



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

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Reference No. 10202383

OWNER INFORMATION (Type or Print)

Name, Address, City, State, Zip Code, Daytime Telephone Number, Evening Telephone Number, E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO
Signature of Owner Date 9/21/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number, Make, Model, Model Year, Date Purchased, Dealer's Name and Telephone Number, Engine, Fuel Type, Original Owner, Dealer's City, State, Zip Code, Transmission Type, Antilock Brakes, Cruise Control, Powertrain, Vehicle Component Code, Multiple Failure

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s), Failure Mileage, Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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, Fire, Number of Persons Injured, Number of Deaths, Reported to Police

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 AM HAVING A PROBLEM WITH THE POWER WINDOWS ON 2003 BUICK LESABRE. I HAVE REPLACE 2 WINDOW REGULATOR MOTOR ASSEMBLIES. THE PROBLEM IS THAT THE CABLE WHICH RAISES AND LOWERS THE WINDOW IS ATTACHED TO A PLASTIC PART, WHICH FAILS. *JB
1st problem fixed for [redacted]
2nd problem not fixed window is taped up.
Safety issue due to window being stuck down.

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.

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).