

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 **JUL 29 2010**
08-JUN-2010
Repository
Reference No. 10335291

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WESTMONT State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4HP52K03U [REDACTED]
Make: BUICK Model: LESABRE Model Year: 2003
Date Purchased: 11-26-03 Dealer's Name and Telephone Number: ECKENHOFF BUICK - NO LONGER IN BUSINESS Engine: No. Cylinders: ? Fuel Type: REG
Original Owner: NO Dealer's City: State: Zip Code: ?
Transmission Type: AUTO Antilock Brakes: Powertrain: Multiple Failure: Incident Date(s): 8-14-09 4/9/10
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 137000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS
1ST FAILURE 9/16/08 3RD FAILURE 4/9/10
2ND " 8/14/09
Failure Mileage: 25000 Failure Speed: 55

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 Failure Location:
 Prior Repair
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: Number of Deaths: 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. WHILE DRIVING AT APPROXIMATELY 55 MPH, THE REAR PASSENGER WINDOW INDEPENDENTLY ROLLED DOWNWARD. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR FACILITY WHERE THE REAR PASSENGER WINDOW AND REGULATOR MOTOR ASSEMBLY WERE REPLACED. IN ADDITION, THE MECHANIC ADVISED THAT THE REGULATOR MOTOR WAS DEFECTIVE AND THE FAILURE WOULD MOST LIKELY RECUR IN ALL OF THE OTHER WINDOWS. THE FAILURE HAS SINCE RECURRED ON THE DRIVERS SIDE REAR WINDOW AS WELL AS THE PASSENGER SIDE FRONT WINDOW. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE BOTH WINDOWS AND REGULATOR MOTOR ASSEMBLIES WERE REPLACED A SECOND TIME. THE FAILURE MILEAGE WAS 25,000 AND THE CURRENT MILEAGE WAS 46,775.

AND 3RD TIME
49,176 mi.

1ST TIME

2ND TIME

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.

Dear Sir/Madam

7/21/10

FIRST TIME when window FAILED AT High Speed on I-95; I couldn't believe it. When my mechanic told me the others would ALSO FAIL since, mechanism was inferior, I ALSO dis-believed THAT. MAKES SENSE NOW, AFTER ALL, they MUST ALL Be FROM SAME BATCH NO^o or WHATEVER they call them AT GM.

I AM A 72yr old widow in poor health (NOT LOOKING FOR SYMPATHY EITHER) BUT I PAID IN CASH FOR THIS VEHICLE WITH THE THOUGHT IT WOULD LAST ME THROUGH MY LIFE. CAR STILL NOT YET 50,000 MILES

1ST FAILURE - NO CONTACT W/ ORIGINAL DEALER (OUT OF BUSINESS) MECHANIC COST - 583.37

2ND FAILURE - WENT TO GM DEALER (BURNS PONTIAC) WHO GAVE ME GOOD WILL PRICE FOR REGULATOR 393.95
(RON CAROLDI)

3RD FAILURE - SAME AS ABOVE - GOOD WILL PRICE 230.05

TOTAL COST 1207.37

"AND WAITING FOR THE FINAL WINDOW'S FAILURE"

SPOKE TO GM CASE MGR "Red" 4/27/10 Request # 91-825070354
REQUEST FOR REIMBURSEMENT "DENIED"

6/11/10 SPOKE TO THOMAS WALKER GM SPECIALIST - "AGAIN DENIED"

I FEEL "GM" IS RESPONSIBLE FOR THESE COSTS.

AND STILL CAN'T BELIEVE MY CAR WAS THE ONLY ONE FOR ^{WITH} THESE REGULATORS. Sincerely,

*Fool that I WAS to use
 used LATEThusbands INSURANCE POLICY
 TO PAY IN FULL - CAR had
 18,486 miles when ~~parted~~ purchased*



ECKENHOFF BUICK
 919 Church Road Telephone 667-5800
 CHERRY HILL, N.J. 08002

RECEIPT

No 83947

RECEIVED OF



DATE 11-26-03

DOLLARS \$ 17143.²⁰

DETAIL	ACCOUNT	NOTE	HOW PAID
AMOUNT DUE			CASH
AMOUNT PAID			CHECK <i>1318</i>
			CREDIT CARD
			DRAFT
BALANCE DUE			MONEY ORDER

By

Thank You

FORM DSA-138-4-N (10-98)

Reynolds and Reynolds

QTY.	PARTS AND DESCRIPTION	PRICE
	RIS WINDOW REGULATOR	410 20

ASE
CERTIFIED
TECHNICIANS

CUTHBERT SHELL
Cuthbert Auto Services, LLC
576 WEST CUTHBERT BLVD.
WESTMONT, NJ 08108
(856) 858-1023 (856) 854-9687

NJ STATE
INSPECTION
CENTER & ERF

30167

NAME		DATE
ADDRESS		PROMISED
CITY, STATE, ZIP		A.M. P.M.
HO	BUS. PHONE	EXT.
YEAR, MAKE AND MODEL		ODOMETER
SERIAL NUMBER		LIC. PLATE #
INS. COMPANY CODE		INS. POLICY #

pd cil

DESCRIPTION OF WORK PERFORMED	AMOUNT
RePLace PASS-side (RIS) WINDOW Regulator + mTR- ASM.	135 00
<i>1ST BILL FOR RegULATOR</i>	

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS

WORK TO BE DONE, SYMPTOMS, COMPLAINTS, ETC.

RIS window Broke - (REGULATOR)

Please inspect and diagnose problems discussed and advise of needed work.
 Return old parts except those exchanged. Yes No
 Work may be sub-let where necessary.

OIL LUBRICATION	QTY	AMOUNT	ADD-ON WORK APPROVED	TOTAL LABOR	TOTAL PARTS
<input type="checkbox"/> MOTOR OIL			<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE	135 00	410 20
<input type="checkbox"/> OIL FILTER			<input type="checkbox"/> OIL FILTER ETC.		
<input type="checkbox"/> AIR FILTER			<input type="checkbox"/> EPA/WASTE DISPOSAL		
<input type="checkbox"/> LUBRICATION			CHECKED BY	SUBTOTAL	
<input type="checkbox"/> COOLING SYSTEM				545 20	
<input type="checkbox"/> TRANSMISSION				SALES TAX	38 17
<input type="checkbox"/> MISC. FLUIDS				SHELL MOTOR FUEL	
				NJ NEW TIRE TAX	
				TOTAL	583 37

X

Signature or initial of customer

BURNS

PONTIAC-GMC

Home of the NICE GUYS!

Route 70 Marlton, NJ 08053

Phone: (856) 983-1115

burnspontiacgmc.com

WESTMONT, NJ

SERVICE ADVISOR GARY T SECHUK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
14AUG09	14AUG09		1G4HP52K03U	8476810	T1071		14AUG09	682996
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:59	14:29	03	BUICK LESABRE		VARI	14AUG02	170	3275
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
46775	46778							

TECH.	TYPE	HOURS	LIST/UNIT	AMOUNT	TOTAL
A CUSTOMER STATES LEFT REAR WINDOW IS INOP					
R REPLACBL/R WINDOW REGULATOR					
	4024	CPL	1.80	161.00	161.00
	1	15231245	REGULATOR	258.98	207.18
B 25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)					
25P 25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)					
	4024	CPL	0.00	0.00	0.00

2nd Buick Regulator

DESCRIPTION	TOTALS
LABOR AMOUNT	161.00
PARTS AMOUNT	207.18
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	368.18
LESS INSURANCE	0.00
SALES TAX	25.77
PLEASE PAY THIS AMOUNT	393.95

STATEMENT OF DISCLAIMER
 DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON _____ DATE _____

Copyright 2000 GM Corp. Service Invoice #1 XG111

BURNS

PONTIAC-GMC

Home of the NICE GUYS!

Route 70 · Marlton, NJ 08053

Phone: (609) 983-6060

burnspontiacgmc.com

305101

AMOUNT	PAID BY	COMMENT
393.95	VI	682996

2nd BILL
FOR REGULATOR

[REDACTED]

WESTMONT NJ [REDACTED]

[REDACTED]

TOTAL RECEIVED: \$393.95

DATE-TIME: 14AUG2009 14:32

CASHIER: KATIE

LOCATION: BPGMC

CASH DRAWER: BPGMC

1-800-NICEGUY
THANK YOU FOR YOUR BUSINESS

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
2	56	2	20202	393.95	305101	
		2	22500	393.95	682996	

CASH RECEIPT

BURNS

PONTIAC-GMC

Home of the NICE GUYS!
 Route 70 · Marlton, NJ 08053
 Phone: (856) 983-1115
 burnspontiacgmc.com

WESTMONT, NJ

SERVICE ADVISOR **GARY T. SECHUK**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09APR10	09APR10		1G4HP52K03U	8476810	T3955		09APR10	707645
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CASH PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
16:08	17:02	03	BUICK LESABRE		VARI	14AUG02	170	3275
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
49176	49176							

TECH	TYPE	HOURS	ESTIMATE	NETWORK	TOTAL
A CUSTOMER STATES DRIVERS WINDOW IS INOP					
C0183 FRONT SIDE DOOR WINDOW REGULATOR					
REPLACEMENT LEFT SIDE					
	8128 WARB	1.10			(N/C)
REG REPLACE REGULATOR					
	8128 CPLB	0.00	0.00	0.00	0.00
1	15231241 REGULATOR	269.48	215.00	215.00	

*3rd
 2nd Bill
 FOR REGULATOR*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	215.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	215.00
LESS INSURANCE	0.00
SALES TAX	15.05
PLEASE PAY THIS AMOUNT	230.05

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 DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

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(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

BURNS

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PAGE 1 OF 1

322639

AMOUNT	PAID BY	COMMENT
230.05	VI	707645

[REDACTED]
WESTMONT NJ
[REDACTED]

TOTAL RECEIVED: \$230.05

DATE-TIME: 09APR2010 17:06

CASHIER: ANGELA

LOCATION: BPGMC

CASH DRAWER: BPGMC

1-800-NICEGUY
THANK YOU FOR YOUR BUSINESS

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
2	56	2	20202	230.05	322639	
		2	22500	-230.05	707645	

*3rd Bill
REGULATOR*

CASH RECEIPT

CUSTOMER COPY