



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 10007B

Date Received

Repository ☐

Reference No.

10053827

OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT JULIET

State

FL

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 authorized signature, your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/17/04

VEHICLE INFORMATION

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

Make

BUICK

Model

LESABRE

Model Year

1987

1G4HP52K4VH464200

Date Purchased

8-15-96

Dealer's Name and Telephone Number

Wyatt Johnson

Engine:

No. Cylinders

6

Fuel Type:

Gas

unleaded

Original Owner

☒

Dealer's City

CLARKSVILLE

State

TN

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING/EXHAUST SYSTEM/MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-JAN-2004

Failure Mileage

48000

Failure Speed

35

ECR Valve/Control Solenoid

Intake Manifold cracked *

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: DOTM1BABC036)

☐ 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), condition(s), 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).

WHILE DRIVING VEHICLE REACHED HIGH TEMPERATURES DUE TO INTAKE MANIFOLD FAILURE. COOLANT SEEPED INSIDE THE ENGINE. DEALER INDICATED IT WILL COST OVER \$1,000.00. INDEPENDENT SHOP WILL REPLACE THE INTAKE MANIFOLD FOR HALF OF THE PRICE.

"AK
The only red light that came on was the "Malfunction Indicator Lamp" to check engine. I was in traffic and it would barely run. Missing terribly. The diagnosis was the EGR Valve/Control Solenoid. When it was replaced they found the Intake Manifold had cracked in it. The oxygen sensor also had to be replaced for the second time.

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)

I have used Earl Dunn Buick for Warranty Repairs
@ 800 N Gallatin Rd, Madison, TN 37115 because of
convenience.

This is the second time the manifold has been
replaced.

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



ATTACH ADDITIONAL SHEETS IF NECESSARY

USE



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL 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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U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov



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(DASH) & DOT

1-888-DASH-2-DOT
1-888-327-4236

(OVER)

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE**

[REDACTED]
Mt. Juliet, TN
[REDACTED]

February 17, 2004

BUICK
P. O. Box 333136
Detroit, Michigan 48232

I am the owner of a 1997 Buick LeSabre, VIN 1G4HP52K4VH464200, which I purchased new. I have had numerous problems with the vehicle.

On January 6, 2004, it began missing badly and the malfunction indicator lamp came on. I thought it was going to stall in traffic. I was near a Goodyear Service Center (Hermitage Tire Center), where I have my car serviced regularly. I stopped there and they found the problem to be the EGR valve/Control Solenoid. Of course, I had to have it repaired - a cost of \$533.41. The next day when I picked up my car I was told the manifold had cracks in it. The upper and lower intake needed replacing at a cost of \$647.51. To confirm the problem, I took the vehicle to Earn Dunn Service Center (Buick dealer) for the diagnostic test (\$49.16). They had the same diagnosis at a projected cost of \$1,110, over \$500 more than Goodyear.

The NHTSA web site shows there has been a recall on the 1997 LeSabre manifold intake dated 2003, recall campaign # 03V473000. Recall Campaign II Investigation opened October 22, 2002 and is still open. I phoned GM at 1-800-521-7300 prior to having the manifold repaired and spoke with Steven Brittner. He said my VIN was not included in the recall, which I do not understand. Earn Dunn Buick had already replaced the manifold in 1999 under manufacturer's warranty. Something is definitely wrong for this to happen again so soon with less than 47,000 miles on the vehicle.

I had no choice but to return to Goodyear when GM would not provide any assistance. The next week the same malfunction indicator lamp came on. This time it was the oxygen sensor requiring replacement at a cost of \$145.85. The oxygen sensor had previously been replaced on February 4, 2000 at Earl Dunn Buick.

These repeated problems on a vehicle with less than 47,000 miles must be defects. The total repair costs were \$1,326.77. I believe GM should provide some assistance and definitely cover the intake manifold and oxygen sensor repairs. Documentation is enclosed. Thank you for your prompt assistance.

Sincerely,

[REDACTED]
CC: Council of Better Business Bureaus, Inc.



Office of Defects Investigation

Defects - Search Results

TYPE : VEHICLE
YEAR : 1997
MAKE : BUICK
MODEL : LESABRE

NHTSA Action Number : PE02050

NHTSA Recall Campaign Number : N/A

Make : BUICK

Model: LESABRE

Manufacturer : GENERAL MOTORS CORP.

Year : 1997

Component : ENGINE AND ENGINE COOLING

Date Investigation Opened : June 13, 2002

Date Investigation Closed : October 22, 2002

Summary:

ALLEGED ENGINE COMPARTMENT FIRE DURING STARTUP. LOUD POPS OR BACKFIRES BEFORE THE FIRE STARTED

NHTSA Action Number : EA02030

NHTSA Recall Campaign Number : 03V473000

Make : BUICK

Model: LESABRE

Manufacturer : GENERAL MOTORS CORP.

Year : 1997

Component : ENGINE AND ENGINE COOLING

Date Investigation Opened : October 22, 2002

Date Investigation Closed : Open

Summary:

ALLEGED BACKFIRE DURING ENGINE STARTING MAY RESULT IN FRACTURE OF THE PLASTIC INTAKE MANIFOLD WITH THE POTENTIAL FOR SEVERE ENGINE COMPARTMENT FIRE.

Defect Summary

Make:	BUICK
Model:	LESABRE
Year:	1997
NHTSA Action Number:	EA02030

Summary:

ALLEGED BACKFIRE DURING ENGINE STARTING MAY RESULT IN FRACTURE OF THE PLASTIC INTAKE MANIFOLD WITH THE POTENTIAL FOR SEVERE ENGINE COMPARTMENT FIRE.

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