



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 241

Date Received **2005 FEB 21-DEC-2004** Repository
Reference No. 10105182

OWNER INFORMATION (Type or Print)

Name _____ Daytime Telephone Number _____ E-mail Address _____
Address _____
City SAINT CLAIR State MI Zip Code _____ 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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **2G4WB14W15** Make BUICK Model REGAL Model Year 1998
Date Purchased **11/07/2001** Dealer's Name and Telephone Number **Pamela Jean Hays** Engine: No. Cylinders **6** Fuel Type: Gas
Original Owner Dealer's City **Sandusky** State **MI** Zip Code **49471**
Transmission Type Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 161000 STRUCTURE; FRAME AND MEMBERS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **30-NOV-2004** Failure Mileage **166000** Failure Speed **5**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **Cooper** Tire Model (Name or Number) _____ Tire Size (Example P216/65R15) **P205/15 R15**
DOT No. (Example: DOTM1A9ABC035) Original Equipment Prior Repair Failure Location: **N/A**
Tire Component Code _____ Tire Failure Type **N/A**

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 **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).

CONSUMER RECEIVED RECALL 97V058000 CONCERNING CRADLE BOLTS. WHILE PULLING OUT OF A PARKING LOT AT 5 MPH VEHICLE SUDDENLY LOST STEERING CONTROL. VEHICLE WAS TOWED TO A REPAIR SHOP, AND MECHANIC DETERMINED THAT THE VEHICLE LOST CRADLE BOLT SUPPORT. CONSUMER CONTACTED THE DEALER, WHO INFORMED CONSUMER THAT THE VEHICLE WAS NO LONGER COVERED UNDER THAT RECALL. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

January 16, 2005

U.S Department of Transportation

Dear Sir or Madam:

Thank you for taking the time to help us with this case. As it sits right now, the Buick Regal is unable to be driven due to the severity of the recall in question. In fact this car has been to a mechanic two other times for this particular recall. I am astounded that a recall of this severity would be discontinued for whatever reason.

Here is a little background as to what this faulty part will do once it fails.

1. The engine and mounts will first begin to break off from the frame
2. Once this happens the motor and broken mount will rock forward and downward.
3. From this motion the steering column spline will begin to pull apart.
4. Finally with no warning the steering column will completely pull apart at the spline.
5. At that time you will have absolutely no control of your cars steering.

I feel that Buick was very lucky with this case. Had she been driving down the road or any part of the 180 miles of highway that she drives each of her 4 days a week! This recall could have turned into a huge tragedy. Thankfully this happened in the parking lot of her work right as she was leaving for her 90 mile commute home. Even though this turned out to be a safe ending, of what could have been an unthinkable catastrophe. Because of the severity of this recall I don't want Buick to go unpunished for what could have been a fatal ending.

Along with not having a vehicle and having to purchase a new one, she also had to pay \$500.00 to have her car towed from Trenton, Michigan to Port Huron, Michigan on Thanksgiving Day, so that she wouldn't get her car impounded from the hospital that she works at.

Attached are a few pictures showing the actual part that failed on the Buick.

Sincerely,



