



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

10-DEC-2007  
2008 MAR -4 PM 2:50

Reference No.  
10211329

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City CATO State WI 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?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  YES  NO

Signature of Owner \_\_\_\_\_

Date / /

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G4HR53L6[REDACTED]		Make BUICK	Model LESABRE	Model Year 1993
Date Purchased 01-FEB-04	Dealer's Name and Telephone Number DAVIS AUTO AT PURCHASE		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City MANITOWOC		State WI	Zip Code 54230
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 012000 STEERING:COLUMN	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 19-OCT-2007	Failure Mileage 168000	Failure Speed 2	THE WASHERS THAT HOLD THE BASKET FRAME, WHICH HOLDS ENGINE AND TRANS. RUSTED COMPLETELY THROUGH. 4 OUT OF 6
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make VERTEN BY DURLOK	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<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
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**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 1993 BUICK LESABRE. WHILE MAKING A LEFT TURN AT 2 MPH, THE CONTACT HEARD A CLUNKING SOUND. THERE WAS A LOSS OF POWER STEERING AND THE VEHICLE VEERED TO THE OTHER SIDE OF THE ROAD. THE VEHICLE WAS TOWED AND THE DEALER STATED THAT 4 OUT OF 6 BOLTS HAD RUSTED AND DROPPED THE STEERING COLUMN. THE FAILURE MILEAGE WAS 168,000 AND CURRENT MILEAGE WAS 175,000.

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 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.

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

WHAT ACTUALLY HAPPENED WAS MY DAUGHTER AND 3 CHILDREN EARLIER HAD DRIVEN TO TOWN ON THE HIGHWAY, WHILE IN THE CITY AFTER MAKING A LEFT TURN THE 4 WASHERS IN THE BACK OF THE FRAME WHICH HOLDS ENGINE AND TRANS, BROKE THROUGH CAUSING THE ENGINE TO DROP, ~~THE~~ BUT STILL PIVOTING ON THE FRONT 2 WASHERS AND BOLTS. WHAT HAPPENED THAT IS REASON FOR MAJOR CONCERN WAS THE COMPLETE DISENGAGING OF THE STEERING. YOU COULD TURN THE WHEEL ANY WAY FOREVER BECAUSE THERE WAS ABSOLUTELY NO STEERING WHATSOEVER. FORTUNATELY IT HAPPENED AT A SLOW SPEED. IT COULD HAVE BEEN ATTACH ADDITIONAL SHEETS IF NECESSARY HORRIFIC AT HIGHWAY SPEED.



THANK YOU FOR THE OPPORTUNITY TO REPORT THIS.



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

U.S. Department of Transportation

National Highway Traffic Safety 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-210  
400 7th Street, SW  
Washington, DC 20590



Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owners' Questionnaire (VOQ)  
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