



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  
**2007 DEC 12 AM 9:4**  
13-NOV-2007

Repository   
Reference No.  
10208797

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City CLAREMONT State CA 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 11/19/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G4HR54K3 [REDACTED]  
Make BUICK Model LESABRE Model Year 2001  
Date Purchased 01-JUN-2001 Dealer's Name and Telephone Number Puente Hills Buick (626) 810-4648 Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City City of Industry State CA Zip Code 91748  
Transmission Type AUTOMATIC  Antilock Brakes Powertrain UNKNOWN Vehicle Component Code 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS  
 Cruise Control Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-AUG-2006 Failure Mileage 39271 Failure Speed 0 window regulators  
07 Nov 2007 46771 0

**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 2001 BUICK LESABRE. THE CONTACT STATED THAT THE PASSENGER SIDE REAR POWER WINDOWS FAILED TO CLOSE AFTER THEY WERE OPENED. THE MECHANIC STATED THAT THE WINDOW REGULATOR CAUSED THE FAILURE AND HE MADE THE REPAIR. APPROXIMATELY ONE YEAR LATER, THE SAME FAILURE OCCURRED ON THE DRIVER SIDE REAR POWER WINDOW. THE MECHANIC STATED ONCE MORE THAT THE WINDOW REGULATOR CAUSED THE FAILURE AND HE MADE THE REPAIR. THE POWERTRAIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 39,271 AND CURRENT MILEAGE WAS 46,771.

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.

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).