



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

FOR AGENCY USE ONLY 100222

Date Received

Repository ☐

5 16-SEP-2004

Reference No.
10092512

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **COMPTON** State **CA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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

Signature of Owner _____ Date 9/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
NOT AVAILABLE (264WB52K1X1 [REDACTED])
Make **BUICK** Model **REGAL LS** Model Year **1998**
Date Purchased **5-23-02** Dealer's Name and Telephone Number **Jim Horton Toyota - (408) 250-6888** Engine: **Core Dept.** Fuel Type: **Gas**
Original Owner ☐ NO Dealer's City **Tulsa** State **OK** Zip Code **74133** **Unleaded Plus**
Transmission Type ☐ Antilock Brakes Powertrain **4 WHEEL DRIVE** Vehicle Component Code **103000 POWER TRAIN: AUTOMATIC TRANSMISSION**
AUTOMATIC ☒ Cruise Control Multiple Failure: **1 + Rt. Side fog lamp is out of its socket.**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **14-MAY-2003** Failure Mileage **100000** Failure Speed **Right front fog light has fallen out of socket**

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: DOTM18ABC036) ☐ 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).

THE TRANSMISSION WAS FOUND TO BE DEFECTIVE AFTER GOING BACK TO THE DEALER NUMEROUS TIMES AND NO DEFECTS WERE FOUND.
*JB

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 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 responses, 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)

I purchased this car from Jim Norton Toyota 5/23/02, and after driving the car a few days I noticed that when the car changed gears it would sorta jerk and make a knocking noise and lately, sometimes if I come to a stop sign and I after putting my foot on the gas pedal it acts like it doesn't want to take off and it makes a loud rumbling noise. Before I left Oklahoma I took this car back to the dealer several times and the 2 sales managers that test drove the car and heard the or the knocking sound and told me that nothing was wrong with the car "said those bumps do that when they change gears", I took their word for it even though I had purchased extended warranty, which ran out May of 2003.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

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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 NATL. 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH2DOT

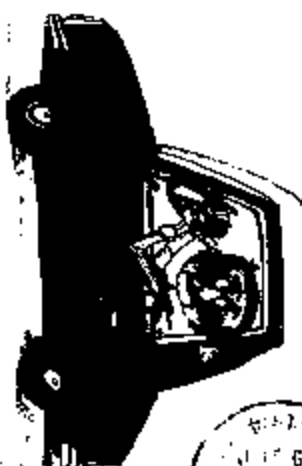
and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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Narrative Description - Cont.

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I was fortunate enough to drive this car to California and I took it to 3 different transmission shops and each pretty much told me the same thing, a default in the transmission. Unfortunately, I have misplaced or thrown away the estimates, but I'm sure I can provide you with them if necessary. I returned to California around the 25th of June, 2003. Estimate quoted I recall was from \$1500-2000⁰⁰.

I know eventually this car is going to stop on me completely and I don't like the money as it stands to fix it. I am a 41 year old lady on a fixed income and my car is very important for me to have running properly. I need your help. Please Advise.

Sincerely,

[REDACTED]
Compton, CA [REDACTED]
[REDACTED]

9/28/03