



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-DDOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

Repository

07-APR-2004 10:29

Reference No.  
10066697

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City COLLEGE STATION

State TX

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle's manufacturer.

Signature of Owner [REDACTED] Date 07/27/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
2G4WF521KW [REDACTED]

Make  
BUICK

Model  
REGAL

Model Year  
1998

Date Purchased  
July 1998

Dealer's Name and Telephone Number  
Kemper Buick

Engine:  
No. Cylinders  
6

Fuel Type:  
6

Original Owner

Dealer's City  
Orlando, FL

State  
NE

Zip Code

Transmission Type  
Auto

Antilock Brakes  
 Cruise Control

Powertrain

Vehicle Component Code  
012000 STEERING: COLUMN

Multiple Failure: 15

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
15-MAR-2004

Failure Mileage  
18,063

Failure Speed  
0 MPH

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: DOTM19ABC096)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

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).

~~WHEN TURNING STEERING WHEEL AT AN UNDETERMINED SPEED STEERING WHEEL MADE A KNOCKING NOISE. CONSUMER TOOK THE VEHICLE TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT STEERING COLUMN BOLT SNAPPED.~~ - AK DMK

While stopped in left hand turn lane, I started to turn and the power steering did not respond. It then started working intermittently on left hand turns. There was no problem on R.H. turns. The next day I heard about the GM Recall, so I took the car to DeMott Road in Houston. They did not know anything about the recall. They checked the car out and determined the entire steering system needed replacing. Total cost \$1506.18. This is the same problem as the recall, but because my car was made at a later date "during the strike", they didn't recall the car.

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.



## Office of Defects Investigation

1

Reported 4/16/04

Complaints

Defect Investigations

Recalls

Service Bulletins

Navigate: ODI Home » Recalls » Search » Results List

2G4WF521KW [REDACTED]

Help

## Complaints

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- » File a Complaint

## Defect Investigations

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## EWR Information

- » Account Management
- » Equipment Manufacturer
- » Low Volume Manufacturer

## Sitemap

## Contact

1-888-DASH-2-DOT  
(1-888-327-4236)

## Search Results

Report Date : April 5, 2004 at 09:49 PM

New Search

TYPE : VEHICLE

YEAR : 1998

MAKE : BUICK

MODEL : REGAL

Print Version

Results : 1 | All records displayed

Make : BUICK

Model : REGAL

Year : 1998

NHTSA CAMPAIGN ID Number : 03V527000

Recall Date : DEC  
11, 2003

Component: STEERING:RACK AND PINION

Potential Number Of Units Affected : 750283

## Summary:

CERTAIN PASSENGER VEHICLES HAVE LOWER PINION BEARINGS IN THE POWER RACK AND PINION ASSEMBLY IN WHICH THE RETAINER TABS WERE NOT CRIMPED PROPERLY. THESE RETAINERS COULD FAIL AND PERMIT THE BALL BEARINGS TO ESCAPE.

## Consequence:

IF THIS OCCURS, THE PINION SHAFT CAN BE FORCED UPWARD DURING LEFT TURNS AND BACK DOWN AS THE STEERING WHEEL IS MOVED BACK AND TO THE RIGHT. IF THE PINION SHAFT MOVES FURTHER, THE DRIVER WILL NEED TO EXERT MORE EFFORT TO TURN THE STEERING WHEEL, SIMILAR TO A VEHICLE WITHOUT POWER ASSISTED STEERING. IF THE PINION SHAFT MOVES EVEN FURTHER, THE DRIVER WILL REQUIRE MUCH HIGHER EFFORT TO TURN LEFT AND MAY NOT BE ABLE TO TURN THE WHEEL AS MUCH AS INTENDED. WITH THE MAXIMUM PINION SHAFT MOVEMENT, WHICH REQUIRES INTERNAL GEAR COMPONENT DAMAGE, THE DRIVER CAN ENCOUNTER HIGH RESISTANCE TO TURNING LEFT, FOLLOWED BY UNINTENDED POWER ASSIST TO THE RIGHT. IN ANY OF THESE CONDITIONS, A CRASH COULD OCCUR.

## Remedy:

DEALERS WILL INSTALL A NEW LOWER PINION BEARING UNLESS INSPECT OF THE EXISTING BEARING INDICATES THAT REPLACEMENT OF THE GEAR ASSEMBLY IS NECESSARY. OWNER NOTIFICATION BEGAN ON FEBRUARY 5, 2004. OWNERS SHOULD CONTACT BUICK AT 1-866-608-8080; CHEVROLET AT 1-800-630-2438; OLDSMOBILE AT 1-800-630-6537; OR PONTIAC AT 1-800-620-7668.

**Notes:**

GM RECALL NO. 03062. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

[Document Search](#) Check to Request Research. Submit below.[Request Research](#)

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2.1.1(1)



BUICK  
PO Box 33136  
Detroit, MI 48232-4236

**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).**