



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100161

Date Received: 17 MAR 2004  
Registry   
16-JAN-2004  
Reference No. 10055273

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: PALM COAST State: FL Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]

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: [Redacted] Date: 3/02/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4HR54K51 [Redacted]  
Make: BUICK Model: LESABRE Model Year: 2001  
Date Purchased: 8/1/01 Dealer's Name and Telephone Number: [Redacted] Engine: 6 No. Cylinders: 6 Fuel Type: REG  
Original Owner: [Redacted] Dealer's City: Pembroke Pines State: FL Zip Code: [Redacted]  
Transmission Type: AUTOMATIC Antilock Brakes:  Cruise Control:  Powertrain: [Redacted] Vehicle Component Code: 020000 SUSPENSION  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): DAILY Failure Mileage: 18000 Failure Speed: 35-70  
Rough RIDE - AUTO FLOORS - Lloyd Barker  
Told me this HAPPENS DUE TO DESIGN DEFECT.

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: GENERAL Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): 215R  
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment:  Prior Repair:  Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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: [Redacted] Number of Deaths: [Redacted] 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).

THERE WAS A PROBLEM WITH THE STABILITY OF THE VEHICLE. WHILE DRIVING AT HIGHWAY SPEEDS, THE VEHICLE WANDERED INTO OTHER LANES OF TRAFFIC AND ALSO BOUNCED. THE DEALER AGREED THAT THERE WAS A PROBLEM BUT INDICATED TO THE CONSUMER THAT THERE WAS NO REMEDY FOR THIS PROBLEM. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. \*NM  
BUICK IN DAYTONA BEACH FL. A SERVICE WRITER + A MECHANIC SAID TO ME: "EVER SINCE THE 2000 MODEL CHANGE, THERE IS A WIPING AE THE VEHICLE DUE TO THE AIR FLOW, UNDER + OVER THE CAR CAUSING THE PROBLEM" + NOTHING CAN BE DONE ABOUT IT. AT THIS POINT I CONSIDER THE CAR DANGEROUS TO DRIVE

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-502 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.

TO DRIVE

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

I have not had a accident yet. However this explains my wife's comments, "Hold the car still", it's making me sick".

I have had this problem in for service 3 or more times. They changed (1) tire, thought it was the front end. They rotated & balanced the tires, they aligned it. Then they said it was the rear shocks, they were changed. The problem still exists. And I need a safe vehicle. The car only has 22,300 miles on it. So you see it is not driven much.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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 MAILING ORGANIZATION

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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OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

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COMPLETE THIS FORM  
ON

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and dial toll free at

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