

U.S. Department  
of TransportationNational 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

Date Received

 Od\_or \_\_\_ \_\_\_  
 rt\_dt \_\_\_ \_\_\_  
 od\_rt \_\_\_ \_\_\_  
 up\_ltr \_\_\_ \_\_\_

Reference No.

## OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City HENDERSON

State NV

Zip Code

Daytime 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 \_\_\_\_\_, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 04/27/2005

## PRODUCT INFORMATION

Vehicle Identification No. (VIN.) \* (Located at bottom of  
windshield on driver's side)

Make

Model

Year

1G4HR54K41U

BUICK

LESABRE  
LIMITED

2001

Purchased Date

Dealer's Name

Engine Size  
(CID/CC/L) 3.8L
 Turbo  
 Diesel

05-16-01

CHILDRESS BUICK

No. Cylinders 6

 Gas  
 Fuel Injection

 New  Used

Dealer's City

State

Zip Code

PHOENIX

AZ

85015

Manufacture Date  
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

11/00

 Manual  
 Automatic

 Driverside Air Bag  Motorbelt  
 Passengerside Air Bag  2-Point Belt  
 3-Point Belt

 Yes  
 No

 Front  
 Rear  
 4-Wheel

 Car  Sport Utility  
 Van  Truck  
 Minivan  Motorcycle  
 Other

 2-Door  4-Door  
 Stationwagon  
 Pick Up Truck  
 Other

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

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

BOTH REAR POWER WINDOWS

 Left  Right  
 Front  Rear

 Original  
 Replacement

 Yes  
 No

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s):

Failed Part(s)  
Available?
 Yes  No
NHTSA Previously  
Contacted?
 Yes  No

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

 Yes  No

 Yes  No

N/A

N/A

 Yes  No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). DRIVER'S SIDE REAR POWER WINDOW FAILED

SHORTLY AFTER 36-MONTH WARRANTY EXPIRED. WINDOW WAS NEVER USED UNTIL VISITING GRANDSON LOWERED IT, AND IT WOULD NOT GO BACK UP. WE HAD IT FIXED AT A LOCAL NON-DEALER GARAGE FOR \$491.69. THREE MONTHS LATER, A VISITING GRANDDAUGHTER LOWERED THE PASSENGER-SIDE REAR WINDOW, AND IT ALSO WOULD NOT GO BACK UP. I CONTACTED THE LOCAL HENDERSON, NV, BUICK DEALER (DESERT PONTIAC, GMC, BUICK) TO SEE IF WE HAD MISSED A RECALL ON WINDOW FAILURES. A SERVICE REP. SAID THEY HAD BEEN HAVING A LOT OF PROBLEMS WITH BUICK POWER WINDOWS, AND HE WOULD CHECK WITH BUICK TO

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE IF THEY WOULD PICK UP ALL OR PART OF THE COST TO FIX IT. THE CAR HAD ONLY 13,000 MILES ON IT. BUICK AGREED TO FIX IT FREE UNDER A "ONE-TIME WARRANTY - GOODWILL". BUICK WOULD NOT REIMBURSE US FOR THE FIRST WINDOW FAILURE, WHICH I FEEL IS VERY UNFAIR AS THE WINDOW ELEVATOR MECHANISM CLEARLY MUST HAVE DESIGN OR MANUFACTURE FAULTS, WHICH SHOULD BE REPLACED WITH STABLE PARTS ON A MANUFACTURER'S RECALL BASIS. WE ARE NOW AFRAID TO LOWER ANY WINDOW ON THIS CAR.

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

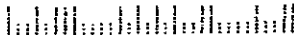


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**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, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE  
OWNER'S  
QUESTIONNAIRE  
(V00Q)**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

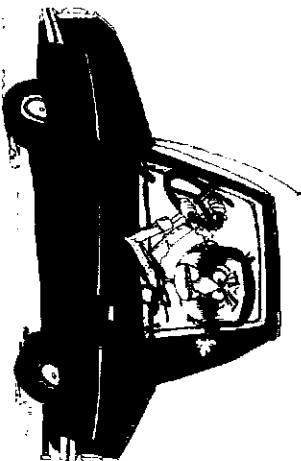
**DASH 2 DOT**

and dial toll free at

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**1-888-327-4236**

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(DASH) 2 DOT



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