

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects2008 DEC -1 PM 1:38
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

06-NOV-2008

Repository ☐Reference No.
10247870

OWNER INFORMATION (Type or Print)

Name

Address

City

MARTINSVILLE

State VA

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 / /

VEHICLE INFORMATION

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

1G4HP54K724

Make

BUICK

Model

LESABRE

Model Year

2002

Date Purchased

5-15-02

Dealer's Name and Telephone Number

NELSON BUICK

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

☐

Dealer's City

Martinsville

State

Va.

Zip Code

24112

Transmission Type

Auto

☒ Antilock Brakes☒ Cruise Control

Powertrain

TWO

Multiple Failure:

NONE

Incident Date(s)

12-DEC-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 980000 UNKNOWN OR OTHER

Failure Mileage

50000

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: DOTM9ABC036)

☐ 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 CONTACT NOTICED THAT THE DASHBOARD WAS CRACKED AND DAMAGED. THERE WERE PIECES OF MATERIAL DETACHING FROM THE DASHBOARD AS WELL. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION AND THEY STATED THAT EXCESSIVE DIRECT SUNLIGHT CAUSED THE FAILURE. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE WAS 50,000 AND CURRENT MILEAGE WAS 71,000.

The dash was not cracked. It was coming apart where the two part were together, It lifted up about 3 inches high. This appears to be a manufacturer's defect. We have seen others with the same problem in this area and in parking areas in Roanoke, Va. They were the same model and make.

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.

This could be a safety hazard if it should come completely apart.