



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 100184

Date Received

Repository ☐

2004 JAN 16 AM 2:02 Reference No.

10047820

OWNER INFORMATION (Type or Print)

Name

Address

City DE KALB

State TX

Zip Code

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

Date 1/16/04

VEHICLE INFORMATION

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

PLEASE PROVIDE 1G4HP54K2Y

Make

BUICK

Model

LESABRE

Model Year

2000

Date Purchased
Feb. 2 2001

Dealer's Name and Telephone Number
Westside Auto Sales 903-625-3737

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
New Boston

State
TX

Zip Code
75570

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

TRANSAXLE

Vehicle Component Code

193000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Multiple Failure: 1 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-MAR-2003

Failure Mileage
57000

Failure Speed
Parked

1. 1st Power Window Failure - 4-16-2001 - mileage - 34,176 L.R. Window
2. 2nd Power Window Failure - 11-12-2001 - mileage - 44,562 A.F. Window
3. 3rd Power Window Failure - 11-28-2001 - mileage - 45,961 A.F. Window
4. 4th Power Window Failure - 11-14-2003 - mileage - 60,865 R.F. Window

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A

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), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

THE ELECTRIC WINDOWS OF THE VEHICLE WOULD SLIDE DOWN, BUT WOULD NOT SLIDE UP. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP WHO INFORMED THE CONSUMER THAT THE ELECTRICAL CABLE WOUND ITSELF AROUND THE MOTOR, BURNING THE MOTOR OUT. ALL OF THE WINDOWS ARE AFFECTED. THE MANUFACTURER NOR THE DEALER IS AWARE OF THE PROBLEM. *PH

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 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)

- 1st Failure of power window occurred while vehicle was in Park @ bank.
2nd Failure of Power window occurred when vehicle was being driven @ approx 40 mph. The window control was not lowered approx. 3 inches. Window failed to close, continued to drop.
3rd Failure of power window occurred when vehicle was being driven @ approx 35-40 mph. The window control was not touched. There was a loud popping noise like something hitting the side of door. (Right Side) The window dropped down approx 6 inches and would not raise.
4th Failure of power window occurred while car was running, but in Park. Window was lowered approx. 4 inches, made a loud crashing sound like glass breaking, and window dropped down completely.

ATTACH 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 73473 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

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
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.dhs.gov/nhtsa

11/17/2003
13144156

HISTORY LISTING

3030
PAGE 1

CUSTOMER NAME : BEVERLY BARDER SERIAL NO. : 104WFS4K214167693

R.O NO. : 48962 R.O DATE : 11/28/2001 R.O TYPE : B
MILEAGE : 45461 ADVISOR NO. : 8

JOB NUMBER : 1 OPERATION 03BUZ10 OP. DESC. POWER WINDOWS
SALE TYPE : C TECHNICIAN NO(S). 37
COMPLAINT : CUSTOMER STATES: R.R. POWER WINDOW IS INOPERATIVE.

COMMENTS : WAITING

R.O NO. : 49632 R.O DATE : 11/12/2001 R.O TYPE : B
MILEAGE : 44562 ADVISOR NO. : 35

JOB NUMBER : 1 OPERATION 50BUZ OP. DESC. BODY SHOP
SALE TYPE : C TECHNICIAN NO(S). 32
COMPLAINT : CUSTOMER STATES: REPAIR MOTOR IN R. FRONT DOOR
CORRECTION : REPLACED WINDOW MOTOR WITH A USED MOTOR

R.O NO. : 46085 R.O DATE : 05/24/2001 R.O TYPE : 8
MILEAGE : 35595 ADVISOR NO. : 8

JOB NUMBER : 1 OPERATION 03BUZ22 OP. DESC. CRUISE CONTROL
SALE TYPE : W TECHNICIAN NO(S). 7
COMPLAINT : CUSTOMER STATES: CRUISE CONTROL WILL NOT SET.
CAUSE : SWITCH WILL NOT SET
CORRECTION : REPLACE ON/OFF SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
46085 R1260

R.O NO. : 45490 R.O DATE : 04/16/2001 R.O TYPE : B
MILEAGE : 34176 ADVISOR NO. : 8

JOB NUMBER : 1 OPERATION 03BUZ10 OP. DESC. POWER WINDOWS
SALE TYPE : W TECHNICIAN NO(S). 19
COMPLAINT : CUSTOMER STATES: L.R. POWER WINDOW IS INOPERATIVE.
CAUSE : MOTOR HAS OPEN CIRCUIT
CORRECTION : REPLACE REGULATOR MOTOR ASSEMBLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
45490 R3325

**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).**