

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	
 U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received AUG 29 2011 08-OCT-2010	Repository ☐
				Reference No. 10359657	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address
Name					
Address					
City ROXBORO		State NC	Zip Code	Evening Telephone Number	
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 1G4HR54K82U		Make BUICK	Model LESABRE	Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number Boyetle Pontiac in Roxboro (no longer in business!)		Engine: No: Cylinders 6	Fuel Type: unleaded	
Original Owner ☐	Dealer's City Roxboro		State NC	Zip Code 27573	
Transmission Type ☒ Antilock Brakes ☒ Cruise Control	Powertrain		Multiple Failure:	Incident Date(s) 15-SEP-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 160000 STRUCTURE			Failure Mileage 114000	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	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 2002 BUICK LESABRE. THE CONTACT STATED THAT THE EIGHT INCH DASHBOARD PANEL BECAME SEPARATED FROM THE WINDSHIELD. THE PANEL SEPARATION ORIGINATED FROM THE PASSENGER SIDE NEAR THE AIR BAG HOUSING AND CONTINUED TO EXTEND TOWARD THE DRIVER SIDE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE VEHICLE WAS NOT REPAIRED. THE CONTACT EXPRESSED CONCERN OF THE POTENTIAL AIR BAG SAFETY HAZARD. THE FAILURE MILEAGE WAS APPROXIMATELY 114,000. It is working its way that means separating from driver's side to passengers side. The passenger side air bag is under dashboard! This is a critical defect and is a major concern for buick lesabre owners that own 2000-2005 year buick. Please urge GM to do the right thing and address this defect - My car was never involved in accident and is clearly a defect.					
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.					

Signature

02 Jan 11
Date

P.S. Since both GM and your dept have been notified there is no excuse if my airbag deploys.

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

This dashboard separating is a critical safety defect and has gathered much attention on buick forum on web, yet GM or your department has offered to correct the defect. I am currently gathering information and collecting data to see my options. Please do the right thing. I will be glad to forward pictures upon your request.

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

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



safecar.gov

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



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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