



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
(1-888-327-4235)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od_or _____
rt_dt _____
od_rt _____
up_itr _____

2003 DEC -7 AM 11:51

Reference No.

100 50361

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Zip Code

Unionville

MO

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 11/10/03

PRODUCT INFORMATION

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

Make

Model

Year

264WF5216W1426599

Buick

Regal

1998

Purchased Date

Dealer's Name

Engine Size (CID/CC) HP

Turbo
 Diesel
 Drive
 Fuel Injection

6/24/00

Petti John Motors

34 HP

 New Used

Dealer's City

State

Zip Code

Bethany

MO

Manufacture Date (on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

 Manual Driverside Air Bag Motorbelt Yes Front Sport Utility 2-Door Automatic Passengerside Air Bag 2-Point Belt No Rear Van Truck Stationwagon Minivan Motorcycle Pick Up Truck Other Other

FAILED COMPONENT(PART(S)) INFORMATION

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

Something is steering mechanism has been corrected

 Left Right Original Yes Front Rear Replacement No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s) Available?

NHTSA Previously Contacted?

 Yes No Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

 Yes No Yes No Yes No

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

I have complained to two local mechanics and one GM dealer several times about a "clunk" sound in the steering mechanism. I first noticed it at least a couple years ago if not longer. I have had it checked and rechecked by the same mechanics and GM dealer. Initially it was believed to be associated with the rack and pinion. But none of the three mechanics could say for sure. We checked tie rods and brakes and whatever else we could think of. Then six to eight months ago the steering started to have not only noise but difficulty in movement. It would almost lock up when I slowed down to turn, such as into parking places. I immediately had this checked and the GM dealer in Centerville, Iowa (Buban Motors) put in a new rack and pinion. Well, this helped the steering, but the noise remained. They took the car back into the garage and did something called "packing." But the noise persisted. (continued)

attachment A [REDACTED]

GM dealer in Centerville, Iowa. They replaced the rack and pinion at pretty high cost (but probably not any higher than other places). This helped the steering, but the unusual sound was and is still present.

One mechanic who has been aware of my complaint said a person with a new Cadillac had a similar complaint. Her car is still under warranty, and the dealer mechanics where she purchased it diagnosed the problem as having to do with intermediate steering column.

I have considered travelling to that dealership to see if they think my car has the same problem. But the mechanics here seem satisfied that a safety threat is not posed. So I have put off taking more time to travel a couple of hours away, and I have also put off the expense of trying yet something else.

I thought perhaps the car had been in accident prior to the time I bought it in 2000. It had about 44,000 miles on it at that time. So I had paid \$20 bucks to have a friend check on it on that CARFAX Internet service. No report of accident at least according to that service.

I only decided to send this information to you after learning of a short article in an Anchorage, Alaska, newspaper about complaints for 1998 Buick Regals. A friend who knew of my long-time grumping saw it and sent it to me.

Please let me know if more information would be helpful.

Thank you for your time in this matter.

[REDACTED]
Unionville, Mo. [REDACTED]

P.S. I purchased the vehicle from Pettijohn Motors in Bethany, Mo., but the closer GM dealer who has worked on it several times is Ruban Motors, Centerville, Iowa 52544.

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3. MOTORS

Investigate possible steering defect

WASHINGTON — The federal government is investigating a possible steering defect that could affect 714,000 General Motors Corp. vehicles.

The National Highway Traffic Safety Administration said Monday that it has received 337 complaints that the steering in the vehicles locked up or lost power. In some cases, the vehicles became difficult to steer while making left turns.

The vehicles involved were built between Jan. 1, 1996, and Oct. 31, 1997, NHTSA said. They are: the 1996-98 Buick Regal; the 1997-98 Buick Century; the 1996-98 Chevrolet Lumina and Monte Carlo; the 1996-97 Oldsmobile Cutlass Supreme; and the 1998 Oldsmobile Intrigue.

GM spokesman Jim Schell said the company is cooperating with the investigation.
