



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
AM 8:40
06-NOV-2006

Repository ☐

Reference No.
10172697

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **STONY BROOK** State **NY** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]**

E-mail Address **[REDACTED]**

Evening Telephone Number **[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 **[REDACTED]** Date **11/14/06**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4HP54K4 [REDACTED] Make **BUICK** Model **LESABRE** Model Year **2002**
Date Purchased **30-MAR-02** Dealer's Name and Telephone Number **RAYMOND BUICK 631-727-5300** Engine: **No: Cylinders 6** Fuel Type: **Gas**
Original Owner ☒ Dealer's City **RIVERHEAD** State **NY** Zip Code **11901**
Transmission Type ☒ Antilock Brakes ☒ Cruise Control Powertrain **UNKNOWN** Vehicle Component Code **133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS**
MANUAL Multiple Failure: 1 **3 FAILURES**
AUTO

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **05-NOV-2006** Failure Mileage **62000** Failure Speed **30**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **[REDACTED]** Tire Model (Name or Number) **[REDACTED]** Tire Size (Example P215/65R15) **[REDACTED]**
DOT No. (Example: DOTM19ABC036) **[REDACTED]** ☐ Original Equipment ☐ Prior Repair Failure Location: **[REDACTED]**
Tire Component Code **[REDACTED]** Tire Failure Type **[REDACTED]**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: **[REDACTED]** Date Manufactured: **[REDACTED]** Model No./Name: **[REDACTED]**
Seat Type: **[REDACTED]** Installation System: **[REDACTED]**
Child Seat Component Code: **[REDACTED]** Failed Part: **[REDACTED]**

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 WHILE DRIVING 30 MPH UNDER NORMAL ROAD CONDITIONS, THE WINDOW REGULATOR FRACTURED. THE SERVICE DEALER REPLACED THE WINDOW REGULATOR.

THE FIRST FAILURE IN AUG 2005 THE CAR WAS ON A HIGHWAY GOING 55 MPH IN THE RAIN. THE PASSENGER WINDOW WAS ROLLED DOWN AND WOULD NOT GO UP ALLOWING THE WIND & RAIN TO ENTER THE CAR. I HAD TO STOP ON THE SIDE OF THE HWY AND COVER THE WINDOW TO GET HOME. THE SECOND TIME IT WAS THE DRIVER'S SIDE BACK WINDOW. THE CAR WAS STOPPED IN MY DRIVEWAY AND THE WINDOW WOULD NOT GO UP. THAT WAS SEPT 2005. - 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 THIRD TIME I WAS DRIVING IN THE RAIN - GOING ABOUT 30 MPH AND
A PASSENGER LOWERED THE PASSENGER SIDE BACK WINDOW & IT WOULD
NOT GO UP AGAIN LETTING STRONG WINDS & RAIN INTO THE CAR
I HAVE CONTACTED BUICK AND SENT IN ABOUT \$1600 IN REPAIR
BILLS TO THEM & AM WAITING TO SEE IF THEY DO ANYTHING. THEY
TOLD ME THE WINDOW REGULATOR SYSTEM HAS NOT BEEN RECALLED
IT IS VERY UNSAFE TO DRIVE A CAR IN WIND & RAIN WHEN YOU CAN'T
GET THE WINDOW UP & IT IS GOING IN YOUR FACE. LET ME KNOW
IF YOU NEED ANYTHING ELSE. THANK YOU

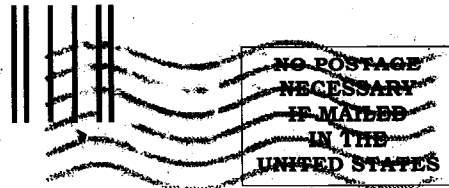
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DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

LONG ISLAND NY 117

14 NOV 2006 PM 4 T



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOQ)
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safercar.gov