



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects 2004  
1-888-DASH-2-DDT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received  
11 AM 10:42  
20-FEB-2004

Repository   
Reference No.  
10059495

OWNER INFORMATION (Type or Print)

Name  
Address  
City LIVERPOOL State NY Zip Code

Daytime Telephone Number  
Evening Telephone Number  
E-mail Address

Do you authorize NHTSA to the manufacturer of your vehicle?  
In the absence of an Signature of Owner  YES  
Provide your name or address to the vehicle manufacturer.  
Date 03/01/04

*I called Gr. M. on 2-20-04 before calling*

VEHICLE INFORMATION

Vehicle Identification Number Located at bottom of windshield on driver's side  
1G4HR54KX3U164396 Make BUICK Model LESABRE Model Year 2003

Date Purchased ~~02/02/03~~ Dealer's Name and Telephone Number F.X. Caprara Chevrolet, BUICK  
Original Owner  Dealer's City Pulaski 315-298-5181 State NY Zip Code 13142 Engine: No. Cylinders 8 Fuel Type:

20-57-01

Transmission Type  Antilock Brakes Powertrain Vehicle Component Code 031000 SERVICE BRAKES, HYDRAULIC: PEDALS AND LINKAGES  
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed  
*See attached copy of dealer repair invoice.*

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: DOTM1AL9ABC036)  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 - 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. List parts repaired or replaced (and if old part is available). *STOPPED, TOOK FOOT OFF PEDAL AND THEN*

*DRIVER WAS PULLING INTO A PARKING SPACE WHEN THE BRAKE PEDAL SUDDENLY SWUNG FREE. VEHICLE WAS TOWED TO DEALER, AND MECHANIC DETERMINED BRAKE PEDAL BECAME DISCONNECTED. THE CLIP, SPACER, AND RETAINER NEEDED TO BE REPLACED. "AK"*

*Had driven car during day several miles, some in heavy traffic in SYRACUSE N.Y. using brakes several times. Brakes operated in normal manner.*

*I called Buick as per manual before calling you (attached in (with all the details))*

*The reply I rec'd from Buick. Today 3-5-04 I called BBR AUTO LINE and they*

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.

*saw no reason to become involved, even though I could have been killed!!! I don't understand Buick's attitude regarding this!! I have purchased 20 new Buicks, 4 Oldsmobiles and 2 Pontiacs, all new.*



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the problem(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, the name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from disclosing your name to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures: VOQ  
DOT Hotline Pamphlet



*Called 2-20-04 after calling GM # 1-800-263-3777*

### Reporting Safety Defects to the United States Government

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA), in addition to notifying General Motors.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer or General Motors.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-800-424-9393 (or 366-0123 in the Washington, D.C. area) or write to:

NHTSA, U.S. Department of Transportation  
Washington, D.C. 20580

You can also obtain other information about motor vehicle safety from the hotline.

### Reporting Safety Defects to the Canadian Government

If you live in Canada, and you believe that your vehicle has a safety defect, you should immediately notify Transport Canada, in addition to notifying General Motors of Canada Limited. You may write to:

Transport Canada  
330 Sparks Street  
Tower C  
Ottawa, Ontario K1A 0N5

### Reporting Safety Defects to General Motors

*Called 2-20-04*

In addition to notifying NHTSA (or Transport Canada) in a situation like this, we certainly hope you'll notify us.

Please call us at 1-800-521-7300, or write:  
Buick Customer Assistance Center  
P.O. Box 33138  
Detroit, MI 48232-5138

In Canada, please call us at 1-800-263-3777 (English) or 1-800-263-7854 (French). Or, write:  
General Motors of Canada Limited  
Customer Communication Centre, 163-006  
1908 Colonel Sam Drive  
Oshawa, Ontario L1H 8P7



**BUICK**

*Customer Assistance Center*

February 23, 2004

[REDACTED]  
Liverpool, NY [REDACTED]

Service Request: 1-190618716  
Customer Relationship Manager: Ryan Crossan

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2003 Buick LeSabre. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

**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).**