



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 1388

Date Received: 18-APR-2004 2004 M... 9:26
Repository
Reference No: 10067355

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: CENTRAL State: SC 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 provides your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 4/22/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4HP54K414242495
Make: BUICK Model: LESABRE Model Year: 2001
Date Purchased: 7-29-01 Dealer's Name and Telephone Number: Arnett Motors, Inc. (864) 224-1641 (Mr. Arnett)
Original Owner: [X] Dealer's City: Anderson State: SC Zip Code: 29625 Engine: V6 No. Cylinders: 6 Fuel Type: gas
Transmission Type: [X] Antilock Brakes Powertrain: [X] Cruise Control
Vehicle Component Code: 014000 STEERING: RACK AND PINION
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-MAR-2004 2504 3-22-04 Failure Mileage: 12408 13,069 Failure Speed: 35 mph 70 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R16): [Redacted]
DOT No. (Example: DOTM16ABC036): [Redacted] 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 System: [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).

WHILE DRIVING STEERING WHEEL LOCKED UP DUE TO THE RACK AND PINION FAILURE. CONSUMER HAD VEHICLE TOWED. THE DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

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

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 responses 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)

6-25-03 at 12,407 miles, Rock & Pinion / steering West out.
Driving at 35 mph

3-22-04 at 17,027 miles, Rock & Pinion / steering
popped at 70 mph and later went out,
1 3/4" belt fell out from under the
front-end of the car

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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 NHTL 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



**VEHICLE
OWNER'S
QUESTIONNAIRE**
DOT AUTO SAFETY HOTLINE



TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

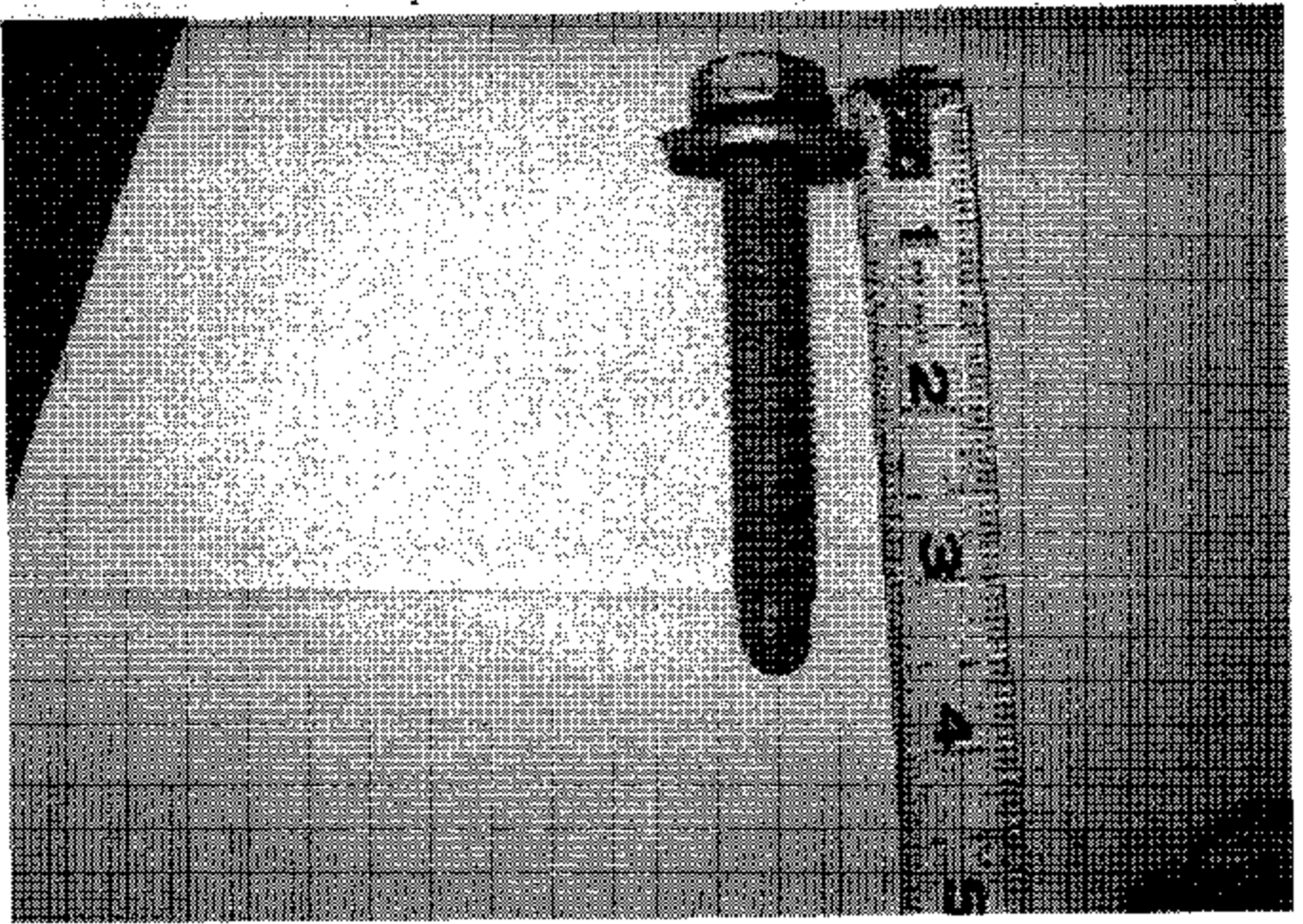
1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/defects



Cop

April 08, 2004

C.J. Fraleigh, General Manager
Buick-Pontiac-GMC
PO Box 33172
Detroit, MI 48232-5172



Re: 2001 Buick LeSabre Rack and Pinion Problem

Dear Mr. Fraleigh:

Enclosed please find copies of my letter, about the dealings, Rick (my husband) and I have had with Arnett Buick-Pontiac-GMC located in Anderson, SC. We purchased a new 2001 Buick LeSabre from them in July, 2001.

The rack and pinion went bad June 27, 2003, after just 12,409 miles on the car. On March 20, 2004, the steering went out again driving up Interstate I-85 in N.C. A bolt fell out from under the front end of the car. The car has 17,067 miles on it now. In all my dealings with a car dealership, I have never been so frustrated and treated so unfair as with Arnett Buick-Pontiac-GMC in Anderson, SC.

I have talk several times with the Buick Customer Assistant Center. I have submitted a complaint with the Better Business Bureau in Greenville, SC and also to the local news station.

As my letter states, our lives were in jeopardy because of them. We did not even receive an apology from them. It is my last experience with Arnett Buick-Pontiac-GMC and also with a GMC product.

I just want you to know about Arnett Buick-Pontiac-GMC in Anderson, SC. Their work should be suburb and not shabby, like the job they did for me. Your Customer Satisfaction Procedure about "satisfaction and goodwill are important to your dealer and to Buick" - is an understatement.

Sincerely,

A solid black rectangular box redacting the signature area.

Enclosures

**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).**