



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 100248

Date Received

205 JAN -7
15-DEC-2004

Repository ☐

Reference No.
10103806

OWNER INFORMATION (Type or Print)

Name

Address

City LAKE PLACID

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an ☐ YES ☒ NO

Signature of Owner

Date 12/30/04

VEHICLE INFORMATION

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

164HP54KX2

Make
BUICK

Model
LESABRE
CUSTOM

Model Year
2002

Date Purchased
3-30-02

Dealer's Name and Telephone Number
ARCADIA GM 941-494-3838

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
ARCADIA

State
FL

Zip Code
34246

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
141000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-DEC-2004
NOV 4, 04

Failure Mileage

22,400

Failure Speed

8

SO LEFTSIDE AIR BAG DID NOT
DEPLOY.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM15ABC036)

☐ 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

Y

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 WAS INVOLVED IN A FRONTAL COLLISION AT 8 MPH. UPON IMPACT, THE AIR BAG DID NOT DEPLOY. CONSUMER CONTACTED THE DEALER. *AK

+ BUICK DIV. OF GM.

SIDE

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)

MY 2002 BUICK WAS HIT AT 50 MPH ON THE LEFT SIDE, OR DRIVERSIDE, OF AUTO. THE AUTO WAS SO BADLY DAMAGED THAT MY INS. CO., AMICA, TOTALLED THE AUTO.

ENCLOSED IS, PHOTO, CRASH REPORT + GM DATA TAKEN FROM THE AUTO COMPUTER.

GM IN A TEL CON WITH ME STATED THAT THE AIR BAG, SIDE, WORKED AS ENGINEERED. THEY DID NOT DEPLOY. GM STATED TO ME IN A TEL CON THIS CASE IS CLOSED. I REQUESTED A WRITTEN RESPONSE BUT DID NOT RECEIVE ONE. I BELIEVE THAT THE SIDE AIR BAG SHOULD HAVE DEPLOYED AND GM MIGHT HAVE A SAFETY ISSUE WITH THE SIDE AIR BAGS.

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES


**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

DASH2DOT

and dial toll free at

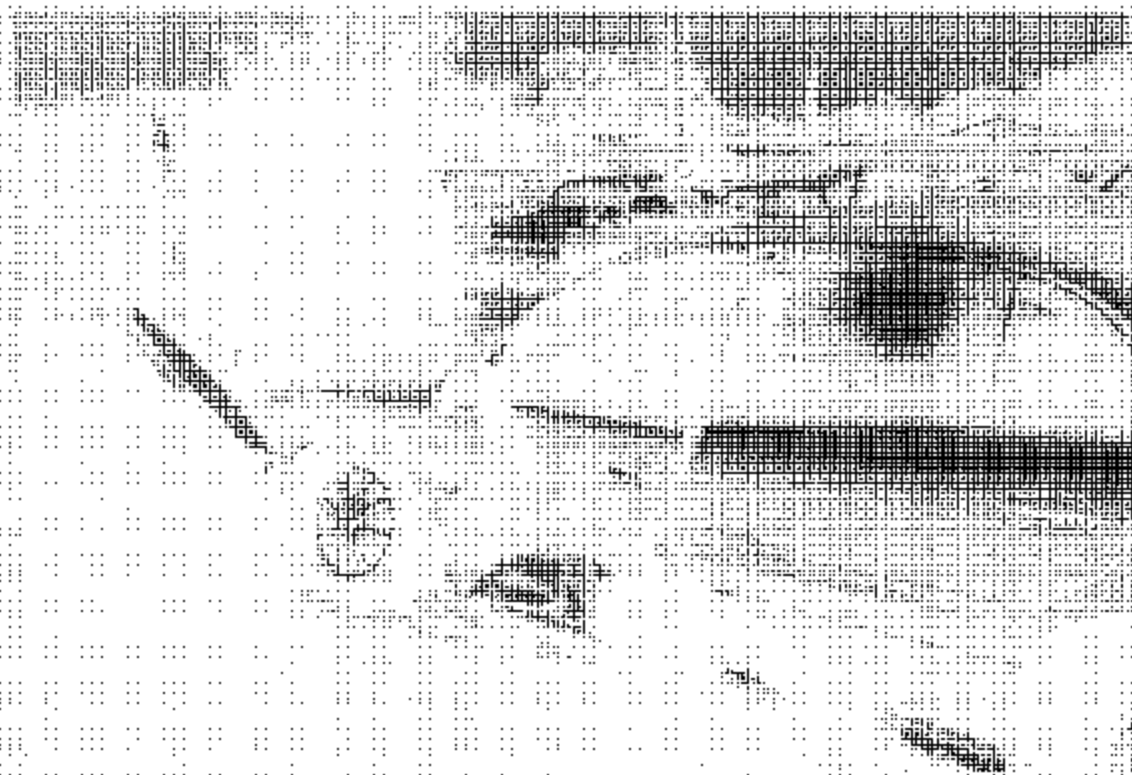
1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline



MAIL TO: DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES, TRAFFIC CRASH
RECORDS, NEIL BREKMAN BUILDING, TALLAHASSEE, FL 32304-0017

DATE OF CRASH 11 04 04 COUNTY CITY CODE 27 / 40		TIME OF CRASH 1:05 AM ☒ PM		TIME OFFICER NOTIFIED 1:05 AM ☒ PM		TIME OFFICER ARRIVED 1:05 AM ☒ PM		INVEST. AGENCY REPORT NUMBER 04-11-2854		HIGHWAY CRASH REPORT NUMBER 04131623							
FEET or MILE(S) N S E W 27 / 40		CITY OR TOWN Lake Placid, Florida		(Check if in City or Town)		COUNTY HIGHLANDS		☒									
AT ROAD NO. 00806		FEET or MILE(S) FROM ROAD NO.		NEXT ROAD NO.		NO. OF LANE(S) 01		1. DIVIDED 2. UNDIVIDED		ON STREET, ROAD, OR HIGHWAY U.S. 27 SOUTH							
AT THE INTERSECTION OF (street road or highway) ROY PENDARVIS RD		FEET or MILE(S) FROM INTERSECTION OF (street road or highway)		N S E W													
DRIVER 1. Position ACTION 2. FR & REAR 03		YEAR 02		MAKE BUICK		TYPE 01		USE 01		VEH. LICENSE NUMBER D39JOK		STATE FL		VEHICLE IDENTIFICATION NUMBER 1G4HP54KX24186029		21. Trailer	
TRAILER OR TOWED VEHICLE INFORMATION		TRAILER TYPE		TRAILER NO.		TRAILER MAKE		TRAILER YEAR		TRAILER LICENSE NUMBER		TRAILER STATE		TRAILER IDENTIFICATION NUMBER		21. Trailer	
VEHICLE TRAVELING N S E W ON AT ROY PENDARVIS RD 05 MPH		POSTED SPEED 25		EST. VEHICLE DAMAGE \$5000.00		1. Damaged 2. Functional 3. No Damage		01		EST. TRAILER DAMAGE		13		21. Trailer			
MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP) AMICA MUTUAL INSURANCE COMPANY		POLICY NUMBER 950408-204V		VEHICLE REMOVED BY PRECISION		1. Tow Rotation List 3. Driver 2. Tow Owner Request 4. Other		01									
NAME OF VEHICLE OWNER (Check Box if Same As Driver) ☒		CURRENT ADDRESS (Number and Street) LAKE PLACID FL		CITY AND STATE LAKE PLACID FL		ZIP CODE											
NAME OF DRIVER (Trailer or Towed Vehicle)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE											
NAME OF MOTOR CARRIER (Commercial Vehicle Only)		CURRENT ADDRESS (Number and Street)		CITY, STATE AND ZIP CODE		US DOT or MC IDENTIFICATION NUMBERS											
NAME OF DRIVER (Trailer or Towed Vehicle) / PEDESTRIAN		CURRENT ADDRESS (Number and Street)		CITY, STATE AND ZIP CODE		DATE OF BIRTH											
DRIVER LICENSE NUMBER		STATE FL		DL TYPE 6		REG. END. DATE 02		ALCOHOL TEST TYPE 1 Blood 2 Urine 3 None 4 Refused		RESULTS 05		ALCOHOL PHYSICAL 01 01		RES. RADS. SEX. INL. S. EQUIP. EJECT.			
HAZARDOUS MATERIAL BEING TRANSPORTED 02		PLACARDED 02		IF YES, INDICATE NAME OF MATERIAL BEING TRANSPORTED AND IF PLACARDED, AND 1 OR MORE NUMBERS FROM BOTTOM OF CARRIER.		HAZARDOUS MATERIAL BEING TRANSPORTED 02		RECOMMENDED DRIVER RE-EVAL. IF YES EXPLAIN IN REMARKS 02		DRIVER'S PHONE NO. (863) 465-8755							
DRIVER 1. Position ACTION 2. FR & REAR 03		YEAR 02		MAKE OLDS		TYPE 01		USE 01		VEH. LICENSE NUMBER E38ZBM		STATE FL		VEHICLE IDENTIFICATION NUMBER 1G3NL52F02C124703		21. Trailer	
TRAILER OR TOWED VEHICLE INFORMATION		TRAILER TYPE		TRAILER NO.		TRAILER MAKE		TRAILER YEAR		TRAILER LICENSE NUMBER		TRAILER STATE		TRAILER IDENTIFICATION NUMBER		21. Trailer	
VEHICLE TRAVELING N S E W ON AT U.S. 27 50 MPH		POSTED SPEED 50		EST. VEHICLE DAMAGE \$7000.00		1. Damaged 2. Functional 3. No Damage		01		EST. TRAILER DAMAGE		13		21. Trailer			
MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP) HARTFORD INSURANCE COMPANY		POLICY NUMBER 55PHF418662-01389		VEHICLE REMOVED BY PRECISION		1. Tow Rotation List 3. Driver 2. Tow Owner's Request 4. Other		01									
NAME OF VEHICLE OWNER (Check Box if Same As Driver) ☒		CURRENT ADDRESS (Number and Street) SEBRING FL		CITY AND STATE SEBRING FL		ZIP CODE											
NAME OF DRIVER (Trailer or Towed Vehicle)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE											
NAME OF MOTOR CARRIER (Commercial Vehicle Only)		CURRENT ADDRESS (Number and Street)		CITY, STATE AND ZIP CODE		US DOT or MC IDENTIFICATION NUMBERS											
NAME OF DRIVER (Trailer or Towed Vehicle) / PEDESTRIAN		CURRENT ADDRESS (Number and Street)		CITY, STATE AND ZIP CODE		DATE OF BIRTH											
DRIVER LICENSE NUMBER		STATE FL		DL TYPE 06		REG. END. DATE 02		ALCOHOL TEST TYPE 1 Blood 2 Urine 3 None 4 Refused		RESULTS 05		ALCOHOL PHYSICAL 01 01		RES. RADS. SEX. INL. S. EQUIP. EJECT.			
HAZARDOUS MATERIAL BEING TRANSPORTED 02		PLACARDED 02		IF YES, INDICATE NAME OF MATERIAL BEING TRANSPORTED AND IF PLACARDED, AND 1 OR MORE NUMBERS FROM BOTTOM OF CARRIER.		HAZARDOUS MATERIAL BEING TRANSPORTED 02		RECOMMENDED DRIVER RE-EVAL. IF YES EXPLAIN IN REMARKS 02		DRIVER'S PHONE NO. (863) 866-3389							
VEHICLE TYPE		TRAILER TYPE		RESIDENCE (If not / Reg.)		PHYSICAL DEFECTS		ALCOHOL / DRUG USE		LOCATION IN VEHICLE							
01 Automobile 02 Light Truck / P.U. - 2 or 4 rear wheel 03 Medium Truck - 4 rear wheel 04 Heavy Truck - 2 or more rear wheel 05 Truck Tractor (Cab-Engine)<																	

Automated Farm

FLORIDA TRAFFIC CRASH REPORT NARRATIVE/DIAGRAM

MAIL TO: DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES, TRAFFIC CRASH
RECORDS SECTION, 401 KORNBLUM BUILDING, TALLAHASSEE, FL 32304-0000

DO NOT WRITE IN THIS SPACE

TIME CRASH NOTIFIED (FATALITIES ONLY) ☐ AM ☐ PM	TIME EMS ARRIVED (FATALITIES ONLY) ☐ AM ☐ PM	DATE OF CRASH 11 04 04	COUNTY / CITY CODE 27 / 40	INVEST. AGENCY REPORT NUMBER 04-11-2854	FLORIDA CRASH REPORT NUMBER 04131623
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DRIVER OF VEHICLE 1 SECTION 1 PULLED OUT OF ROY PENDARVIS RD INTO THE PATH OF THE DRIVER OF VEHICLE 2 SECTION 2. VIOLATING THE RIGHT OF WAY TO VEHICLE 2. THEREFORE CAUSING VEHICLE 2 TO COLLIDE WITH VEHICLE 1. THE DRIVER OF VEHICLE 2 HIT VEHICLE 1 WITH THE FRONT OF VEHICLE 1 AND HIT VEHICLE 2 IN THE LEFT FRONT SIDE OF VEHICLE 2. THE DRIVER OF VEHICLE 1 STATED HE DID NOT SEE VEHICLE 2 AS HE WAS WATCHING OTHER TRAFFIC IN THE AREA.

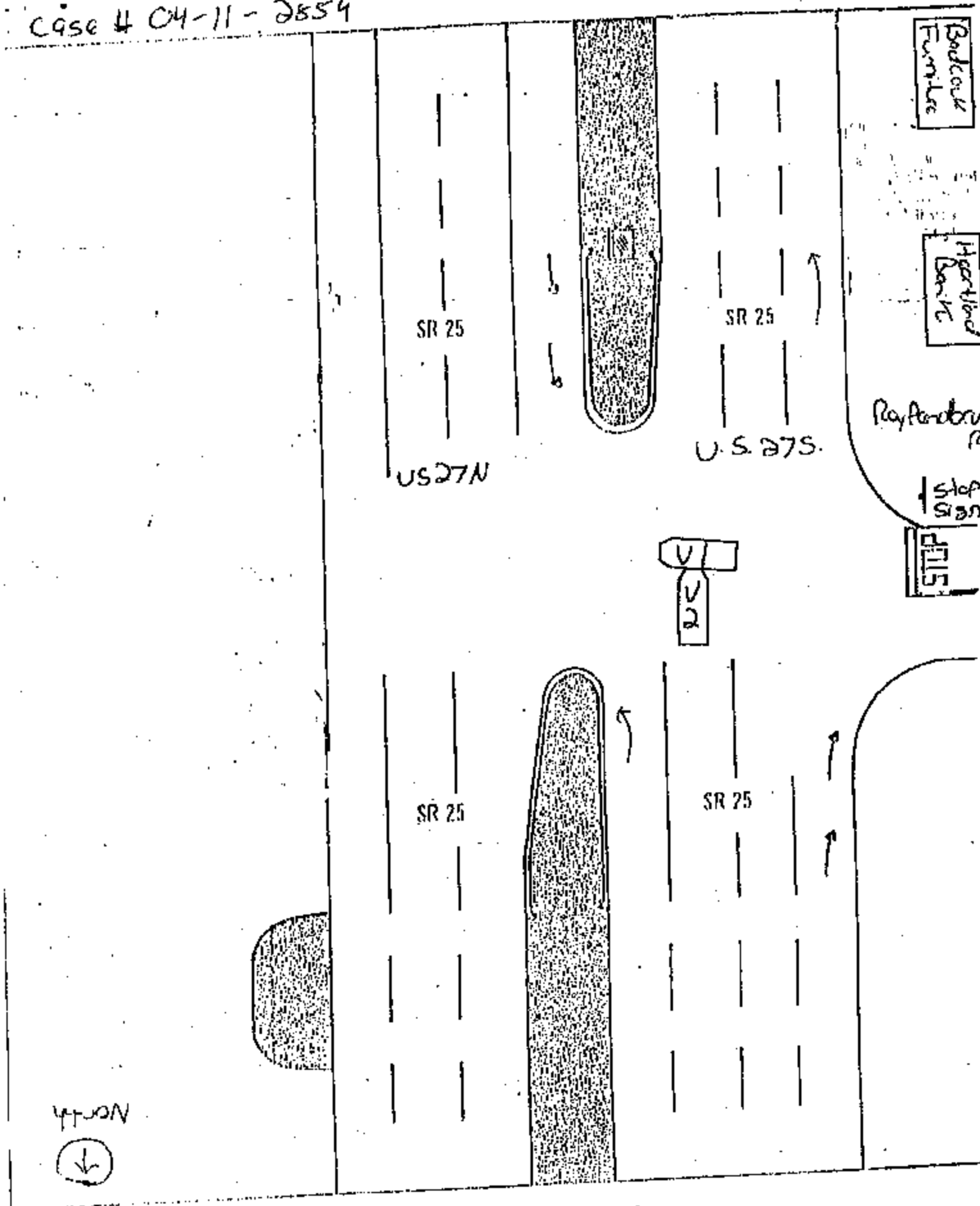
SECTION	PASSENGER NAME	CURRENT ADDRESS	CITY & STATE	ZIP CODE	DATE OF BIRTH	RACE	SEX	LOC	HT	W. EQUIP.	EXACT
1											
2											
3											
4											
5											
6											
7											
8											

Violator(s)	SECTION 1	NAME OF VIOLATOR	FL STATUTE NUMBER	CHARGE	CITATION NUMBER
	01		316.121	VIOLATION OF RIGHT OF WAY	53236XSX
	SECTION 2	NAME OF VIOLATOR	FL STATUTE NUMBER	CHARGE	CITATION NUMBER

STATE	ZIP CODE	WITNESS NAME (S)	CURRENT ADDRESS	CITY & STATE	ZIP CODE
AVON PARK FL.					

FIND ALL WITNESSES BY - NAME	1. Physician or Nurse 2. Paramedic or EMT 3. Police Officer 4. Certified First Aider 5. Other	INJURED PARTY TO:	BY - NAME

INVESTIGATION 1. YES 2. NO	IF NO, THEN WHERE?	IF INVESTIGATION COMPLETE? 1. YES 2. NO	IF NO, THEN WHY?	DATE OF REPORT	PHOTOS TAKEN	IF YES BY WHOM? 1. YES 2. NO	IF YES BY WHOM? 1. INVESTIGATING AGENCY 2. OTHER
01		01		11 04 04	02		
INVESTIGATOR - NAME & SIGNATURE		CASE NUMBER	DEPARTMENT	LAKE PLACID POLICE DEPARTMENT			
GFC [Signature]		0401/36					
FLORIDA-90000 (Rev. 11/02)		Page 03 of 04 M. PILLSBURY		Automated Form			



CDR File Information

Vehicle Identification Number	1G4HP64K0C24
Investigator	RICHARD J. FALANZYSZ
Case Number	1-274837645
Investigation Date	Thursday, November 11 2004
Crash Date	Thursday, November 4 2004
File Name	1G4HP64K0C24 PAR FILE 1-274837645 11-11-04.CDR
Saved on	Thursday, November 11 2004 at 09:41:53 AM
Data check information	B0B44A16
Collected with CDR version	Crash Data Retrieval Tool 2.40
Collecting program verification number	3287A817
Reported with CDR version	Crash Data Retrieval Tool 2.40
Reporting program verification number	3287A817
Interface used to collect data	Block number: 00 Interface version: 3D Date: 05-18-04 Checksum: 5C00
Event(s) recovered	Non-Deployment

SDM Data Limitations

SDM Recorded Crash Events

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment events can not be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the non-deployment file will be locked after a deployment, if the non-deployment occurred within 5 seconds before the deployment or a deployment level event occurs within 5 seconds after the deployment.

SDM Data Limitations:

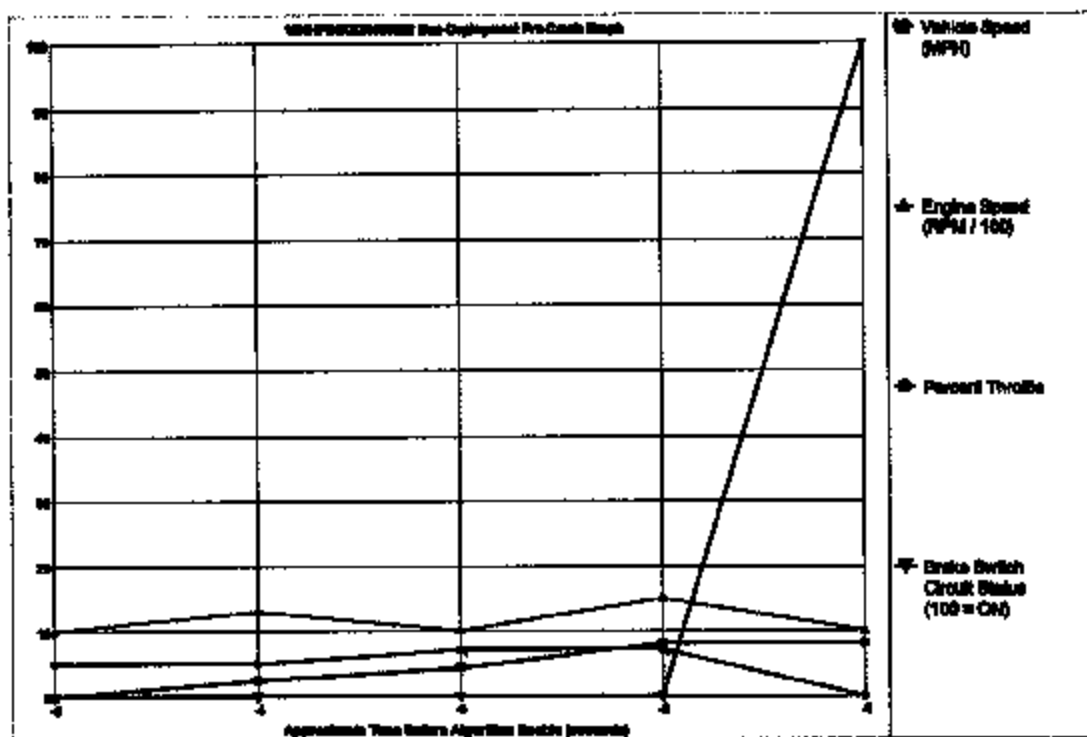
- SDM Recorded Vehicle Forward Velocity Change is one of the measures used to make air bag deployment decisions. SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For deployments and deployment level events, the SDM will record 100 milliseconds of data after deployment criteria is met and up to 50 milliseconds before deployment criteria is met. For non-deployments, the SDM will record the first 150 milliseconds of data after algorithm enable.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- Brake Switch Circuit Status indicates the status of the brake switch circuit.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM does not receive a valid message.
- Driver's Belt Switch Circuit Status indicates the status of the driver's seat belt switch circuit.
- The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 28.4 seconds, "N/A" is displayed in place of the time.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

SDM Data Source:

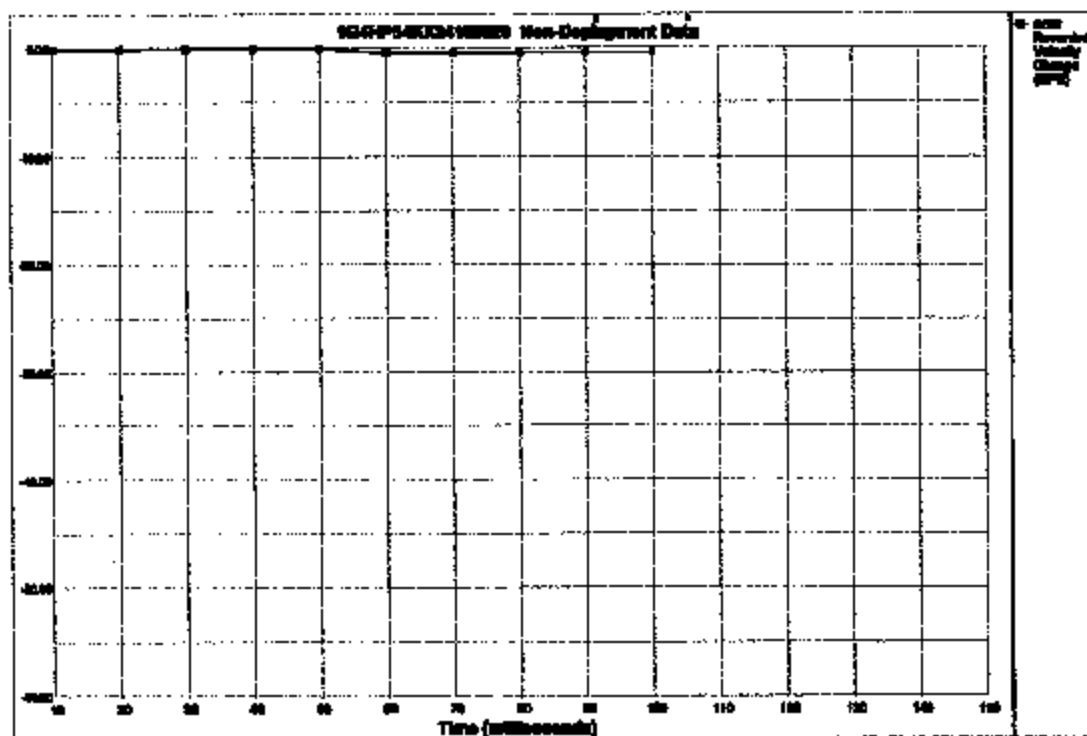
All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Speed, Engine Speed, and Percent Throttle data are transmitted once a second by the Powertrain Control Module (PCM), via the Class 2 data link, to the SDM.
- Brake Switch Circuit Status data is transmitted once a second by either the ABS module or the PCM, via the Class 2 data link, to the SDM.
- In most vehicles, the Driver's Belt Switch Circuit is wired directly to the SDM. In some vehicles, the Driver's Belt Switch Circuit Status data is transmitted from the Body Control Module (BCM), via the Class 2 data link, to the SDM.

SIR Warning Lamp Status	OFF
Driver's Belt Switch Circuit Status	BUCKLED
Ignition Cycles At Non-Deployment	3028
Ignition Cycles At Inactivation	3082
Maximum SDM Recorded Velocity Change (MPH)	-0.68
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	72.5
Event Recording Complete	Yes
Multiple Events Associated With This Record	No
One Or More Associated Events Not Recorded	No



Seconds Before AE	Vehicle Speed (MPH)	Engine Speed (RPM)	Pasent Throttle	Brake Switch Circuit Status
-5	0	1024	6	OFF
-4	2	1344	6	OFF
-3	4	880	7	OFF
-2	8	1536	7	OFF
-1	8	880	0	ON



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	-0.51	-0.51	-0.51	-0.51	-0.51	N/A	N/A	N/A	N/A	N/A

Hexadecimal Data

This page displays all the data retrieved from the air bag module.
It contains data that is not converted by this program.

```

$01 04 07 24 00 98 53
$02 81 00 28 28 00
$03 41 53 22 20 21 36
$04 4B 39 4A 44 36 22
$06 25 72 57 45
$10 FE 36 CD
$11 7F 7F 80 7F 7F 7F
$12 98 85 00 00 00 01
$13 00 01
$14 1D 00 05 05 00 00
$15 33 FA 47 52 53 53
$16 53 FA FA 48 FA FA
$17 FA FA
$18 2F 00 51 AC 01
$1F FF
$20 12 FE 00 00 FF FF
$21 FF FF FF FF FF FF
$22 FF FF FF FF FF FF
$23 FF FF FF FF FF FF
$24 00 00 1D 09 1D 0C
$25 1B 00 00 03 FF FF
$26 00 00 00 00 00 01
$27 01 01 01 01 00 00
$28 00 00 00 0A FE 36
$29 FF A5 FF FF FF FF
$2A FF FF FF FF FF FF
$2B FF FF FF FF FF FF
$2C FF FF FF FF FF FF
$2D FF FF
$30 FF FF FF FF FF FF
$31 FF FF FF FF FF FF
$32 FF FF FF FF FF FF
$33 FF FF FF FF FF FF
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$38 FF FF FF FF FF FF
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$3A FF FF FF FF FF FF
$3B FF FF FF FF FF FF
$3C FF FF FF FF FF FF
$3D FF FF
$40 0D 0D 07 04 00 00
$41 87 00 00 11 11 08
$42 08 00 08 18 07 15
$43 10 00 7D 80
$44 FF FF FF FF FF FF
$45 FF FF FF FF FF FF
$46 FF FF FF FF FF FF
$47 FF FF FF FF
$48 FF FF FF FF FF FF
$49 FF FF FF FF FF FF
$4A FF FF FF FF FF FF
$4B FF FF FF FF
$4C FF FF FF FF FF FF
$4D FF FF FF FF FF FF
$4E FF FF FF FF FF FF
$4F FF FF FF FF
$50 FF FF FF FF FF FF
$51 FF FF FF FF FF FF
$52 FF FF FF FF FF FF

```

104-1740324-184028

\$53 FF FF FF FF FF FF
\$54 FF FF FF FF FF FF

CHECK NUMBER: 9520654
CHECK AMOUNT: \$10,470.94

FILE NO: L19200403304D
POLICY NO: 950409-20YV

COLLISION COVERAGE

CLAIM HANDLER: LISA M. RODENBAUGH

RE: COLLISION COVERAGE

SETTLEMENT FOR TOTAL LOSS ON 2002 BUICK

CHECK NUMBER: 9493711
CHECK AMOUNT: \$5,640.81

FILE NO: L19200405304D
POLICY NO: 990409-20YV

COLLISION COVERAGE

CLAIM HANDLER: LISA M. RODENBAUGH

RE: COLLISION COVERAGE

PAYMENT FOR DAMAGES TO 2002 BUICK BASED ON APPRAISER'S
REPORT