



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 100192

Date Received

Repository ☐

24-JUN-2004 AUG

2-04-5402
10078897

OWNER INFORMATION (Type or Print)

Name

Address

City

FALLBROOK

State

CA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will not release this information to the vehicle manufacturer.

☐ YES

☒ NO

Signature of Owner

Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4H8P54K8Y4

Make

BUICK

Model

LESABRE

Model Year

2000

Date Purchased

3/00

Dealer's Name and Telephone Number

POLICE BACK 760-438-5311

Engine:

No. Cylinders

6

Fuel Type:

UNLEADED

Original Owner

☒

Dealer's City

CARLSBAD, CA

State

CA

Zip Code

92008

Transmission Type

AUTO

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-JUN-2004

Failure Mileage

45000

Failure Speed

30MPH

3 OF THE 4 POWER WINDOWS.

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: DOTM123ABC036)

☐ 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, i.e. parts repaired or replaced (and if old part is available).

CONSUMER'S VEHICLE HAS ELECTRIC WINDOWS, BUT THE CABLE THAT GUIDES THE WINDOW INTO POSITION BROKE ON 3 SEPARATE OCCASIONS. CURRENTLY, DRIVERS SIDE REAR WINDOW BROKE. THIS OCCURRED IN THE DOWN POSITION. *AK PASSENGER

WINDOWS SIDE FRONT WINDOW IS BROKEN IN THE UP POSITION DRIVER

SIDE FRONT WINDOW WAS ALREADY REPAIRED AT A COST OF \$500+.

I AM THE SOLE DRIVER OF THE VEHICLE + IT IS USUALLY USED FOR WORK ONLY.

IN OTHER WORDS 95% OF THE TIME I AM THE ONLY ONE IN THE VEHICLE.

BECAUSE I AM THE ONLY ONE IN THE VEHICLE, I ONLY USE THE DRIVERS SIDE

WINDOW. THE OTHER WINDOWS WHICH BROKE ARE NEVER, EVER, EVER USED!!

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.

SHOULD LOOK INTO. I WANT EMPHASIZE MORE STRONGLY
HOW FEW TIMES 2 OF THE 3 WINDOWS WHICH BRACE
WERE USED (THE DRIVERS FRONT WINDOW BEING THE
EXCEPTION). EITHER GM HAS SOME SERIOUS ENGINEER-
ING FLAWS, EQUIPMENT PROBLEMS/FAULTY WORKMANSHIP,
OR I HAVE EXPERIENCED A HIGHLY UNUSUAL+IMPROBABLE
SERIES OF EQUIPMENT MALFUNCTIONS. IN ANY EVENT, I
FEEL THAT THE NHTSA SHOULD THOROUGHLY RESEARCH THIS
MATTER+GM SHOULD REPAIR MY WINDOW. ATTACH ADDITIONAL SHEETS IF NECESSARY

DMW

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING, TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

(DASH) 2 DOT



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<http://www.safercar.gov>

**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).**