



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 100148

Date Received

Repository ☐12 14
19-NOV-2004Reference No.
10100239

OWNER INFORMATION (Type or Print)

Name

Address

City LEVITTOWN

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

375 945 7270

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

Date 2/15/05

VEHICLE INFORMATION

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

1G4H

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased
10-SEP-02Dealer's Name and Telephone Number
DIECKHAUS BUICK 2157887833

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner
☒Dealer's City
BRISTOLState
PAZip Code
19007-4099Transmission Type
AUTOMATIC☒ Antilock Brakes
☒ Cruise ControlPowertrain
FRONT WHEEL DRIVEVehicle Component Code
020000 SUSPENSION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
25-JUL-2003Failure Mileage
300Failure Speed
60

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: DOTM19ABC036)

☐ 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).

2002 BUICK LESABRE, VIN 1G4HP5- VIBRATION IN STEERING WHEEL, FLOOR, AND HARD SURFACES OF INTERIOR, AT SPEEDS STARTING AT 60 MPH. THE TIRES HAVE BEEN REPLACED TWICE. REDESIGNED UPPER CONTROL WERE INSTALLED. NONE OF THESE HAVE CORRECTED THE PROBLEM. ON 7/25/2003 THE BUICK SERVICE CONDUCTED A ROAD TEST WITH AN ELECTRONIC VIBRATION ANALYZER AND FOUND READINGS OF 02 TO 03 HERTZ. THE "STANDARD" SHOULD BE BELOW 07. WHY WOULD THEY DO ALL THE PREVIOUS WORK IF THEY COULD OF DONE THIS TEST EARLIER AND SAVED A LOT OF MONEY. I BELIEVE THEY MADE THIS STANDARD TO AVOID FIXING THE PROBLEM. I FOUND 4 BUICK TSBS (#00310007A, 10/01/01, #000310007B, 06/01/02, #000310007C, 08/01/02, AND #000310007D, 03/01/03) THAT REFERS TO A VIBRATION PROBLEM. I HAVE CONTACTED BUICK BY LETTER AND TELEPHONE (SERVICE REQUEST #1-238363526, AUGUST, 2004). I FILED A COMPLAINT (AND LOST) WITH THE BBB (#BUK0451622). I FEEL THAT BUICK HAS STONEWALLED ME BY REFUSING TO PROVIDE ME WITH THE "LUXURY" CAR I PAID FOR. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

This Privacy Act of 1974-Public Law 93-599 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.

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).