



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 ☐

2005 SEP 29 AM 4:00
12-SEP-2005

Reference No.
10136177

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

City

WILEY Wylie

State TX

Zip Code

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
☐ YES ☒ NO

Signature of Owner

Date 1/1/

VEHICLE INFORMATION

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

1G4HP54K42U

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased

10/18/2001

Dealer's Name and Telephone Number

Ewing Buick-Pontiac-6M Truck 972-969-7400

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

PLANO

State

TX

Zip Code

75093

Transmission Type

☒ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

132000 VISIBILITY:GLASS, SIDE/REAR

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-SEP-2005

Failure Mileage

25000

Failure Speed

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 REAR DRIVER'S SIDE WINDOW WILL GO ALL THE WAY DOWN WHEN IT SHOULD ONLY GO HALF WAY DOWN FOR CHILD SAFETY. IT WILL NOT COME BACK UP. ONE END OF THE CABLE INSIDE THE WINDOW CAME LOOSE. CONTACTED THE DEALER, AND THE CONSUMER WAS TAKING THE VEHICLE IN TODAY. NOTICED THIS ON SEPTEMBER 4, 2005. *AK

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)

Window glass in rear window "drivers side," just dropped down on its own - Called Ewing in plano, TX, not much help there, took the vehicle to Ewing's dealership in Dallas, TX - Ewing wanted to charge me for the diagnosis - but said once he removed the regulator he couldn't put it back in - this would cost \$600.00 I didn't have the regulator replaced - I checked around bought the regulator from LK Side Chevrolet in Rockwall, Texas for \$316.89 put it in myself. I spoke with "Frances" at GM. 1-361-877-326 file # telephone 1-866-942-4368 Ext. 49136 Frances told me that GM would not pay for the diagnosis. I have all the parts and pieces of the old window glass. I wish to provide this report to you.

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

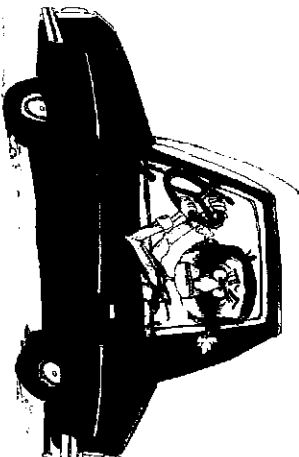
DASH2DOT

and dial toll free at

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