



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 100192

Date Received: 2004 MAR 20 8:56
Repository:
Reference No.: 10064853

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: WEST WARWICK State: RI Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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 use the name and address of the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 4/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2G4WB52KGV1471180
Make: BUICK Model: REGAL Model Year: 1997
Date Purchased: 12-31-99 Dealer's Name and Telephone Number: Hurd Buick
Original Owner: No Dealer's City: Johnston State: R.I. Zip Code: 02919
Engine: No. Cylinders: 6 Fuel Type: 995
Transmission Type: Automatic Antilock Brakes: Powertrain: automatic
 Cruise Control
Vehicle Component Code: 010000 STEERING
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-JUL-2002 Failure Mileage: 87000 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTMALSABC036) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation Systems: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

ON 7-6-02, OWNER HAD A PROBLEM WITH THE STEERING. HOWEVER, OWNER WAS TOLD BY G.M. THAT BECAUSE SHE HAD PREVIOUSLY INSTALLED AFTERMARKET PARTS, THEY ARE NOT LIABLE FOR THE RECALL BECAUSE OF THE AFTERMARKET PARTS SHE HAD INSTALLED PRIOR TO THE RECALL. PROVIDE FURTHER DETAILS. *NM

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) provides 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.

4-7-04

I had my car repaired At PepBoy's on 7-6-02 for the steering gear. It cost me \$774.57. G.M. reimbursed me for that repair.

then on 2-6-04 I had the same problem, so I returned to Pepboy's & they replaced the same steering gear (under warranty) but I had to pay for the labor which was \$678.09.

1 week later I receive a letter from G.M. stating that there is a Recall on this steering gear that I just had replaced again.

I made an appt with Bay Buick to have the steering gear replaced, but G.M. refused to pay for the repair, stating it was an after market product. This is why I reported this to you. I hope you can help with this matter.

Thank you.





BUICK

Customer Assistance Center

~~1-800-521-7300~~

February 24, 2004

~~1-201-383174~~
Elij Navarro

[Redacted]
West Warwick, RI [Redacted]

~~Sever~~
Madina

2/26/04
4/26/04
5/25/04

Service Request: 1-190504880
Customer Relationship Manager: Toni Blackshear

Dear [Redacted]

Thank you for contacting us recently regarding the recall notice you received for your 1997 Buick Regal. We apologize for any inconvenience you have experienced as a result of this recall.

At Buick, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the Power Steering Gear Lower Pinion Bearing separation that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the recall. We have enclosed a check in the amount of \$774.57.

~~In order to assure completion of this recall, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.~~

At Buick, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have additional questions or concerns, please feel free to contact our Buick Customer Assistance Center at 1-800-521-7300 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and anyone of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

6.07
67.59

For more information regarding the maintenance and care of your vehicle, please visit www.mygm.com. This free online service offers vehicle and ownership-related information. ©2004 General Motors Corporation. GM, Buick, Regal, and Detroit, Michigan are trademarks of General Motors Corporation.

Customer Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Recall Information Online: More information about this recall (including frequently asked questions) is available online at the Buick Owner Center. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle. To join, visit www.buick.com/owners and enter your Vehicle Identification Number (VIN) included with this letter to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

**Buick Motor Division
General Motors Corporation**

Enclosure

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**