



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.

10214054

2008 JAN 24 AM 10:50

### OWNER INFORMATION (Type or Print)

Name

Address

City

SURPRISE

State

AZ

Zip Code

Daytime Telephone Number

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

Date 1/14/08

### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G4HR54K12L

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased  
29-MAR-02

Dealer's Name and Telephone Number

BADMM, WICKENBURG AZ 928-684-5436

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

WICKENBURG #

State

AZ

Zip Code

85358

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

132000 VISIBILITY: GLASS, SIDE/REAR

Multiple Failure: 3

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

Incident Date(s)  
16-AUG-2005

Failure Mileage  
~~24000~~  
26,149

Failure Speed  
0

Regulator cable broke on all three incidents

### 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 2002 BUICK LESABRE. ON TWO DIFFERENT OCCASIONS, THE FRONT DRIVER SIDE WINDOW AND THEN THE REAR DRIVER SIDE WINDOW CAME DOWN AND WOULD NOT GO BACK UP. BOTH WERE REPAIRED BY GM. THE REAR PASSENGER SIDE WINDOW ROLLED DOWN IN NOVEMBER OF 2007 AND WOULD NOT GO BACK UP. THE CONTACT WAS INFORMED THAT THE REPAIR WAS HER RESPONSIBILITY. GM CHARGED \$322 FOR THE REPAIR. THE CURRENT MILEAGE WAS 43,000 AND FAILURE MILEAGE WAS 24,000.

1st incident 8/16/05 26,149 mi. front driver side window GM paid  
2nd " 12/25/06 38,635 mi. rear " " " GM paid  
3rd " 1/24 & 12/1/07 42,981 " rear passenger side " I paid \$322.38 GM  
wanted \$673.00  
see attached sheet

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.

[REDACTED]  
[REDACTED]  
Surprise, AZ [REDACTED]  
December 18, 2007

Buick GMC  
P.O. Box 33136  
Detroit, MI 48332

RE: 2002 Buick LeSabre Limited  
VI #1G4HR54K1 [REDACTED]

To Whom It May Concern:

Sorry I cannot address you by name but GM refused to give it to me.

Regarding the referenced Buick, the third window has now fallen down. GM did take care of the first two windows. On this 3rd window GM will charge \$673.00. At the time of the 2nd window repair I was told there was a bad part but because it was a bad part and not a defected part there would never be a recall. No one can tell me the difference between a bad part and a defective part.

I have been dealing with GM since 12/3/07 on the repair but they refuse to fix it without charge. I deal with a mechanic who takes good care of my cars (I still have a 94 Park Avenue in very good condition). Not too long ago Liberty Buick offered a free 27 point check on my 2002. I accepted and was told my car wasn't safe to drive without \$1800.00 worth of repair. They would rather see me in a new car. I went back to my mechanic who advised me my car was in very good condition. At the time I had less than 40,000 miles on my car. I thought it was a poor way to sell a new car. Why would I purchase a new Buick if they weren't capable of going more than 40,000 nukes,

I feel my car is not safe to drive. The 2nd window fell down while parked in a dark parking lot. I was afraid to go near the car for fear of who may be in it. Right now my car window in scotch taped up which means it is open to anyone who cares to get in. I'm sure the 4th window will fall at anytime so I can't leave anything in the car.

I'm surprised GM is not interested in the safety of the people driving this car. I'm disappointed with GM.

Sincerely,  
[REDACTED]  
[REDACTED]

GM classifies the part as bad not defective but they cannot define the difference between bad and defective and since it is not classified as defective they will not recall the car so it is my responsibility to pay for the third window and the fourth window (when that one fails).

I paid \$322.28 to repair the third window. Please note on each receipt the problem is the same. GM's charge to repair the window would be \$673.00 but it would be a GM part (the GM parts in all three windows failed). The warranty, in either case, would be exactly the same but GM claims that by putting in a part that is not GM it could cause damage to another part of the car. Can you believe that?

I feel I'm driving an unsafe car and GM is aware of this. My insurance, I don't think, would be happy about paying the bill if the fourth window fails, while it is parked and I'm not in the car, and any damage is done to the interior of the car, if it is hijacked, or if I'm physically hurt by any person hiding in the car. I, also, would be responsible for the deductible.

I would like to be reimbursed for \$322.38 which I paid for the third window and the fourth window should be repaired now so I can feel safe or doesn't GM care?

Ralph Nader should know about this.

[REDACTED]

[REDACTED]

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).