



U.S. Department
of Transportation
2009 JUN -1 PM 1:19
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

18-JUN-2009

Repository ☐

Reference No.
10274264

OWNER INFORMATION (Type or Print)

Name

Address

City PLANEFIELD

State IL

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?
In the absence of a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [Signature] Date: 6/22/09 ☒ YES ☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G4HP54K4YU3

Make
BUICK

Model
LESABRE

Model Year
2000

Date Purchased

07-19-2000

Dealer's Name and Telephone Number

VIDMAL BUCKLE/DARCY 815-439-5500

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

JOLIET ILL

State

ILL

Zip Code

60435

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

15-FEB-2006, 730-07
5-29-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS, 017500 STEERING: LINKAGES: TIE ROD ASSEMBLY, 021600 SUSPENSION: FRONT: WHEEL BEARING
5-29-2009

Failure Mileage
56000

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 2000 BUICK LESABRE. THE CONTACT STATED THAT THE TWO REAR WINDOWS WERE INOPERATIVE BECAUSE THE REGULATOR FAILED. THE FAILURE HAS OCCURRED ON TWO OCCASIONS. THE DEALER CONFIRMED THE REGULATOR FAILURE. THE VEHICLE WAS REPAIRED AT THE CONTACT'S EXPENSE. IN ADDITION, THE WHEEL BEARINGS AND TIE RODS FAILED AND WERE REPLACED. THE FAILURE MILEAGE WAS 56,000 AND CURRENT MILEAGE WAS 70,000.

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 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.

TO WHOM IT MAY CONCERN:

I have called a Buick Representative to explain the problem we've had with the 2000 Buick La Salle windows & right front wheel bearing.

2 - windows slipping off the spruget when releasing window button to open windows

The GMAC Representative (Female) told me it was my fault for not doing normal maintenance on the car. How does one know if this is suppose to happen & we wait at chance it goes. This was the most stupid answer she gave us because she didn't even know what a wheel bearing is.

She needed not let me talk to a General Manager & kept giving us excuses. I'm the one you have to talk too; we don't refer any calls to GMAC Manager or top.

A family member has some year car and had three windows fixed - one front & two back. So they will be notifying

(over)

you also. Nothing was done either, some
hassle over telephone.

Truthfully I will never buy a GM car
and sadly said we've been a GM customer
for almost 50 yrs, our second car
is a Honda and are happy with it.

We love our Buick & once it gives another
window failure its going to rest.

Thank you, but its where you stand
today - is because you took the people,
selling these cars & ~~and~~ avoiding any
major recalls - brushed it off. Glad
you are in business anymore General
Motors - you deserved it, you didn't
take care of the people who bought your
cars. 1500⁰⁰ would be what it cost us
- but its in your pocket - not the little guy.