 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 1367</p>	
		<p>Date Received 2004 SEP 28 AM 9: 07-JUL-2004</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10081463</p>	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
OSHKOSH		WI			
Zip Code		Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorized agent, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
				<input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO Signature of Owner _____ Date: 1/1	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WB14L0L1		Make BUICK		Model REGAL	
Model Year 1990		Date Purchased 1991		Dealer's Name and Telephone Number PURTH PONITAC BUICK 920-235-2202	
Original Owner <input checked="" type="checkbox"/>		Dealer's City OSHKOSH		Engine: V6 3.8 No: Cylinders 6	
State WI		Zip Code 54904		Fuel Type: INJECTION	
Transmission Type Automatic		<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain	
				Vehicle Component Code 161000 STRUCTURE:FRAME AND MEMBERS	
				Multiple Failure: 1	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s) 08-JUL-2004		Failure Mileage 147000 147000		Failure Speed 30MPH	
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: DOTM1BABC03B)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 0	
				Number of Deaths 0	
				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).					
<p>THE REAR CRADLE BOLTS BROKE AND THE CRADLE SEPARATED FROM THE BODY OF THE VEHICLE. THIS CAUSED THE STEERING LINKAGE COUPLERS TO SEPARATE AND FALL OFF, RESULTING IN LOSS OF STEERING. THIS OCCURRED BECAUSE THE CRADLE BOLTS RUSTED. THIS WOULD NOT HAVE OCCURRED IF CORROSIVE RESTRAINT PARTS WERE USED WHEN THE REAR CRADLE BOLT RECALL 97V058000 REPAIRS WERE PERFORMED, PER THE DEALERSHIP. *AK</p> <p style="font-size: 2em; text-align: center;">see attached sheets</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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 of legislation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

On July 6th, 2004, about 1:30 PM  
C.D.T., my wife was driving her 1990 Buick  
Regal south on Koeller St when she heard a  
loud & hard clunk. She said she looked in  
her mirror thinking that she rode over  
something. Seeing that she had not run  
over anything, she continued on but did  
notice that her steering wheel had become  
free. Noticing that her steering <sup>car</sup> would  
not turn when she turned the wheel,  
she just backed off the throttle, not  
sure if she applied the brake or not, she  
let the car go to the side of the road  
stopped. She was on a 4 lane road with  
a curb, so she had to stay in the right  
lane of traffic. She then called me & I  
told me what had happened. I returned call  
for a wrecker to tow her car home.

When I got home I could see that the rear  
cradle bolts had rotted & broken off, & the  
rear part of the engine-trans-steering cradle  
had fallen down and this caused the steering  
rock & pinion to steering column coupler  
to pull apart. (slip joint).

The next day I contacted my friend at a GM dealership (West Side Garage) in Oshkosh, his their service manager, and told him what had happened. He said that when this car was recalled for cradle bolt & washer, retainer replacement, it was to have non corrosive bolts, washers & retainers put in. I told him the rear bolts - what was left after some were lost, - that the rear bolts, washers, retainers looked real, real rusty but that the front bolts - that were recalled & replaced a little later looked almost brand new.

To me it looked like the rear bolts - washers, retainers were never replaced.

I did some checking on the internet at the N.H.T.S.A., and found out about both recalls. The rear bolt recall was in 5-97 GM recall # 97016.

The front bolt recall was in 9-4-2000

GM recall # 00065

I then checked with GM customer service hot line # 1-800-521-7300 and they said there are no outstanding recalls on this car.

They could not tell me when the rear bolts were done. They did tell me the front

was done 11,2000 at 114,000 miles.

I do know the rear bolts were to be replaced because she had to take car into the dealer (Perath Pontiac Buick) at that time for the recall. They are now out of business.

I do know the fit was done because I had asked my friend at a dealership about the second recall. He said it was the rear bolts and now doing the fit.

The dealer that did the fit was Bergstrom Buick Pontiac, Cadillac GMC dealer.

I then called my friend back at West Side garage and told him I could not find out when the rear bolts were replaced, even he said that this information is always available. He said I should file a complaint with the N.H.T.S.A. and then contact the service manager at Bergstrom to see if they could or would help me out.

I contacted the service manager there and he said he could not find out for me. I then talked to my friend at West side garage again and he said to tell him to get hold of the A.V.M. (area vehicle manager)

and see if there was anything he could do, I gave him all the information about what had happened, what I was seeing on the car, and maybe what had happened as to why I thought the rear bolts had rotted away and caused the problem. I told him that I thought maybe the bolts were not replaced because they were too rusted in place, and that the person that was to replace them only had so much time to replace and would require him to try to heat them up and you can not get into the area of the nut to heat it up with a torch. It is in an enclosed area & the nut is held in place by a cage - enclosed or trapped nut.

I told him I would be out of town for about 4-5 days and he said that the A.V.M. was on vacation. But he would get back to me.

I then started to repair the car myself. Ordered the parts & replaced them. I test drove the car after replacement and all feels good = steering, ride etc.

The service manager at Bergstrom called

me back after he talked to his A.V.M. and said would help me out on parts only and that he (service manager) would like to inspect the car-repairs, after it is done.

I took the car into him on Sat July 24 about 8:30 AM and he said it looked OK and he would get me a check in about 7-10 Days.

I did get paid. 8-3-04

I am writing this letter because I feel that the rear bolts, washers, retainers were never replaced on the car.

I think that the rear bolts were so tight - (crusted in place) that the person at the dealership did not replace them. Why? Because in order to get at the nuts in order to lead them up you can't get at them because they are in an enclosed area, and fuel & brake lines run right past and opening to the nuts and this opening is very small.

In my pictures you will see only 1 bolt left and 1 retainer & 1 washer & 2 rubber grommets. That is all that is left. You look at

all of this and see how rusty everything is  
and then look at the fit bolts etc and  
they look almost new. No corrosion at  
all.

Just think: My wife was driving on  
a frontage road at 30 MPH when this happened.  
But just before this was thinking about  
going to a place that would require her  
to go onto a highway. That's 65 MPH if  
she would have been going when this might  
have happened. No staying at 65 MPH  
on a very heavily traveled highway! What would  
you or anybody do at a time like this?

I would like to see GM make a recall  
on these cars again & check for corrosion  
on these bolts - washers, retainers and make  
sure they are replaced.

Just think: That car that is coming at  
you might have this problem.



problem occurred on 7-6-04. about 1:30 PM

Front Bolt recall 9-4-2000  
Car was done 11-2000  
114000 miles

88-90 + early 91  
w/cur  
0065 recall GM.

Rear bolt recall. 5-97.  
Car was done?

97016 recall GM.

L1400250 - L1458365

L1 [REDACTED]

2G4WB14L0L1 [REDACTED]

- 2 Bolts 15677731
- 2 nuts 10276401
- 2 washers - lower 1020413
- 2 insulators - lower 14081030
- 2 insulators - upper 14088024
- 2 spacers 14087657

NHTSA # 97V058

Joe Van Dombin. Berg.  
Called. 7-7-04.

NHTSA called. 8-7-04  
is on file.

AVM  
you will get GM reps  
to look at - will call  
me.

GM # 1-800-521-7300

NHTSA # 10081463

1-888-327-4236

10220561 Bolts  
1020417 for retainers  
1020413 rear retainers

82 # of Torque

147016 mileage

copy



## Office of Defects Investigation

## Complaints - Search Results

2 Records Displayed.

Report Date : July 16, 2004 at 12:05 PM

ODI Numbers Searched: 10081463

**Make :** BUICK                    **Model :** REGAL                    **Year :** 1990  
**Crash :** No                        **Fire :** No                        **Number of Injuries:** 0  
**ODI ID Number :** 10081463                    **Date of Failure:** July 6, 2004  
**Component:** STRUCTURE

**Summary:**

THE REAR CRADLE BOLTS BROKE AND THE CRADLE SEPARATED FROM THE BODY OF THE VEHICLE. THIS CAUSED THE STEERING LINKAGE COUPLERS TO SEPARATE AND FALL OFF, RESULTING IN LOSS OF STEERING. THIS OCCURRED BECAUSE THE CRADLE BOLTS RUSTED. THIS WOULD NOT HAVE OCCURRED IF CORROSIVE RESTRAINT PARTS WERE USED WHEN THE REAR CRADLE BOLT RECALL 97V058000 REPAIRS WERE PERFORMED, PER THE DEALERSHIP.\*AK

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**Crash :** No                        **Fire :** No                        **Number of Injuries:** 0  
**ODI ID Number :** 10081463                    **Date of Failure:** July 6, 2004  
**Component:** STRUCTURE:FRAME AND MEMBERS

**Summary:**

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## Office of Defects Investigation

2

Complaints

Defect Investigations

Recalls

Service Bulletins

Navigate: ODI Home » Complaints » Search » Results List

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- » File a Complaint

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- » Search

## Safety Recalls

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## Foreign Campaigns

- » Search

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

## Sitemap

## Contact

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

## TTY

- 1-800-424-9153 or
- 1-202-484-5238

## Search Results

Report Date : July 16, 2004 at 12:01 PM

ODI Numbers 10081463

Searched:

Results : 2 | All records displayed

Make : BUICK                      Model : REGAL                      Year : 1990

Crash : No                              Fire : No                              Number of Injuries: 0

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 Check to Request Research. Submit below.

Make : BUICK                      Model : REGAL                      Year : 1990

Crash : No                              Fire : No                              Number of Injuries: 0

ODI ID Number : 10081463                      Date of Failure: July 6, 2004

Component: STRUCTURE:FRAME AND MEMBERS

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PER THE DEALERSHIP.\*AK

[REDACTED]

Check to Request Research. Submit below.

[REDACTED]

[NHTSA Home](#) | [ODI Home](#) | [Complaints](#) | [Defect Investigations](#) | [Recalls](#) | [Service Bulletins 2.1.1](#)

(2)



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1020412 for retainers  
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U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

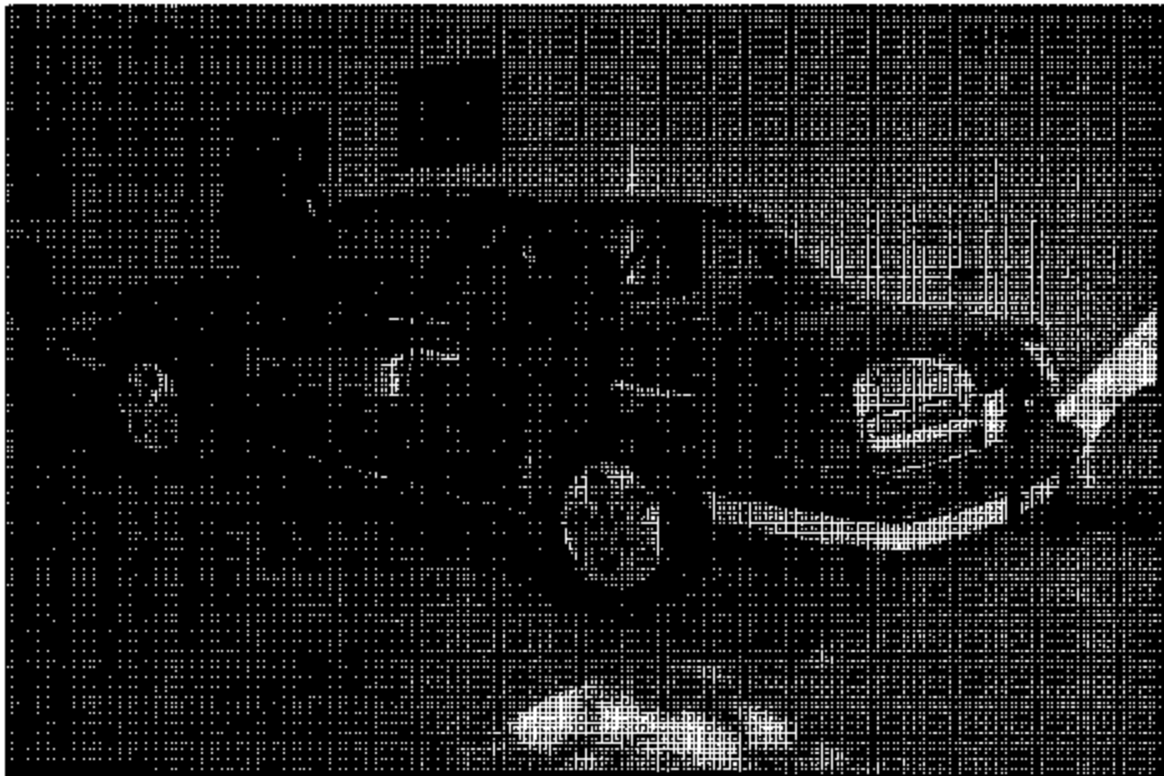
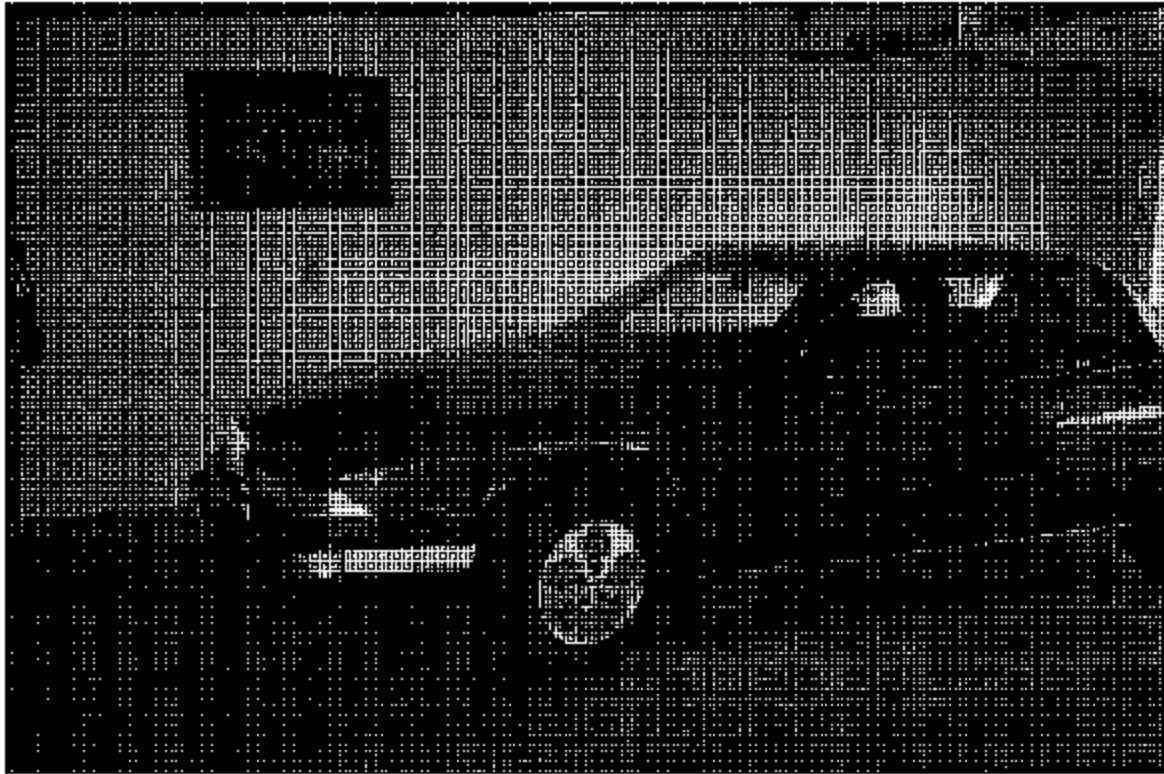
Sincerely,

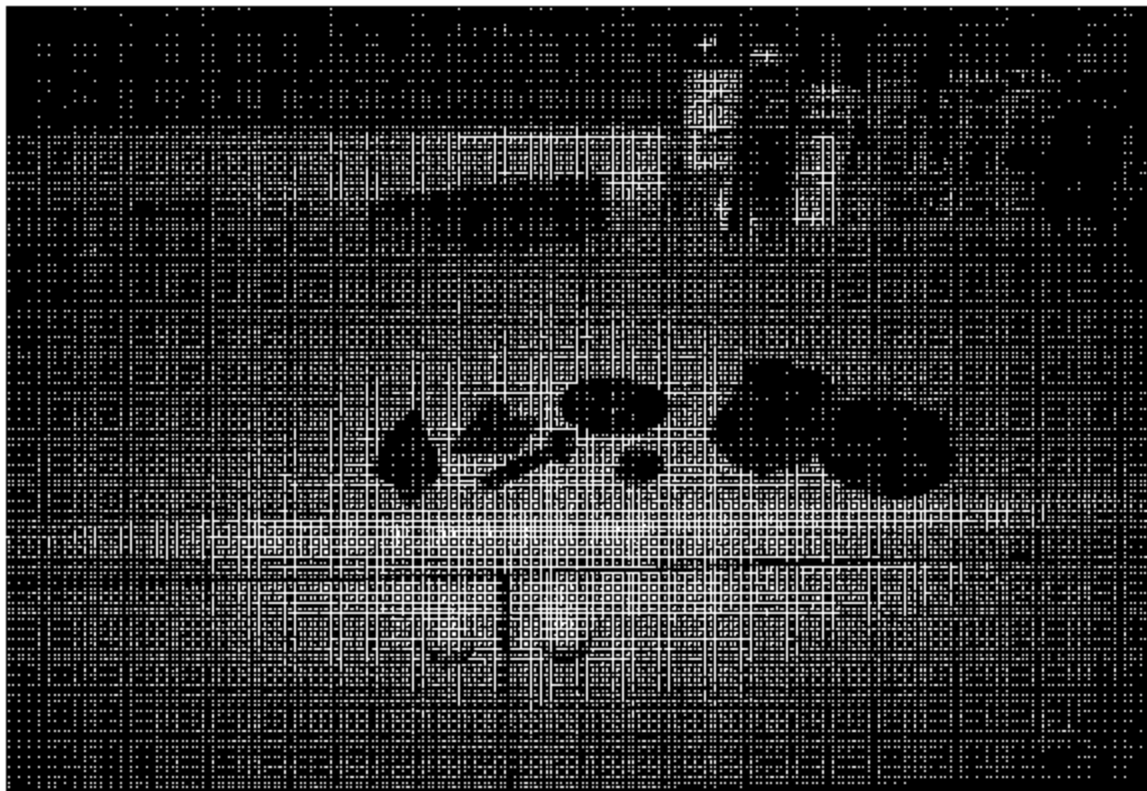
Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures: VOQ  
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4286





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).