



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

2007

FOR AGENCY USE ONLY 100148

Date Received
DEC 12 AM 10:54
17-SEP-2007

Repository ☐

Reference No.
10203215

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **BALTIMORE** State **MD** Zip Code **21221**

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 **9/24/07**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4HP54K3 [REDACTED] Make **BUICK** Model **LESABRE** Model Year **2000**

Date Purchased **20-DEC-05** Dealer's Name and Telephone Number **MILLER MOTORS Buick 485 7300**

Engine: **6** Fuel Type: **Gas**
No: Cylinders

Original Owner ☐ Dealer's City **BALTIMORE** State **MD** Zip Code **[REDACTED]**

Transmission Type **AUTOMATIC** ☒ Antilock Brakes ☒ Cruise Control Powertrain **FRONT WHEEL DRIVE** Vehicle Component Code **133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS**
Multiple Failure: **2**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **01-AUG-2007** Failure Mileage **42000** Failure Speed **0** **WINDOW REGULATORS RIGHT REAR 8/1/07**
12 SEPT 2007 **LEFT REAR 9/12/07**

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) ☐ 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).

TL*THE CONTACT OWNS A 2000 BUICK LESABRE. ON AUGUST 1, 2007, THE PASSENGER SIDE REAR WINDOW FAILED. THE WINDOW WAS HALF WAY DOWN AND WOULD NOT ROLL UP WHEN THE BUTTON WAS PRESSED. ON SEPTEMBER 10, 2007, THE DRIVER SIDE REAR WINDOW EXPERIENCED THE SAME FAILURE. THE CONTACT WAS AWARE OF THE FAILURES, REPAIRED THEM, AND STATED THAT OTHERS WERE EXPERIENCING THE SAME FAILURES. THE CONTACT PLANS TO CALL THE MANUFACTURER AND SEND THEM THE REPAIR RECEIPTS. THE CURRENT AND FAILURE MILEAGES WERE 42,000.

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)

ON 8/1/07 WINDOW REGULATOR ON RIGHT REAR BROKE,
ON 9/12/07 WINDOW REGULATOR ON LEFT REAR BROKE,
CONTACTED BUICK AND REPORTED PROBLEMS, NO
HELP, BUICK DEALER TOLD ME THAT THEY WERE
AWARE OF THIS PROBLEM WITH THE 2000 BUICK LESABRE
I HAD THEM FIXED AT LOCAL SHOP AT COST OF 550.00
OUT OF MY POCKET. CONTACTED ~~FR~~ DAVE KINLEN GM
REP 866 790 5600 EXT 11907 NO HELP FROM HIM

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



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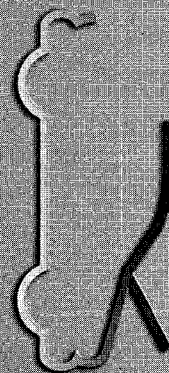
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



**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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Home > Buick > LeSabre > 2000 > Review > **Comments**

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2000 Buick LeSabre Limited from North America - Comments

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[1993 Buick Regal](#)

Comments: [1-15](#), [16-30](#), [31-45](#), [46-60](#), [61-75](#), **[76-90](#)**, [91-92](#)

22nd Jul 2007, 10:08

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00-05 Lesabre regulators

New. \$65, w/ instructions

Fix it yourself. Fast

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www.powerupauto.com

Buick Window Regulator

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And here is yet another story about a broken window regulator on a 2002 LeSabre. It is the left rear, probably used 20 times total. My last car was a 94 LeSabre with almost 180,000 miles. I had repaired a couple of window problems on it, but the mechanism was built to last. I couldn't believe GM had put such a shoddy piece of engineering into the modern windows. The manager responsible probably got a huge promotion for the cost savings.

[Fix the spelling and grammar](#)

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24th Jul 2007, 13:31

I just bought a 2000 Buick Lesabre and you guessed it my left rear window started up popped and fell to the down position. I pushed it up and the very next day the right rear window did the exact same thing. I will never buy another GM product again. It is a shame because it is such a good running car except the windows.

[Fix the spelling and grammar](#)

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3rd Aug 2007, 16:58

Just bought 2000 LeSabre. L Rear window held up with 2x4. Electric tape over RF switch to remind driver not to use it. I guess I 'll be fixing these. I will fix any 2000-2005 LeSabre in the Cincinnati area for \$200 ea.

[Fix the spelling and grammar](#)

[Fix the spelling and grammar](#)[Delete this comment](#)**Vote:** [On Topic](#) [Off Topic](#)**7th Sep 2007, 13:40**

To all who post here.

Call the DOT Vehicle Safety Hotline at 1-888-327-4236 and a NHTSA representative will record your complaint information.

I just called to file my complaint regarding my 2000 Buick Le Sabre's 3 out of 4 window failures. I was told that the number of complaints are in the several hundred range. If we all file complaints, a recall may be initiated, and we will be reimbursed for our expensive repairs. Don't even waste your time calling Buick, as they are not going to help you unless they are forced, via recall, to do so. They will never have my business in the future.

[Fix the spelling and grammar](#)[Delete this comment](#)**Vote:** [On Topic](#) [Off Topic](#)**8th Sep 2007, 05:59**

Both front and rear drivers side windows have failed on my 2000 Le sabre within a 3 week period. The front one was replaced at a Buick dealership for \$398.00 parts and labor. I was advised to search the Internet for less expensive parts. I found an ebay power-seller with an excellent positive feedback rating. The total cost of the rear regulator including shipping was \$46.99! It was shipped the morning I ordered it by UPS ground, and arrived in 4 days. I have not yet installed it, but it has a warranty. It is a new part, and looks great. The sellers ebay ID is smartpartsaftermarket. I am not a friend or associate of this seller.

[Fix the spelling and grammar](#)[Delete this comment](#)**Vote:** [On Topic](#) [Off Topic](#)**Next 2 comments**[All Buick LeSabre reviews](#)

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).