



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-DOOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received  
APR 20 AM 9:37  
02-FEB-2004

Repository

Reference No.  
10057386

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: RALSTON State: NE Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: \_\_\_\_\_

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4BT52PTS [Redacted]  
Make: BUICK Model: ROADMASTER Model Year: 1996  
Date Purchased: 9-28-96 Dealer's Name and Telephone Number: REAGAN BUICK  
Original Owner:  Dealer's City: OMAHA NEBRASKA State: NE Zip Code: [Redacted]  
Engine No: 8 Fuel Type: GAS  
Transmission Type: [Redacted]  Antilock Brakes  Powertrain  Cruise Control  
Vehicle Component Code: 019000 STEERING/HYDRAULIC POWER ASSIST SYSTEM  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): \_\_\_\_\_ Failure Mileage: 120000 Failure Speed: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ The Model (Name or Number): \_\_\_\_\_ The Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOT148ABC036)  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: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ 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).

THE VEHICLE LOST POWER WHEN TURNING THE STEERING WHEEL AND MADE IT DIFFICULT TO STEER THE VEHICLE. \*N4  
*The first time I had the problem was approximately 1 1/2 years ago - maybe longer. Trying to leave a parking lot and lost steering power completely. Called for help - my son came and helped me get home. I continued to drive the car. The loss of steering power continued on and off. Some times on 3*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.

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

times a day - sometimes once a week - etc. The loss of power happens turning left - right even backing out of my driveway.

The last time was the finish of my driving the car - was heading east on Carter St. Tried to turn South (R) into the closest lane - could not make the turn - drove into outer lane - could not make it either almost had a car waiting in the turning lane going in opposite direction of me. Braked and sat there a while until car would turn. A lot of backing cars at that time. Then and there I knew that soon or later the loss of

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETING FORM  
ON

**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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http://www.nhtsa.dot.gov/dotinfo

steering power would cause  
an accident - either hurt someone  
in another car or myself in  
mine - or a pedestrian. I drove  
the car home and have not driven  
it since.

I took the car to the Buick  
dealer in the beginning. Was  
told "Don't know what is wrong"  
with the car -- maybe such and  
such. They said they could replace  
something about pads?? But  
if it didn't work it would cost  
me \$500.00 anyway!!!

Made me angry. Took it to  
another mechanic at Automobile  
Maintenance Engineer (A. M. E.)

He told me to ask Buick dealer  
to check further and see if any  
other Road Master had this problem  
I did - He called back and said,

"Not that he could find."  
I personally believe he did not  
follow through. It's a new car  
but if I can't drive it - it is the  
worst car I have ever owned!!!

Relation He -