

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11422945 -----
Date: Friday, August 20, 2021 12:37:16 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, August 20, 2021 10:17 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint -----11422945 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

-----Original Message-----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
To: [REDACTED]
Sent: Thu, Aug 19, 2021 10:23 am
Subject: FW: Follow up to ODI Complaint -----11422945 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
 NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

30-JUN-2021

Repository ☐Reference No.
11422945**OWNER INFORMATION (Type or Print)**

Name XXXXXXXXXX		
Address XXXXXXXXXX		
City Chesapeake	State VA	ZIP Code XXXXXX

Daytime Telephone Number

E-mail Address

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 1g4hp52k944 XXXXXX		MAKE BUICK	Model LESABRE	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cy inders	Fuel Type:
Original Owner ☐	Dealer's City Surprise	STATE AZ	ZIP Code 85388	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-MAY-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 044100 SERVICE BRAKES, AIRDRUM:SHOES/LININGS	Failure Mileage 116500.0	Failure Speed 35
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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 Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2004 Buick LeSabre. The contact stated while driving 35 mph and depressing on the brake pedal, the brake pedal went straight to the floor and the vehicle gradually decreased in speed to a stop. There was an unknown warning light illuminated. The contact continued driving to his residence. The vehicle was taken to an independent mechanic to be diagnosed. The contact was informed that the brake lines were leaking brake fluid. The independent mechanic repaired the vehicle however, the failure reoccurred. The vehicle was taken back to the same independent mechanic and three additional brake lines were replaced. The vehicle was repaired however, the contact was concerned that after inspecting the vehicle himself, he became aware that one of the brake lines was rusted which might cause the failure to recur. The manufacturer was not made aware of the failure. The failure mileage approximately was 116,500.

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.