



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 ☐

2008 JUL -3 AM 9:44
23-MAY-2008

Reference No.
10228750

OWNER INFORMATION (Type or Print)

Name

Address

City

BRIGHAM CITY

State UT

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 authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 5/30/08

VEHICLE INFORMATION

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

1G4HR54K82L

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased

DEC 2001

Dealer's Name and Telephone Number

HANSEN MOTOR CO (435) 223-5255

Engine:

No: Cylinders

Fuel Type:

REG

Original Owner

☒

Dealer's City

BRIGHAM CITY, UT

State

UT

Zip Code

84302

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRT WHL

Vehicle Component Code

133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Multiple Failure:

REG

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-MAY-2006

Failure Mileage

62000

Failure Speed

0

AUTOMATIC WINDOW REGULATORS

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. THE REAR WINDOW REGULATORS FAILED AND AS A CONSEQUENCE THE WINDOW DEVICES ARE NOT OPERATING NORMALLY. THE REGULATORS WERE REPAIRED THREE TIMES AT AN EXPENSE OF \$525.00 EACH. THE DEALER AND A TECHNICIAN STATED THE REGULATORS ARE POORLY DESIGNED AND WILL CONTINUE FAIL. THE FAILURE MILEAGE WAS 62,000 AND THE CURRENT MILEAGE WAS 83,000.

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)

As we are an elderly couple, the rear windows are very rarely used, yet ^{the regulator} they have had to be replaced at a great expense. Part cost at Hansen's approx \$415, labor \$90.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

SALT LAKE CITY UT 841

20 JUN 2008 PM 5

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

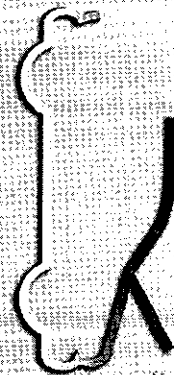
WASHINGTON, DC

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**



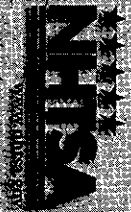
**Think your vehicle
has a safety defect?**



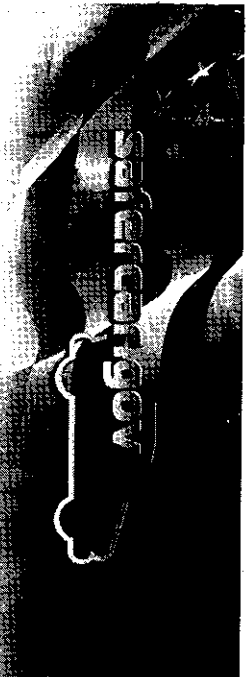
**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



Invoice

Bryce's Auto & Truck

2480 W 7000 N P.O. BOX 5

Honeyville UT 84314

Date
5/7/2008

Invoice #
5141

Bill To

BRIGHAM CITY UT

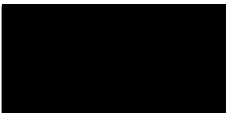
PAID

P.O. No.

Terms

Project

Quantity	Description	Rate	Amount
1	WINDOW REG LESABRE left rear	115.00	115.00T
1	SHIPPING	7.50	7.50T
1.25	INSTALL	45.00	56.25T
	SALES TAX	5.90%	10.55

 said he has replace three in the past two weeks! 6/19/08

THANKS FOR YOUR BUSINESS

Total

\$189.30

Invoice

Bryce's Auto & Truck

2480 W 7000 N P.O. BOX 5

Honeyville UT 84314

Date
4/3/2007

Invoice #
4275

PAID

Bill To



BRIGHAM CITY UT



P.O. No.

Terms

Project

Quantity	Description	Rate	Amount
1	WINDOW REG	150.00	150.00T
1	INSTALL	35.00	35.00T
1	OIL CHANGE	29.95	29.95T
1	INSPECTION	17.00	17.00
	SALES TAX	6.00%	12.90

THANKS FOR YOUR BUSINESS

Total

\$244.85