☐	
Windshield Washer Fluid	☐	☒	☐	
Visual Condition of Battery	☐	☒ GOOD	☐ POOR	
Fan Belts	☐	☒	☐	
Cooling System Hoses	☐	☒	☐	
On Hoist Items				
Tire Tread Condition	☐	☒	☐	
Front Brake Linings	☐	☒	☐	
Rear Brake Linings	☐	☒	☐	
Visual Inspection of Suspension and Steering	☐	☒	☐	
Exhaust System	☐	☒	☐	
Fluid Leaks	☐	☒	☐	
Other Items Checked				
Injector Flush	☐	☐	☐	
Fuel Filter	☐	☐	☐	✓ History
Decarbon	☐	☐	☐	
	☐	☐	☐	

Dean Tijerina
Service Advisor

PITRE BUICK PONTIAC GMC TRUCK
6640 E. McDowell Road
Scottsdale, AZ 85257
(602) 990-3424
(602) 994-9451
(800) 440-6888
www.pitreauto.com

PITRE Automotive Group

Form #76

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).