



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 100148

Date Received

2007 SEP -5 PM 12:39

06-JUL-2007

Repository ☐

Reference No.
10195488

OWNER INFORMATION (Type or Print)

Name

Address

City

GLENVIEW

State

IL

Zip Code

Daytime Telephone Number

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 a signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/20/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2G4WF551XY1

Make
BUICK

Model
REGAL

Model Year
2000

Date Purchased
01-AUG-01

Dealer's Name and Telephone Number
GRANT DEAN BUICK

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
HIGHLAND PARK

State
IL

Zip Code
60035

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
010000 STEERING
Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-MAR-2006

Failure Mileage
50000

Failure Speed
35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
MICHELIN

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9A8C036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

TL*THE CONTACT OWNS A 2000 BUICK REGAL. WHILE DRIVING 35 MPH, THE CONTACT HAD DIFFICULTY TURNING THE STEERING WHEEL TO THE LEFT. THE FAILURE OCCURRED INTERMITTENTLY. THE MECHANIC STATED THAT THE CAUSE OF FAILURE WAS THE COLD WEATHER. THE FAILURE BECAME PROGRESSIVELY WORSE IN THE WINTER. THE MECHANIC STATED THAT THE RACK AND PINION FAILED ON THE DRIVER SIDE. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THERE WAS A LEAK WITH THE POWER STEERING SHORT RACK. AS OF JULY 6, 2007, THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE IS 65,000 AND FAILURE MILEAGE WAS 50,000.

LOREN BUICK DEALER - GLENVIEW IL, Tel 847-729-8900
INSPECTED IT - Result above - refused to state there is a defect in material although they did not take out to see that, I took it to another service who fixed it, part is here for inspection of need - soon - please.

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.

RE: VIN: 1NXBR32E96Z [REDACTED]
Make and Model: Buick Regal GS
Year: 2000
Mileage: 65,000
Registered Owner: Rafi Altaweel

8-2-2007

Dear Sir,

I am writing to document the problems with my car, and my recent difficulties working with GM customer service at several levels including the dealership, extended warranty and GM general customer service.

About a year ago, I began having difficulty turning the car to the left in cold weather. This usually lasted a few minutes. At that time I consulted the dealer and a mechanic. They referred to it as "morning symptoms" and advised me not to worry about it.

The problem continued and became worse. In the last few weeks the steering started to lock-up while driving and it became difficult & dangerous to turn left. I contacted your extended warranty service and informed them about the problem. They refused to solve it, because the warranty had expired. Although I had brought the problem to the attention of the dealership before the warranty expired, it was never reported as an extended warranty issue.

I called the customer service in your company, and I had one of the worst experiences in dealing with any customer service. First, I spoke with Jaimy Labanti (?) # 866-7900 Ext 21812. When I explained the whole problem to her she stated that she would deal with it and that I could expect a positive result. When I asked her if I should inform the National Highway Traffic Safety Administration about the problem as it is advised in the car booklet, she said that there was no need to do that. She also stated that there were no reports of any similar incidents.

She contacted the nearest dealer to me, Lauren Buick, and made an appointment to take the car for check up, which I did. The technician reported that the problem was due to a leak in the short rack and pinion and estimated \$1160 in repair charges. I informed Jaimy about this report. She followed up with the dealership and called me back to tell me that it is not GM's responsibility, because the problem was not due to a defective part. When I mentioned to her that he did not took the part out, or see it to decide that & it was his guess, Jaimy said that she would call the service manager for his opinion and get back to me. I never heard from her again. I left a number of messages for her, which was never returned. I called the service manager myself. He said that he had not spoken to Jaimy and that he could not change the technician's report.