



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 T388

Date Received

Repository ☐

05 JAN 2005

Reference No.
10105807

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City MARLBOROUGH State NH Zip Code [REDACTED] 5046

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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G4HR54F24U [REDACTED] Make BUICK Model LESABRE Model Year 2004
Date Purchased 9/23/04 Dealer's Name and Telephone Number FAIRFIELD 800-445-5163 603-352-7200 Engine: 3.8 Liter Fuel Type: GAS
Original Owner ☒ Dealer's City Keene, N.H. State N.H. Zip Code 03431 No. Cylinders 6
Transmission Type ☒ Antilock Brakes Powertrain Vehicle Component Code 13800 VISIBILITY: WINDSHIELD WIPER/WASHER LINKAGES
☒ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-NOV-2004 Failure Mileage ~~8800~~ 8900 Failure Speed Windshield Wipers

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: DOTM1ABBC038) ☐ 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: _____ Vehicle 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).

WHILE DRIVING AT LOW SPEED A SPLASH OF WATER FROM A TRACTOR SLASHED ON THE FRONT WINDSHIELD AND WINDSHIELD WIPERS LOCKED UP TEMPORARILY. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

seriously

See over

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)

The incident occurred on Thanksgiving Eve., My husband, [redacted] was driving home from Maine on I-95 in a very heavy downpour. He was driving slowly in the right-hand lane as he was missing the exit for Rt. 101. A tractor-trailer unit passed him, throwing water up onto the windshield, causing the wipers to go crazy. They inched together in the center and he couldn't see anything! He managed to pull to the side of the road and, after getting soaked, managed to get them apart. However, driver side wiper wouldn't move. - He was able to drive back to Maine location with just passenger side wiper working. - When we bought the car incident, we questioned the fact that the passenger side wiper blade was up about 6" into windshield. We were told all the cars were coming that like that. However, since they repaired them, it is lying flat at bottom of windshield. If this adjustment had been made earlier, this incident probably wouldn't have happened. - He just felt fortunate an accident didn't occur when this all happened as the traffic volume was so great. Had he been in one of the other 3 lanes, the passenger would have been severely injured or killed. - If the cars are coming that way that is obvious an adjustment needs to be made. [redacted] 10/10/05

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

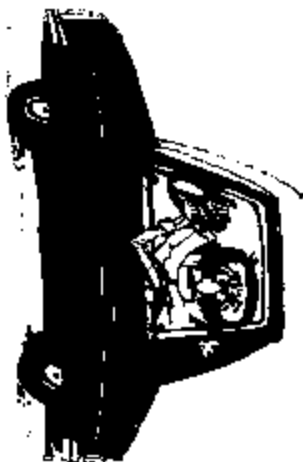
BUSINESS REPLY MAIL

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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

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and dial toll free at

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COMPLETE THIS FORM
OR

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QUESTIONNAIRE



**VEHICLE
OWNER'S**

**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).**