



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

DOT Auto Safety Hotline

# Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 858

Date Received

26-DEC-2000

DEFECTS INV.

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up\_kr

Reference No.  
876987

## OWNER INFORMATION (Type or Print)

663010

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES

NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 1/3/01

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)

1G4HP54K9Y4219496

Vehicle Make

BUICK

Vehicle Model

LESABRE

Vehicle Year

2000

Current Odometer Reading

7,500

Purchase Date

Feb 00

Dealer's Name Zimbrick Buick East

Engine Size  
(CID/CYL)

No Cylinders 6

☐ Turbo  
☐ Diesel  
☒ Gas  
☒ Fuel Injection

☒ New ☐ Used

City Madison State WI Zip Code 53704

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☐ Yes

☒ No

Restraint System

☐ 3-Point Belt

☒ Driverside Airbag

☒ Passengerside Airbag

☐ Motorbelt

☐ 2-Point Belt

Cruise Control

☒ Yes

☐ No

Drive Train

☒ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Minivan

☐ Other

☐ Sport Ut

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component  
08508000

Part Name(s)

COMMUNICATIONS:HORN ASSEMBLY

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☐ Original

☐ Replacement

No of Failures

Date(s) of Failure(s) 26-FEB-2000

Mileage at Failure(s) 1

Vehicle Speed at Failure(s)

Failed Part(s)  
Available?

☐ Yes ☐ No

NHTSA Previously  
Contacted?

☐ Yes ☒ No

## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRYING TO SOUND HORN DRIVER NOTICED IT WAS VERY DIFFICULT TO OPERATE HORN ASSEMBLY. PROBLEM WAS REPAIRED BY DEALER, BUT PROBLEM STILL EXISTS. \*AK

CONTINUE ON BACK IF NEEDED

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

D O T

MANUFACTURER/TIRE NAME

SIZE

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

I've complained several times to dealer. Finally in Dec, new "pad" was installed to ease the horn sounding. I've found little or no improvement. My wife can not get the horn to sound unless she bangs as hard as she can on pad area. Wisconsin law requires the use of horn, yet at times I can not get it to sound. This is a serious condition that needs attention. Of all the cars, other makes, I've tried none are as bad as that on Buick Labarre.

☆ U.S. G.P.O. 1982-023-887/02385

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

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Information Management Staff NSA-10.01  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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Cruise Control

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Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Ult☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☐ Truck**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component

09500000

Part Name(s)

COMMUNICATIONS HORN ASSEMBLY

Location

☐ Left☐ Front☐ Right☐ Rear

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☐ Original☐ Replacement

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