



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 2008 FEB - 1 AM 11: 22

Repository ☐

01-JUN-2007

Reference No.
10192240

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City S. ROXANA State IL Zip Code [REDACTED]

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

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] *This Buick has been transferred to grandson* Date 07/13/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G4HP54K4 [REDACTED] Make BUICK Model LESABRE Model Year 2000

Date Purchased 10/12/99 Dealer's Name and Telephone Number *Wally Burgu Buick (618) 462-0616* Engine: No: Cylinders Fuel Type: Gas
Original Owner ☒ Dealer's City *Alton* State *IL* Zip Code *62002*

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-MAY-2007 Failure Mileage 28148 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 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).

TL*THE CONTACT OWNS A 2000 BUICK LESABRE. THE CONTACT STATED THAT THE WINDOW REGULATORS STOPPED WORKING IN FEBRUARY. THE WINDOWS WENT DOWN AND WOULD NOT COME BACK UP. SHE PLACED PLASTIC OVER THEM. THE REGULATORS WERE REPLACED ON MAY 8TH BY THE DEALER. THE PURCHASE DATE, # OF CYLINDERS, AND ENGINE SIZE WERE UNKNOWN. THE CURRENT MILEAGE IS 28,350 AND FAILURE MILEAGE WAS 28,148.

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 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)

I don't believe this is a safety problem but the window regulators have been a problem since the 1990's and Buick/G.M. have not done any thing to improve them. Even after being replaced some of them don't last a year.

It seems like somebody should let G.M. know that they should either find a better sub-contractor or buy a better regulator instead of a below standard one & the customer having to paid over \$400 or more for each

ATTACH ADDITIONAL SHEETS IF NECESSARY

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**National Highway
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Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

ST LOUIS MO 631

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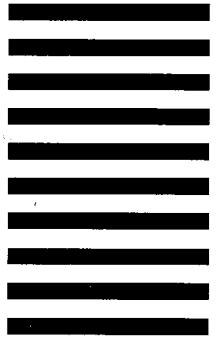
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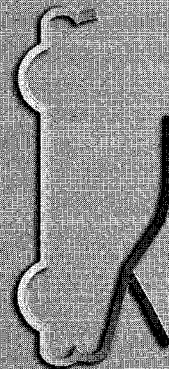
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



**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**

nhtsa
www.nhtsa.dot.gov
People saving people

Vehicle Owner's Questionnaire (VOQ)
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National Highway Traffic Safety Administration



regulator to be replaced.

Buick has known this problem existed for many years and has not done a thing to improve the problem just letting the customer pay the price instead of improving their product.

Check with the dealer or service managers.