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	Repository ☐
2007 DEC 12 AM 11:02 05-NOV-2007	Reference No. 10207935

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
City ABINGDON	State VA	Zip Code [redacted]	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 __/__/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
2G4WF5517Y1[redacted]	BUICK	REGAL	2000

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
01-AUG-00	Crabtree Buick 276 669 3141		No: Cylinders 6	Gas
Original Owner ☒	Dealer's City	State / Zip Code		

Transmission Type			Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain: ALL WHEEL DRIVE	010000 STEERING Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
26-AUG-2007	~~26729~~ 41286	10

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: DOTMAL9ABC036)	☐ 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. THE CONTACT WAS UNABLE TO STEER THE VEHICLE AND IT WAS TOWED TO THE GARAGE. THE BELT AND PUMP WERE REPLACED. THE FAILURE RECURRED AND THE DEALER REPLACED THE STEERING RACK ASSEMBLY AT THE COST OF [redacted] THE THIRD TIME, THE CONTACT NOTICED SMOKE COMING FROM THE ENGINE COMPARTMENT. THE DEALER DIAGNOSED THE CAUSE OF THE FAILURE AS AN OIL LEAK. THEY REPLACED THE SEAL PUMP AND HOSES AT THE COST OF [redacted]. THE CURRENT MILEAGE WAS 41,286 AND FAILURE MILEAGE WAS 26,729. ajk

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

X see attached pages

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

On three separate occasions the steering assembly has failed while the vehicle was in motion. I am 82 yrs old and I use this car often to visit my daughter who lives 300 miles away. I am afraid that this car is unsafe to use and may result in a serious accident. I would like to have the entire steering assembly replaced as I can continue to get my grandkid's visits out of this low mileage car and feel safe while driving it. I have faithfully had this car serviced every 3000 miles and ATTACH ADDITIONAL SHEETS IF NECESSARY maintained as I intend trying to have a safe dependable car.

[redacted]

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

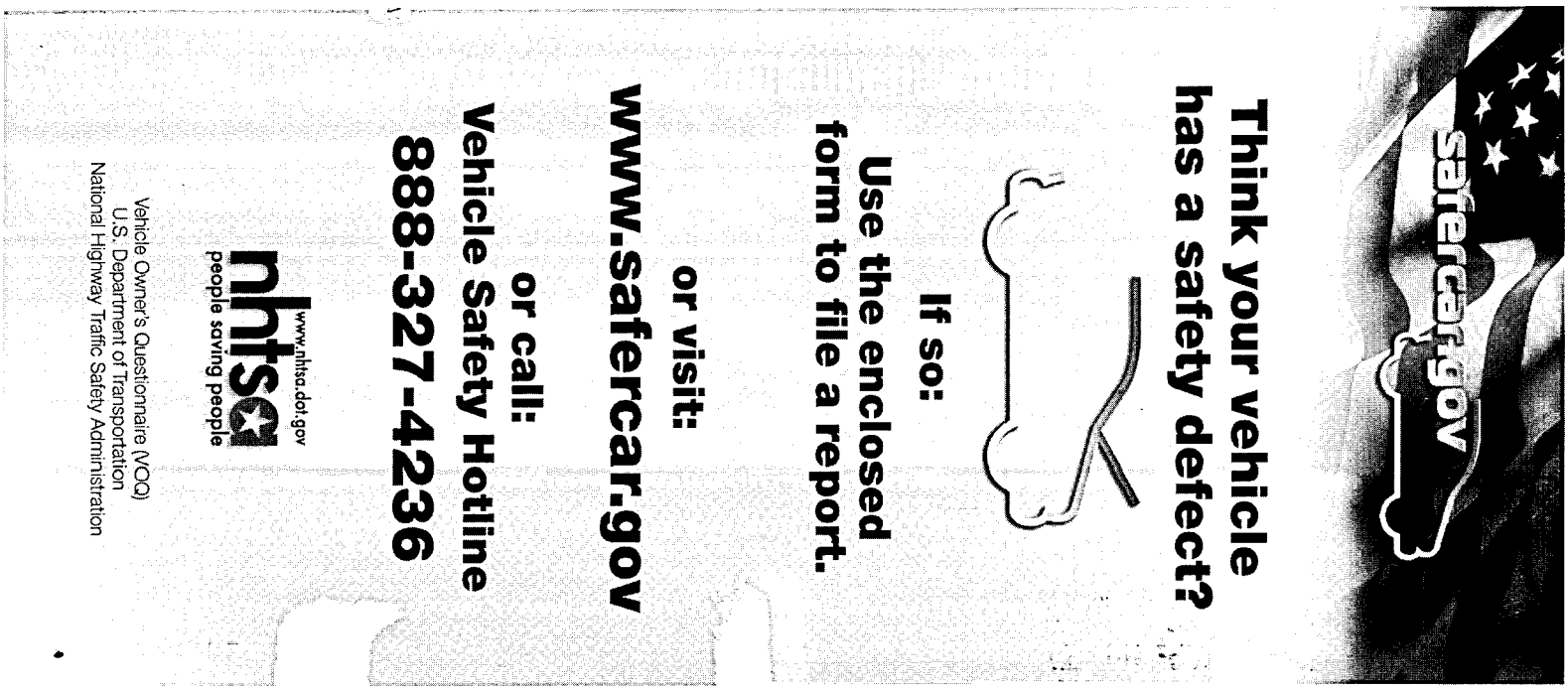
Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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-210
400 7th Street, SW
Washington, DC 20590



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).