



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 100161

Date Received

2004 APR -1
23-FEB-2004

Repository ☐

Reference No.
10050618

OWNER INFORMATION (Type or Print)

Name

Address

City ROCKLEDGE

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 a signature or address to the vehicle manufacturer.
Signature of Owner Date 3/3/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

1G4HR54K3YU199370

Make

BUICK

Model

LESABRE

Model Year

2000

Date Purchased
12/31/99

Dealer's Name and Telephone Number
COCO A, FL (21) 637-9300

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Quality Pontiac

State

FL

Zip Code

32922

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code

111000 ELECTRICAL SYSTEM: BATTERY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-FEB-2004

Failure Mileage
15000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
General

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOT M13ABC038)

☐ 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), complaint, and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

NO

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).

BATTERY WENT DEAD WHILE VEHICLE WAS PARKED. CONSUMER CALLED AAA TO JUMP START THE VEHICLE. THEN, CONSUMER DROVE THE VEHICLE TO A SERVICE STATION AND TURNED THE VEHICLE OFF. DOORS WOULD NOT OPEN MANUALLY. CONSUMER HAD TO SLIDE THE KEY THROUGH THE WINDOW TO THE SERVICE MECHANIC TO OPEN THE DOOR. ONCE THE BATTERY WAS REPLACED, THE DOOR OPENED. "AK I called Buick Motor Div customer service and I was told that it must have been the computer was thinking it over. Really - At the dealership where the sales manager gave up - The service mgr is very bright but he didn't have much that he could do. I'm afraid to drive it as it is - I can certainly afford any kind of car I choose - Safety is of the utmost importance."

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)

A couple of weeks ago I read that a woman could not get out of her car for a whole day and it was very cold outside. I am driving with my cell phone and instrument to break a window if necessary. But I couldn't get out thru window without cutting myself into little pieces. And it would be impossible to remove the rear seat and disconnect the battery if not going to drive the car for 25 days. I can just see me doing that at the Orlando Airport or in a ditch on a dark rainy night. I was shocked to find that the battery was under the rear seat and that I was driving with a bunch of sulfuric acid in the back seat and no fire wall to protect me from the acid and fumes eating up my car and me.

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

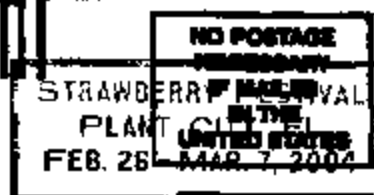
Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75175 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

**VEHICLE
OWNER'S
QUESTIONNAIRE**

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

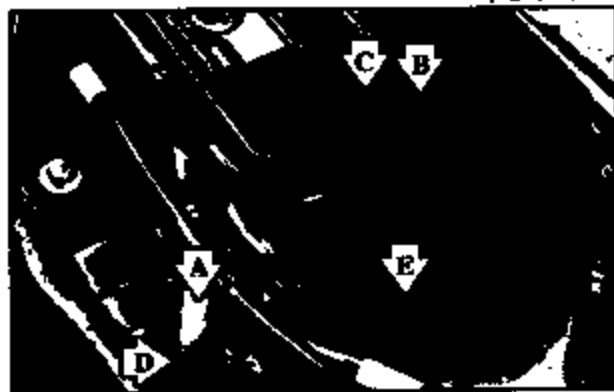
1-888-327-4236

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(DASH) & DOT



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National Highway Traffic Safety
Administration
www.safercar.gov

OWNER'S MANUAL



To be sure the vent hose (A) is properly attached, the vent hose connectors (B) must be securely reattached to the vent outlets (C) on each side of the battery, and the vent assembly grommet (D) must be secured to the floor pan (E).

Vehicle Storage

If you're not going to drive your vehicle for 25 days or more, remove the black, negative (-) cable from the battery. This will help keep your battery from running down.

⚠ CAUTION:

Batteries have acid that can burn you and gas that can explode. You can be badly hurt if you aren't careful. See "Jump Starting" in the Index for tips on working around a battery without getting hurt.

Contact your dealer to learn how to prepare your vehicle for longer storage periods.

Also, for your audio system, see "Theft-Deterrent Feature" in the Index.

6-31

Replacing Brake System Parts

The braking system on a vehicle is complex. Its many parts have to be of top quality and work well together if the vehicle is to have really good braking. Your vehicle was designed and tested with top-quality GM brake parts. When you replace parts of your braking system — for example, when your brake linings wear down and you have to have new ones put in — be sure you get new approved GM replacement parts. If you don't, your brakes may no longer work properly. For example, if someone puts in brake linings that are wrong for your vehicle, the balance between your front and rear brakes can change — for the worse. The braking performance you've come to expect can change in many other ways if someone puts in the wrong replacement brake parts.

Battery

Your new vehicle comes with a maintenance free ACDelco® battery. When it's time for a new battery, get one that has the replacement number shown on the original battery's label. We recommend an ACDelco battery.

The battery is located under the rear seat cushion. To access the battery, see "Removing the Rear Seat Cushion" in the Index. You don't need to access the battery to jump start your vehicle. See "Jump Starting" in the Index.

⚠ CAUTION:

A battery that isn't properly vented can let sulfuric acid fumes into the area under the rear seat cushion. These fumes can damage your rear seat safety belt systems. You may not be able to see this damage, and the safety belts might not provide the protection needed in a crash. If a replacement battery is ever needed, it must be vented in the same manner as the original battery. Always make sure that the vent hose is properly reattached before reinstalling the seat cushion.