



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 ☐

17-AUG-2005

Reference No.
10133179

OWNER INFORMATION (Type or Print)

Name

Address

City YARDLEY

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to
In the absence of an author
Signature of Owner

your vehicle? ☐ YES ☒ NO
Address to the vehicle manufacturer.
Date 9/12/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4HP54Y52

Make
BUICK

Model
LESABRE

Model Year
2002

Date Purchased
27-SEP-02

Dealer's Name and Telephone Number
ASPLUND BUICK 609 597 4700

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
MANAFAURIN

State
NJ

Zip Code
08058

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-OCT-2002

Failure Mileage
200

Failure Speed
ANY

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

Number of Deaths

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).

DT: THE CONSUMER STATED THAT THE 2002 BUICK LESABRE WAS HAVING BRAKE PROBLEMS. IF THE ROAD WAS WET THE CONSUMER HAD TO PUSH ON THE BRAKES THREE TIMES HARD TO GET THE VEHICLE TO STOP. THE CONSUMER TOOK THE CAR BACK TO THE DEALERSHIP THREE TIMES. HE PROBLEM WAS WHEN THE WEATHER CONDITION WAS BAD/WET WEATHER.. THE DEALER DROVE THE CAR ONCE WHEN IT WAS WET, BUT THE DEALER SAID NOTHING WAS WRONG. THE CONSUMER CONTACTED GM AND THE BBB. GM SEND A LETTER BACK TO THE CONSUMER. THE CONSUMER CLAIMED THAT THE HEAT DID NOT WORK IN THE FALL. THE HEAT WILL GO FOR 3 OR 4 DAYS AND NOT WORK AND THEN IT WILL. *AK.

SERVICE DROVE CAR TWICE
WHEN DRY & SAID NOTHING WRONG ON WET ROAD, BUT DIDN'T
"IT HAS TO BE FAULTY PADS" I KNOW WHAT WAS LIKE
SALES MAN DROVE CAR
ON DRY ROAD TO

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

ATTACH ADDITIONAL INFORMATION 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 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.