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

2004 MAR 17 AM 11:07

FOR AGENCY USE ONLY 1368	
Date Received: 27-JAN-2004	Repository ☐
	Reference No.: 10055898

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City: VIDOR	State: TX	Zip Code [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 2/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1G4HR54K5YU [redacted]	BUICK	LESABRE	2000

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
3-28-2003	Harmon Chevrolet	(409) 883-8430	3.8 liter V6	
Original Owner ☐	Dealer's City: Orange	State: TX Zip Code: 77630		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control		103000 POWER TRAIN:AUTOMATIC TRANSMISSION Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
15-JAN-2004	79943	0	

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: DOTMAL9ABC036)	☐ 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	0	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 THE VEHICLE WAS IN PARK AND RUNNING, THE VEHICLE SHIFTED TO DRIVE WITHOUT WARNING AND PINNED THE CONSUMER BETWEEN THE HOUSE AND THE VEHICLE. THE CONSUMER SUFFERED MINOR BACK INJURIES.

I pulled into my driveway, put the car in park and left it running. I got out of the car and went in the house to get my daughter. We both came out of the house. She went to the car + opened the door to put her books in on the passenger side - front. I was locking the door of my house and turned around to talk to my daughter. She opened the passenger front door and the car started rolling forward. I was still at the door of my house. The car rolled forward and pinned my in between the * over

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

* the car rolled approximately 10ft from where it was parked to where it hit the house + pinned me against the door.

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

car and the door of my house. I was screaming + my daughter was screaming. She ~~jumped in the~~ reached across the floorboard of the car from the passenger side and put her hand on the brake to stop the car. Then she got over to the ~~pa~~ drivers side and backed the car off of me. When she got in the car the gearshift was in park. She had to move it from park to reverse to back the car off ~~of~~ me. The accident hurt my right knee which was where the car pushed me into the ~~do~~ locked door of my house. It also pushed my door + door facing in on the house and caused the door facing to separate from the wall. We called 911 to report the incident. They had us bring the car to a dealership and they sent someone to inspect the car. They called back and said they didn't find any defects with the car and they were closing the case.

[redacted]

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

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2004

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L 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

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) 2 DOT

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National Highway Traffic Safety Administration

BUICK

Customer Assistance Ce

February 18, 2004

[redacted]
Vidor, TX [redacted]

Service request: [redacted]
Vehicle Identification Number: 1G4HR54K5YU[redacted]

Dear [redacted]

Thank you for allowing us the opportunity to review the product allegation involving your 2000 Buick LeSabre.

Our investigation revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,

Pamela Moreau

Pamela Moreau
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

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