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
03-MAR-2011 MAY 02 2011	☐

Reference No. 10386353

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	
Address [redacted]	Evening Telephone Number	
City ARDEN HILLS **State** MN **Zip Code** [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	Make	Model	Model Year
1G4HP54K044[redacted]	BUICK	LESABRE	2004

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
06-28-2005	STILLWATER MOTOR CO. 651-439-4333			No: Cylinders 6	Lead Free Regular
Original Owner ☐	Dealer's City STILLWATER	State MN	Zip Code 55082		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Auto	☑ Antilock Brakes ☑ Cruise Control	YES		01-DEC-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 220000 SEATS	Failure Mileage	Failure Speed
	63000	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No	0	0	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 2004 BUICK LESABRE. THE CONTACT STATED THAT THE PASSENGER SIDE HEATED SEAT WOULD OVERHEAT AND BURN THE PASSENGER. THE MANUFACTURER WAS CONTACTED BUT NO ASSISTANCE WAS OFFERED. ~~THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR INSPECTION OR REPAIRS.~~ THE FAILURE AND CURRENT MILEAGE WAS 63,000.

The vehicle was taken to the dealer however the ~~dealer~~ dealership refused to inspect the problem without the contact paying a non-refundable charge of $55 to $100 or maybe more to merely look at the car. The manufacturer + dealership ~~(illegible)~~ suggested the contact call the National Highway Traffic Safety Admin. to lodge a complaint if she was unwilling to pay the inspection charges. No one inspected the problem

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

The heated seat nearly immediately raises in temperature to a burning sensation upon turning it on. There is fear that the passenager will be severely injured and/or a fire may occur beneath the upholstery. The car's owners are senior citizens. The passenager who usually occupies the ~~after~~ defective seat is over 80 years old. We feel this problem should be subject to a recall. Sincerely [redacted]

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

ST PAUL MN 55

1 APR 2011 PM 4T

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NECESSARY
IF MAILED
IN THE
UNITED STATES

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POSTAGE WILL BE PAID BY ADDRESSEE

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