



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 100145

Date Received

2004 FEB 24 AM 10:24
20-JAN-2004

Repository ☐

Reference No.
10055374

OWNER INFORMATION (Type or Print)

Name

Address

City

NATICK

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an aut
Signature of Owner

Are you the manufacturer of your vehicle? ☐ YES ☒ NO
If not, please provide your name or address to the vehicle manufacturer.

Date 2/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2G4WB55K3Y

Make

BUICK

Model

REGAL

Model Year

2000

Date Purchased

8-31-00

Dealer's Name and Telephone Number

CLAY CHAPMAN - (617) 964-3000

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

NEWTON, MA 02458

State

MA

Zip Code

02458

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

012200 STEERING: COLUMN LOCKING: ANTI-THEFT DEVICE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-DEC-2003

Failure Mileage

47000

Failure Speed

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 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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).

STEERING COLUMN LOCKED WITHOUT WARNING. *AK

THE PROBLEM IS WHEN THE CAR IS REAL SLOW, LIKE PARKING OR TAKING
TURNS AT CORNERS THE STEERING GETS REAL HARD TO TURN. IT SEEMS
TO BE DOING THE SAME THING AS THE 1996-97 BUICK IS DOING NOW,
AND IS BEING RECALLED AT THIS TIME.

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.