



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 ☐

11:33
14-JUN-2006

Reference No.
10159814

OWNER INFORMATION (Type or Print)

Name

Address

City FLEMINGTON

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number
SAME

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 ____/____/____

VEHICLE INFORMATION

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

1G4HP54K224

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased
20-MAR-02

Dealer's Name and Telephone Number
FLEMINGTON BUICK 908-782-3330

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner
☒

Dealer's City
FLEMINGTON

State
NJ

Zip Code
08822

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-JUN-2006

Failure Mileage
51748

Failure Speed
0

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

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).

DT*: THE CONTACT STATED A WHINING NOISE WAS HEARD AFTER THE ACCELERATOR PEDAL WAS RELEASED AND REPRESSED. THE DEALERSHIP HAS BEEN ALERTED. A REPRESENTATIVE FROM GM DROVE THE VEHICLE ON TWO SEPARATE OCCASIONS. THE FIRST TIME WAS MAY 2005 HOWEVER THE PROBLEM COULD NOT BE DUPLICATED. THE VEHICLE WAS DRIVEN AGAIN JUNE 14, 2006. THE REPRESENTATIVE HEARD THE NOISE HOWEVER STATED IT WAS TOO FAINT. THEY WILL NOT CORRECT THE PROBLEM OR MAKE ANY REPAIRS UNTIL THE NOISE GETS LOUDER. THE DEALERSHIP AND REPRESENTATIVE BOTH BELIEVE THE NOISE IS COMING FROM THE AUTOMATIC TRANSMISSION. THE CONTACT IS CONCERNED A FAILURE COULD OCCUR AS A RESULT OF THE NOISE.

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.



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Zip Code

Daytime Telephone Number

Evening Telephone Number

SAME

E-mail Address

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 6/14/06

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

1G4HP54K224

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased
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No: Cylinders 6

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Tire Failure Type

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Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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Crash

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Fire

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[REDACTED]
Flemington, New Jersey
[REDACTED]

July 18, 2006

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street SW
Washington, DC 20590

RE: Vehicle Owner's Questionnaire – Reference #10159814

To Whom It May Concern:

Enclosed are copies of the maintenance reports concerning the vehicle as mentioned in the above report.

Exhibit A.: Invoice No. GTCS484663 Dated 3/8/06

This was the first time the vehicle was brought to the dealership concerning the "Whining Noise".

Exhibit B: Invoice No GTCS504765 Dated 5/4/06

This was the second time vehicle was brought in to the dealership concerning the "Whining Noise".

Exhibit C: Invoice No. GTCS516058 Dated 6/14/06

This is the third time vehicle was brought to the dealership for the same problem, the "Whining Noise". Note GM's comment.

Exhibit D: Letter from owner of dealership stating they are unable to determine cause of the "Whining Noise".

I personally feel that the dealership and GM show no concern about any safety factors involving this vehicle. They both want me to drive this vehicle till the noise gets louder. If this failure does happen will it cause the vehicle to go out of control, causing injury or death to me or any other person or persons that may be involved?

Sincerely Yours

[REDACTED]

ENC: Exhibits A, B, C, D



"Where you expect to pay less!"

EXHIBIT D

June 19, 2006

[REDACTED]
Flemington, NJ [REDACTED]

RE: 2002 Buick LeSabre
1G4HP54K224 [REDACTED]

Dear [REDACTED]:

Thank you for taking the time to meet with me this morning regarding the service concerns that you have with your vehicle.

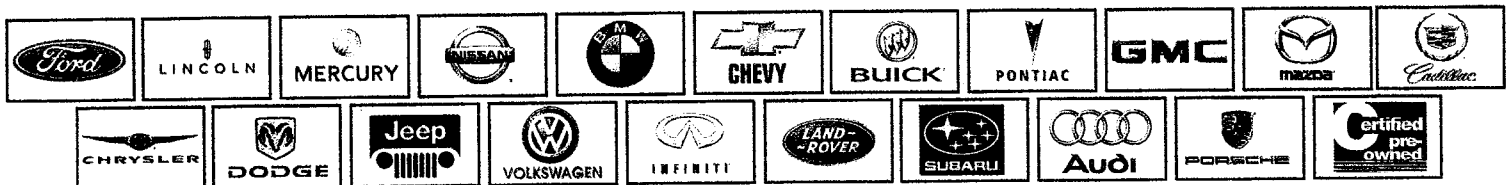
After a full inspection and road test of your vehicle we have been able to hear the intermittent noise that you have discussed with our service technician but have been unable to determine the exact location of the noise. Because we are not able to locate the noise we are unable to properly diagnose the issue and suggest or recommend a repair for your vehicle.

Therefore after fully documenting and discussing your concern with the factory we are confident that this noise is not an operational and/or safety concern. Flemington Buick is happy to extend to you as the owner of the vehicle warranty coverage for the engine and transmission as it is related to this particular noise for 100,000 miles.

We feel that every customer's business and satisfaction are essential to our success and we appreciate every opportunity to earn them. Thank you for your patience and your business.

Sincerely,

Byron T. Brisby
President



P.O. Box 1007 Flemington, New Jersey 08822

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).