



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 252

Date Received: 30-JUN-2004  
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**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: BLYTHEVILLE State: AR 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 manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: 6/1/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G4HP64K41L [Redacted]  
Make: BUICK Model: LESABRE Model Year: 2001  
Date Purchased: 2-15-01 Dealer's Name and Telephone Number: BOB CHURCHILL MOTORS INC.  
Original Owner: [Redacted] Dealer's City: CARUTHERSVILLE State: MO Zip Code: 63830 Engine: No. Cylinders: 4 Fuel Type: Gas  
Transmission Type: Automatic Lock Brakes:  Antilock Brakes  Cruise Control Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 017600 STEERING:LINKAGES:TIE ROD ASSEMBLY Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 30-JUN-2004 Failure Mileage: 18,886 Failure Speed: 30

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/85R15): \_\_\_\_\_  
DOT No. (Example: DOTM1A9ABC036): \_\_\_\_\_ 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).

WHILE DRIVING A LOUD BANGING NOISE WAS HEARD COMING FROM THE PASSENGER'S SIDE TIRE. CONSUMER TOOK VEHICLE TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT BOTH DRIVER'S SIDE AND PASSENGER'S SIDE TIE RODS NEEDED TO BE REPLACED DUE TO WORN OUT PARTS. \*AK  
my car had a rattle that I thought was coming from something loose in the back on the right side. They looked for the rattle and told me the right and left tie rods needed to be replaced. It was dangerous to drive, I could lose control of the car if they were

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.

not replaced. I reported it as possibly a safety defect because from what I understand tie rods usually don't wear out until you've driven your car more than 18,886 miles.

**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).**