



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

14-APR-2004

Repository ☐

Reference No. 5
10067176

OWNER INFORMATION (Type or Print)

Name

Address

City

EAST FALMOUTH

State

MA

Zip Code

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 a signature, please print your address to the vehicle manufacturer.

Signature of Owner

Date 4-1-04

VEHICLE INFORMATION

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

Make

BUICK

Model

REGAL

Model Year

2000

Date Purchased

8-10-03

Dealer's Name and Telephone Number

ATLANTIC SUBARU

Engine:

No. Cylinders

V 6

Fuel Type:

9AS

Original Owner

☐

Dealer's City

BOURNE 02536

State

MA

Zip Code

02536

Transmission Type

☒ Automatic

Powertrain

?

Vehicle Component Code

015000 STEERING-HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1 - Seven Times going in 8

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-APR-2004

Failure Mileage

35000

Failure Speed

20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

FLITE-LINE IV BIK

Tire Size (Example P215/B5R15)

14 or 15 - HAD TO BUY A NEW

DOT No. (Example: GDTMAL8ABC036)

☐ Original Equipment

☒ Prior Repair

Failure Location

TIRE, RIGHT FRONT - SUBARU

Tire Component Code

EVERYTHING

THAT'S WHY STEERING LOCKED

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

Y

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).

WHILE DRIVING 20 MPH STEERING FAILED. AS A RESULT, VEHICLE CRASHED INTO A SNOW BANK. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

This Privacy Act of 1974-Public Law 93-679. 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.

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

2 CRASHES. DUE TO BREAKS & STEERING LOCKING - 1 NEAR MISS.
SUBARU SAID ALL FIXED IN THIS ISSUE - 3 TIMES - STILL LOCKS-UP
WOULDN'T DRIVE MY CAR. A DASHBOARD LIGHTS GO ON - 9:45 QUARTER
GONE - CAR PULLS TO RIGHT - STILL. DIL LIGHTS COME ON & I HAD
THE OIL CHANGE - TRUNK KEEPS FLYING OPEN WHILE DRIVING.
SOMEONE IS GOING TO GET KILLED IN THIS CAR. SUBARU FIXED
NOTHING & KEEPS GIVING IT BACK & IT KEEPS LOCKING-UP.
I TRADED A BEAUTIFUL CAR JUST TO GET OUT OF CAR PAYMENTS.
MY CAR IS MY LIFE LINE. MY WIFE HAS CANCER - & NEEDS TO BE
CONSTANTLY CHECKED & TESTED. MANY APPTS. HAD TO BE CANCELED
FOR DOC. VISITS. NOT GOOD! PLEASE HELP US. WE CAN'T AFFORD
A LAWYER OR GOING WITHOUT A CAR.
Thank-you

EACH ADDITIONAL SHEET IS NECESSARY

Department of Transportation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L HWY. 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



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(DASH) & DOT



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