



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 1367

Date Received

Repository ☐

02-OCT-2003

Reference No. 10042157

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

City

CHATTANOOGA

State TN

Zip Code

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 10/27/03

VEHICLE INFORMATION

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

1G4HR54K8YU208630

Make

BUICK

Model

LESABRE

Model Year

2000

Date Purchased

2-18-00

Dealer's Name and Telephone Number

TBATTER BUICK

Engine

No. Cylinders

6

Fuel Type

Reg.

Original Owner

Dealer's City

CHATTANOOGA

State

TN

Zip Code

37422

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Multiple Failure: 1

2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

7-28-03

Failure Mileage

25284

Failure Speed

STANDING

REGULATOR ASSEMBLY

REGULATOR 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: DOTM1SABC038)

☐ 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).

WHEN LEFT PASSENGER SIDE POWER WINDOW WAS LET DOWN CONSUMER HEARD A CRACKING NOISE. THE PLASTIC WINDOW REGULATOR BROKE. DEALERSHIP REPLACED THE PART. ALSO, DEALER INFORMED CONSUMER THAT THIS WAS A COMMON PROBLEM WITH THIS PART, BUT THEY WERE STILL REPLACING IT WITH THE SAME PART. THE SAME DEFECT ALSO OCCURRED ON THE RIGHT PASSENGER'S WINDOW. *AK

Repair work for both windows was done at DON LEDFORD - Pontiac-BMC-BUICK-CADILLAC Dealer in Cleveland TN. (NOTE INVOICES)

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 to this questionnaire. Your responses 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)

7-28-03 Cranked down the left rear window and heard a "masking noise" I tried to close or lower the window. It was stuck in place where it had come down.

9-26-03 Cranked down Right Rear window and again heard masking noise and the window could not be moved in either direction.

Both times this happened in the driveway in good weather.

If this happened in bad weather and at night, where I couldn't get to a repair shop, the consequences could be life threatening.

ATTACH ADDITIONAL SHEETS IF NECESSARY

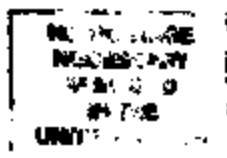
Department
of Transportation

National Highway
Traffic Safety
Administration

405

Washington, DC 20590

Office of Defects Investigation
NHTSA



Office of Defects Investigation, NHTSA
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY ADDRESSEE
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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

Report on Power Window Failures
on 2000 Buick LeSabre Limited 2000

1. 1st Failure 7-25-03 Repaired 7-28-03
2. 2nd Failure 9-25-03 Repaired 9-26-03

The automobile was originally purchased from Trotter Buick Chattanooga around 6 miles from our home.

It was the third Buick we had purchased from Trotter Buick

However I chose to drive 30 miles to Cleveland Tennessee for most of my repairs because I feel Don LeFort has better train mechanics His address etc is listed on the attached invoice

Around 7-25-03 I called General Motors Service 1-800-521-7300 to question them about the problem with only 45,286 miles on the car

The back windows on the car had probably been rolled down maybe 4-5 times the 3+ years we owned the car

I explained the problem to the person answering the phone.

He turned me over to a Martha
Thedrickson - 1846- 942-4368
ext 48540

I explained to her what had happened
and wanted an explanation why with
such low mileage on the car and
so little use of the windows.

She said she had to call the dealer
and she would look into the problem.

On and off for the next month

I talked with several people - quite
a bit with Tiffany Abbott.

I talked with her around 4-5 times
as she was trying to help me in
some manner.

They asked me what I wanted
them to do.

I wanted them to repay for the
window and any subsequent window problems.

Page 3

I also explain to her that my window problem was not an isolated one as I had reports (enclosed) that this problem had been occurring frequently.

Around the 20th of September I reached Tiffany Abbott regarding the problem.

She said G.M. wanted to give me a \$600. certificate toward the purchase of a new car.

I told her I felt I didn't need or could afford to buy a new car at the time.

I thanked her for her efforts and understanding and told her it was not her fault but all of G.M.'s.

I also explain to her I had been a lifetime customer of G.M.

1. 1964 Pontiac Star Chief (muscle car)
2. 1967 Chevrolet Impala (space car)
3. 1970- Buick Electra 225 (space car)
4. 1985- Buick Park Avenue Good car
5. 1989 - Buick Park Avenue (Lemon)
6. 1995- Buick Park Avenue (Lemon)
7. 2000 - Buick Le Sabre ?

I had many mechanical problems with the 89 and 95 Park Avenues and spent thousands of dollars on repairs

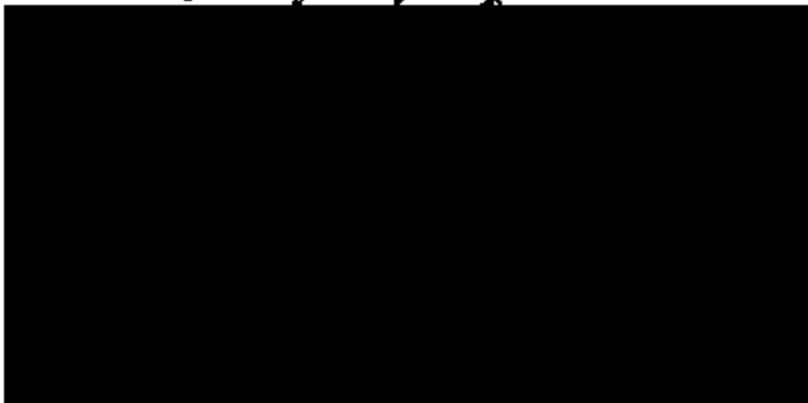
I dropped the complaint until the second window regulator broke I called G. M. back and spoke again to Tiffy Abbott and she replied

that the \$600. Gift Certificate
was still available

I thanked her and for what I had
wasted enough time on General
motors.

That's when I contacted your
office

Respectfully





Safety Alerts Saves Lives

Sign Up Now
FREE

Receive alerts that interest YOU

OTHER PERTINENT
INFO CONCERNING
THIS PROBLEM

SafetyAlerts
June 26, 2000

Certain 2000 Buick, Pontiac, Bonneville, Cadillac and 2000-2001 Oldsmobiles Recalled

Detroit, MI (SafetyAlerts) - The National Highway Transportation Administration (NHTSA) has published the recall of certain 2000 Buick LeSabre, Buick Park Avenue, Pontiac Bonneville, Cadillac Seville, Cadillac Deville, Oldsmobile Intrigue and the 2001 Oldsmobile Aurora automobiles because some of these passenger vehicles have internal fluid leaks in the brake hydraulic control unit.

According to the NHTSA, when the rear brake proportioning, antilock brake, traction control, or stability control feature is activated in some driving situations, the feature may not perform as designed.

8,132 of these vehicles, manufactured in January of 2000 are affected by this recall.

Dealers will inspect the ABS hydraulic modulator unit and, if necessary, replace the hydraulic modulator.

The manufacturer has reported that owner notification was to begin during May 2000. Owners who do not receive the free remedy within a reasonable time should contact Buick at 1-800-521-7300, Pontiac at 1-800-762-2737, Oldsmobile at 1-800-442-6537, or Cadillac at 1-800-458-8006.

NHTSA Recall No. 00V114/00 Recall No. 00036

Notice of this product warning was sent via email to subscribers June 26, 2000.

Important Note Regarding Auto Recalls
Frequently SafetyAlerts will list auto recalls before your dealer will know about them. If you have a vehicle affected by one of these posted recalls be sure and write down the NHTSA CAMPAIGN ID Number.
If your dealer doesn't know about the recall when you check, ask them how they are notified of recalls and

1. *Chlorophyll a* and *Chlorophyll b* content of the leaves of *C. sinensis* and *C. sinensis* var. *sinensis* were determined by the method of Arar and Johnson (1996).

New power window motors for your car or truck from 1A Auto

Journal of Management Inquiry 18(6)

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Δελφίνι, 1200, 4200, 2100

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Similar LeSabre reviews

2000

- | | | |
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Overall good
performance, but
starting to eat at the
wallet at low mileage! | 147
words |
| ☹ | Beautiful Buick For Sale:
37k miles. with | 423
words |
| ☹ | Love the car, but it's a
lemon | 159
words |
| ☹ | Next time I'm getting a
Nissan Maxima | 155
words |

1999

- 21

What things have gone wrong with the car?

I am experiencing the same problems as other owners.

First the left driver's side power window started to experience intermitting problems. Would not go up or down. Dealer would not fix because it wasn't happening when taken in for service. A year later with a little over 24K miles and three and half years old the window stops working. Repair cost approximately \$380. No warranty now.

When the vehicle was in for an oil change and the window problem the dealer discovered a coolant leak and decided the upper intake manifold needed to be replaced. This cost over \$400 and again, not under warranty.

I have read other owners have reported the same problems. How many others have these situations that are not being reported.

General comments?

For a car with less than 25K miles and just over three years old, these types of problems should not be occurring.

Looking for a Buick

[illegible]

words
All Buick LeSabre reviews...

LeSabre in the USA?



11/13/2003 10:00 AM
http://www.carsurvey.org

Comments by: [http://www.carsurvey.org](#)

9th May
2003, 14:25

2000 buick power window
problems.I'm in the used car
business and every 2000 buick la
sabre we have sold has window
problems. i have stopped buying
them.

9th Jun 2003,
13:02

Re: Power window problems with
the 2000 Buick LeSabre:
Have owned this car for 3 months
now. Has 34000 miles on it.

Driver side window went first at
32000 miles. Now driver side rear
window out at 34000. Do we see
a pattern here??

Which one will be next and
when?? Can only assume it will
be soon!!

24th Jul
2003, 21:02

July 24, 2003
I have just had the drivers side
window repaired for \$500. The
motor is working, but they stated
that the motor and cable are sold
together so the motor had to be
replaced when the cable became
tangled.

As a feedback comment

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when the next update is due.

Did you know?

During 2001 there were over
1575 products recalled in the United
States for safety reasons!

How many did you hear about?

Sign up for Safety Alerts by E-mail -

The free internet newsletter that could
some day literally save your life - or
the life of someone you know.

Safety Alerts compiles comprehensive safety recall information for the United States. SafetyAlert is a free email service to warn consumers of faulty products and contaminated foods. For complete information regarding current recalls, past recalls and timely product warning notification visit:

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