



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1367

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**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City ORLANDO 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 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) 1G4HP5 \_\_\_\_\_ Make BUICK Model LESABRE Model Year 2001  
Date Purchased MAY 01 Dealer's Name and Telephone Number COURTESY AUTO GP INC Engine: No: Cylinders 6 Fuel Type:  
Original Owner  Dealer's City 650 N. HWY 17-92 State FL Zip Code 32750  
Transmission Type AUTOMATIC  Antilock Brakes Powertrain FRONT WHEEL DRIVE Vehicle Component Code 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS  
 Cruise Control Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 29-DEC-2004 Failure Mileage 12,300 Failure Speed SEE ATCH

**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: DOTM1S9ABC036)  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).

THE WINDOW REGULATOR BROKE WHILE ATTEMPTING TO ROLL THE REAR RIGHT WINDOW DOWN. THE REGULATOR BROKE BECAUSE THE PLASTIC SPOOL THAT THE STEEL CABLE GOES AROUND WEARS AFTER A PERIOD OF TIME. THIS COULD BE AVOIDED IF THE SPOOL WAS MADE OF METAL.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

U.S. Department of Transport  
National Highway Traffic Safety Administration

Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590

21 Feb 05  
Subj. Part Defect

The power window regulator on my Buick is improperly designed. The poor design causes early failure of the regulator.

The regulator has a plastic spool which a steel cable wraps around with grooves in the plastic supposedly to maintain the steel cables in line. My Buick window failed at 12200 miles, the window was left in a down position without a way to put the window in an up position. When it is very humid one needs the window to be in an up position in order to maintain visibility.

I phoned the parts department of the dealer where I bought the car. They told me the part cost \$362.00 uninstalled. The motor which is a separate part must also be purchased along with the regulator. I guess because the motor also has a plastic gear. This smacks of loading on to insure more profit. The parts department stated they replace the part all the time. Doesn't that make one believe the part is defective? I have the old part, I blocked the window up with a piece of wood.

