



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 231

Date Received

13-SEP-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

896285

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 ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield or driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G41XT54K3YU11331	BUICK	LESABRE	2000	

Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT.	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) Mileage at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 2	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AIR BAGS DEPLOYED WHEN VEHICLE WENT OVER A DIP IN ROAD AT 3 TO 5 MPH, CAUSING MINOR INJURIES TO DRIVER AND PASSENGER. DEALER HAS BEEN NOTIFIED, AND WILL INSPECT VEHICLE. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUE ON REVERSE

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.

DOT Auto Safety Hotline				FOR AGENCY USE ONLY 231	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Office of Investigation 13-SEP-2001	
OWNER INFORMATION (Type or Print) 714710				Reference No. 896285	
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 address to the vehicle manufacturer.				Signature of Owner Date <u>9/27/01</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located on front windshield on driver's side) 1G41XT54K3YU11331		Vehicle Make BUICK		Vehicle Model LESABRE	
Purchase Date <u>06/29/99</u>		Dealer's Name <u>STEVEN'S 5 STAR CAR & TRUCK CENTER</u>		Engine Size (CID/CC/L) 2000	
City <u>HEREFORD</u> State <u>TX</u> Zip Code <u>79045</u>		No Cylinders <u>6</u>		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injector	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No		Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Belt	
☒ Yes ☐ No		Cruise Control ☒ Yes ☐ No		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Sport Utility Vehicle ☐ Truck ☐ Motorcycle		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 12111000		Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT		Location <u>AIR BAGS</u> ☒ Left ☐ Front ☒ Right ☐ Rear	
No of Failures 1		Date(s) of Failure(s) <u>SEPT 1, 2001</u> Mileage at Failure(s) <u>7277</u> Vehicle Speed at Failure(s) <u>3-5 MPH</u>		Failed Part(s) ☐ Yes ☐ No	
NHTSA Previously ☐ 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 2	
Number of Fatalities 0		Estimated Property Damage 0		Reported to Police ☒ Yes ☐ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
AIR BAGS DEPLOYED WHEN VEHICLE WENT OVER A DIP IN ROAD AT 3 TO 5 MPH, CAUSING MINOR INJURIES TO DRIVER AND PASSENGER. DEALER HAS BEEN NOTIFIED, AND WILL INSPECT VEHICLE. PLEASE PROVIDE FURTHER INFORMATION. *AK WE HOPE THE NARRATIVE ON REVERSE WILL CORRECT INACCURACIES NOTED ABOVE. THE "DIP IN ROAD" REFERS TO MEETING POINT OF PARKING AREA OF DAYS INN MOTEL (ELEVATED) AND HWY TO W. SINCE HWY IS CURBED TO DIRECT RAINWATER, SNOWMELT, THE EXIT CROSSES A STORM DRAIN INSTALLED BY N.M. HIGHWAY DEPT. AND, I ASSUME, AUTHORIZED BY DOT. PHOTOS AVAILABLE.					
CONTINUE ON BACK IF NEEDED					
The Privacy Act of 1974 (Public Law 93-597) 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.*		
0 0 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)		

ON VACATION SEPT 01, 2001 11:30AM NORMA, OWNER, AND I, DRIVER, EXITED SMOOTH PAVED PARKING AREA, DAYS INN MOTEL, 2088 HWY 70 W., RUIDOSO DOWNS, NM 88346. BRADLEY D'S CAFE SITS JUST EAST OF MOTEL. PARKING AREA IS ELEVATED W/ GRADUAL DECLINE TO HWY 70. PROBABLY HUNDREDS OF VEHICLES ACCESS THIS LOT DAILY TO MAJOR 4-LANE ROADWAY. STOPPED WAITING CLEARANCE, BEGAN RIGHT TURN TO EAST, SPEED 3-5 MPH, FELT SEVERE JAR AS BOTH AIR BAGS DEPLOYED CRUMPLING DASH, SHATTERING WINDSHIELD. AT THIS POINT WE WERE STATIONARY HALFWAY INTO PATH OF EASTBOUND TRAFFIC. FINDING I COULD ACCELERATE WE FOUND OUR WAY TO NEXT EXIT POINT. INJURIES NOT INCAPACITATING, NORMA - CUT, BRUISED FINGERS LEFT HAND, ME - BRUISED RIGHT WRIST AND ARM. MADE CALLS, RECEIVED BANDAGE AT LOCAL VENDOR. DROVE VEHICLE TO SIERRA BLANCA MOTORS, 304 HWY 70, RUIDOSO, NM 88345, 1800-626-6867. CALLED BUICK WHO INSTRUCTED TED DURHAM TO HOLD VEHICLE FOR INSPECTION. SEPT 7 FIVE DAYS AFTER WE PLANNED TO RETURN TO PAMPA, TX, NO INSPECTION OR REPAIRS HAD OCCURRED SO WE REGAINED POSSESSION OF VEHICLE, TAPED WINDSHIELD AND RETURN 350 MILES TO OUR HOME SEPT 8. AS OF THIS DATE, 09/27/01 NORMA'S SECOND NEW BUICK LESABRE SITS OUTSIDE AT CULBERSON-STOWERS (GM) 805 N. HOBART, PAMPA, TX 79065 (806) 665-1665, STILL UNREPAIRED. BUICK MOTOR DIVISION HAS TREATED A LOYAL, LONGTIME GM CUSTOMER WITH UTTER, UNFORGIVEABLE CONTEMPT.

★ U.S. G.P.O.: 1982-623-887/1-60066

SEPT 27 DISCUSSION WITH OWNER AND SERVICE MGR, CULBERSON-STOWERS, REVEALED THAT ONLY BUICK/GM, NOT DEALERSHIP, HAVE TECHNOLOGY TO FULLY ACCESS INFORMATION WITHIN "CRASH SENSING AND DIAGNOSTIC MODULE [2000 LE SABRE OWNERS MANUAL, PAGE 1-27] SINCE BUICK/GM HAS INDICATED NO INTENTION TO INVESTIGATE IT WAS MUTUALLY AGREED THAT NORMA COULD REGAIN POSSESSION OF HER VEHICLE FOLLOWING INSTALLATION OF NEW WINDSHIELD AND DASH REPAIR. THIS WILL ENABLE US TO PRESERVE EVIDENCE.