



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects 2005 NOV
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
-2 PM 2:43
04-OCT-2005

Repository ☐
Reference No.
10138550

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MESA State AZ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

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
1G4HP54K72 [REDACTED] Make BUICK Model LESABRE Model Year 2002
Date Purchased 10-OCT-01 Dealer's Name and Telephone Number COREY BUICK Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner ☒ Dealer's City MESA State AZ Zip Code [REDACTED]
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 132000 VISIBILITY:GLASS, SIDE/REAR
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-SEP-2005 Failure Mileage 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: DOTM123ABC036) ☐ 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 WHILE TRAVELING 20 MPH ON THE 2002 BUICK LESABRE THE WINDOW IN THE BACK PASSENGER'S DOOR SHATTERED. THE CONSUMER HAD THE WINDOW REPAIRED. THREE WEEKS LATER THE OTHER SIDE BROKE. THE CONSUMER CONSULTED WITH HIS DEALERSHIP, AND THEY SAID THAT THE CABLE LOOSENED FROM THE WINDOW MOTOR. THE CONSUMER CALLED GM. THE FIRST WINDOW THEY FIXED FOR FREE, AND THEY CHARGED THE CONSUMER FOR THE NEXT WINDOW REPAIR. BOTH OF THE WINDOWS WERE OPERATING CORRECTLY NOW. THE CONSUMER STATED THAT THERE WAS NEVER ANYONE RIDING IN THE BACK SEAT THAT WOULD HAVE CAUSED THIS TO HAPPEN. THE FIRST WINDOW SHATTERED ON 9-7-2005, AND THE SECOND ONE WAS ON 10-3-2005. THERE WERE NO INJURIES REPORTED.*AK

THE WINDOWS DID NOT SHATTER, THEY JUST WENT DOWN AS IF THEY HAD BEEN ROLED DOWN AND WOULD NOT GO BACK UP. THIS WOULD HAVE ALLOWED A CHILD TO PUT A HAND OR ARM OUT AND COULD BE INJURED. I COULD PULL THEM BACK UP BUT THEY WOULD NOT STAY UP. 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 CHILD SAFETY LOCKS FOR THE WINDOWS BECAME USELESS,
AND THIS IS WHY I AM MAKING THIS REPORT.
MY WIFE [REDACTED] IS THE REG. OWNER OF THE AUTO
WE DO HAVE THE ORIGINAL PART THAT WAS REMOVED ON THE SECOND
WINDOW

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, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

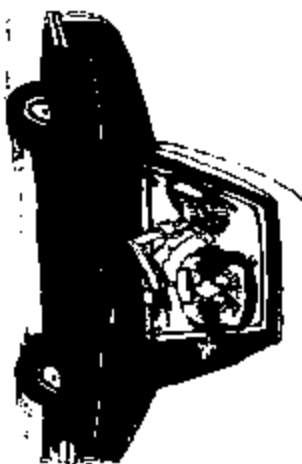
**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON**

DASH2DOT

and dial toll free at

**1-888-DASH-2-DOT
1-888-327-4236**

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

From: crc@buick.com
To: [REDACTED]
Date: 1 Oct 2006 14:44:04 -0400
Subject: FW: 1-81Y0IL

Dear [REDACTED]

Thank you for contacting the Buick Customer Assistance Center. We appreciate you taking the time to write us in regards to your 2002 Buick LeSabre.

We appreciate the opportunity to review your concerns with your Buick LeSabre. We have examined request number 1-366028611 in which your concern is documented with the Buick Customer Assistance Center and we are in agreement with the position previously provided to you.

We apologize that this is not in accordance with what you are seeking, and have documented your complete dissatisfaction with this matter.

If you should need to contact us in the future, simply reply to this message or call our Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Buick.

Sincerely,

Wendy A. Grassmann
Customer Relationship Manager
Buick Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mymgmlink.com/main/US/en/gm/home?cmp=occallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Buick.

Originating Email Address: [REDACTED]
#Subject=2002 Buick Lesabre

—Original Message—

From: [REDACTED]
Sent: 9/30/05 4:31:01 PM
To: crc@buick.com
Subject: 2002 Buick Lesabre

Sir

I am having a problem with my Buick lesabre 2002 Vin 1G4HP54K724 [REDACTED]
IT ONLY HAS 27,000 MILES ON IT and this is the second window that has
fallen down and it does not even get used. It is at Coury buick being
fixed. I called customer service case [REDACTED] and Chris Snyder
told me that G.M would not pay to have this one fixed. I informed him
that a car window should not have this type of problem and that I would

be contacting Chanel 12 news to have them investigate why General Motors
is having this problem and will not repair it.

Thank you

[REDACTED]

Mesa, AZ.

[REDACTED]

From: crc@buick.com
To: [REDACTED]
Date: 2 Oct 2005 17:13:48 -0400
Subject: RE: Re: FW: 1-61Y0IL

Dear [REDACTED]

Thank you for contacting the Buick Customer Assistance Center. I appreciate you taking the time to write us in regards to your concerns with your 2002 Buick LeSabre.

I apologize for the concerns you have experienced with your 2002 Buick LeSabre. General Motors realizes that the consumer is not only attracted to a quality product, but also quality customer assistance that comes with the product. This office gathers information and based on that information we are able to determine the best method of handling your request. We are continually making improvements in ways to assist the needs of our customers.

Again, I have reviewed your request [REDACTED] with the Buick Customer Assistance Center and I support the decision that has been previously stated to you. I apologize that the decision was not in accordance with your wishes, however, this is the final decision of General Motors, and we will no longer address additional messages on this subject. Please feel free to contact us again with any other concerns you may have outside of this issue.

If you should need to contact us in the future, simply reply to this message or call our Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Buick.

Sincerely,

Courtney Bumbarger
Customer Relationship Manager
Buick Customer Assistance Center

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#Subject=Re: FW: 1-61Y0IL

—Original Message—
From: [REDACTED]
Sent: 10/17/05 3:23:35 PM
To: crc@buick.com
Subject: Re: FW: 1-61Y0IL

Wendy A Grassmann

I am sorry also that you could not see your way to correct a design problem in your car. I have owned a lot of GM. cars but I will never own another one.

On 1 Oct 2005 14:44:04 -0400 crc@buick.com writes:

> Dear [REDACTED]
>
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> appreciate you taking the time to write us in regards to your 2002
> Buick LeSabre.
>
> We appreciate the opportunity to review your concerns with your
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> your concern is documented with the Buick Customer Assistance Center
> and we are in agreement with the position previously provided to
> you.
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> Again, thank you for contacting Buick.
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> Sincerely,
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> Wendy A. Grassmann
> Customer Relationship Manager
> Buick Customer Assistance Center
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> free online service offers vehicle and ownership-related information
> and tools tailored to your specific Buick.
>
>
> Originating Email Address [REDACTED]
> #Subject=2002 Buick Lesabre
>
> ---Original Message---
> From [REDACTED]
> Sent: 9/30/05 4:31:01 PM

> To: gro@buick.com
> Subject: 2002 Buick Lesabre
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> Sir
> I am having a problem with my Buick lesabre 2002 Vin
> 1G4HP54K724[REDACTED]
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> fallen down and it does not even get used. It is at Coury buick
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> him
> that a car window should not have this type of problem and that I
> would
> be contacting Chanel 12 news to have them investigate why General
> Motors
> is having this problem and will not repair it.
> Thank you

> [REDACTED]
> [REDACTED]
> Mesa, AZ
> [REDACTED]
>
>
>

From: [REDACTED]
To: erc@buick.com
Date: Mon, 3 Oct 2005 09:58:50 -0700
Subject: Safety Design Problem

On Mon, 3 Oct 2005 08:28:46 -0700 [REDACTED] writes:

> As I said before I will be contacting CH. 12 news as I believe you
> have a safety defect and since you put Child locks on your doors and
> windows this could allow the window to fail and a Child could be
> injured.
> Thank you

> [REDACTED]
>
> On 2 Oct 2005 17:13:48 -0400 erc@buick.com writes:

>> Dear [REDACTED]
>>
>> Thank you for contacting the Buick Customer Assistance Center. I
>
>> appreciate you taking the time to write us in regards to your
>> concerns with your 2002 Buick LeSabre.

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>> I apologize for the concerns you have experienced with your 2002
>> Buick LeSabre. General Motors realizes that the consumer is not
>> only attracted to a quality product, but also quality customer
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>> message or call our Buick Customer Assistance Center at
>> 1-800-521-7300. Customer Relationship Managers are available
> Monday

>> through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

>>

>> Again, thank you for contacting Buick.

>>

>> Sincerely,

>>

>> Courtney Bumbarger

>> Customer Relationship Manager

>> Buick Customer Assistance Center

>>

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>> vehicle, please visit

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>> free online service offers vehicle and ownership-related

> information

>> and tools tailored to your specific Buick.

>>

**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).**