



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

12-MAR-2008

2008 APR -2 AM 7:31

Reference No.

10220886

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City SOUTH DUNCANVILLE

State PA

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 _____ Date ____/____/____

VEHICLE INFORMATION

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

1G4HR54K44 [REDACTED]

Make

BUICK

Model

LESABRE

Model Year

2003

Date Purchased
09-APR-04

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

034520 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
07-MAR-2008

Failure Mileage
35600

Failure Speed
0

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 2003 BUICK LESABRE. THE CONTACT STATED THAT HER VEHICLE PASSED INSPECTION. THREE MONTHS LATER, SHE TOOK HER VEHICLE TO THE DEALER FOR A ROUTINE INSPECTION AND THEY STATED THAT THE REAR ROTORS WERE RUSTED, HAD SPLIT IN TWO, AND WERE HANGING DOWN. BETWEEN THE TWO INSPECTIONS, SHE ONLY HAS 13,00 MILES ON THE VEHICLE. THE ROTORS AND BRAKE PADS WERE REPLACED. THE CONTACT HAS POSSESSION OF THE FAILED COMPONENT. THE MANUFACTURER WOULD NOT PROVIDE ANY ASSISTANCE. THE CURRENT AND FAILURE MILEAGES WERE 35,600.

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.

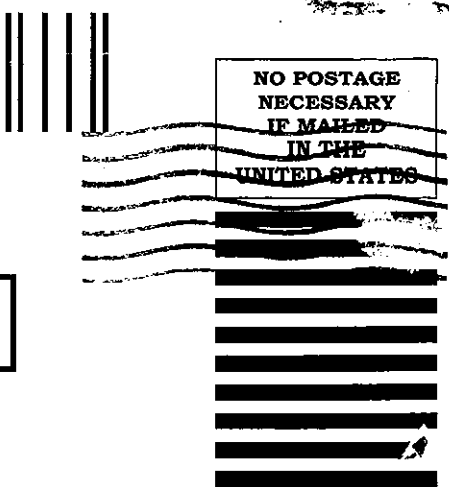
I had absolutely NO WARNING what was happening and I'm told there should have been a loud noise -

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CAR is 2004 Buick LeSabre - 11/29/07 Had 32,600 Mileage had Full Inspection -
BRAKE - BRAKE PAD & SHOES PASSED - ON 3/1/08 Mileage 35,600 I WAS TOLD A ROTOR ON
A FRONT WHEEL & ONE ON A BACK WHEEL BROKE INTO TWO AND RUINED THE PADS & IT WASN'T
SAFE TO DRIVE - I QUESTIONED WHAT HAD CAUSED IT & THEY SAID I COULD SEE IT WHEN
I CAME IN - WHEN I WENT IN & STATED I LIKE TO KNOW WHAT CAUSED THIS - THEY SAID
THE ROTOR'S WERE DEFECTED - OWNER HAD LEFT FOR THE DAY & I PAID CHARGES - TALKED
TO OWNER - HE AGREED TO REFUND CHARGES FOR FRONT WORK - I STATED BOTH SHOULD BE
COVERED - HE TALKED TO SERVICE MAN WHO STATED BACK ROTOR WAS RUSTED - NO ONE CAN
EXPLAIN WHY ONE WAS DEFECTIVE & ONE RUSTED - I HAVE EXTENDED WARRANTY THEY
CLAIM WEARS TEAR -

ATTACH ADDITIONAL SHEETS IF NECESSARY PADS WERE 10/32 AND THIS IS STILL GOOD -

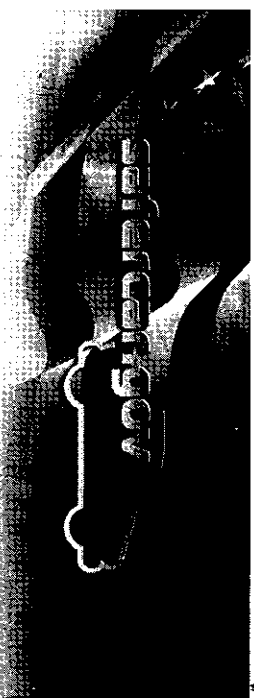
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



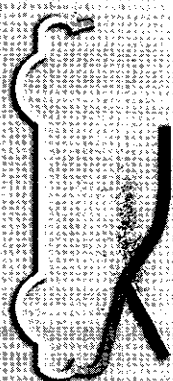
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



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
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