



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 <input type="checkbox"/>
15-DEC-2008	Reference No. 10251784

2009 JAN -5 PM 1-888-DASH-2-DOT (1-888-327-4236)

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
PINEHEURST	NC		
		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 12/19/2008

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WD53215	Make BUICK	Model LACROSSE	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 10-JAN-2007

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 010000 STEERING	Failure Mileage 41000	Failure Speed 15

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: 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>				
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

**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 2005 BUICK LACROSSE. THE CONTACT STATED THAT THERE WAS A TSB REGARDING A CLUNKING NOISE (SERVICE BULLETIN NUMBER 4105, NHTSA CAMPAIGN ID NUMBER 10020049 (STEERING: COLUMN)). THE FAILURE OCCURS WHENEVER THE STEERING WHEEL IS TURNED. THE TSB STATED THAT THE FAILURE CAN BE RESOLVED BY GREASING THE WHEEL AND WAS DUE TO INSUFFICIENT LUBRICATION OF THE INTERMEDIATE STEERING SHAFT. THE FAILURE BEGAN AT 41,000 MILES IN 2007 WHILE DRIVING 15 MPH. HE TOOK THE VEHICLE TO THE DEALER AND THEY REPAIRED THE VEHICLE ACCORDING TO THE TSB; HOWEVER, THE MECHANIC STATED THAT THE FAILURE WOULD OCCUR AGAIN. CURRENTLY, AT 66,000 MILES, THE FAILURE IS RECURRING. THE MANUFACTURER STATED THAT THE VEHICLE WAS CORRECTED THE FIRST TIME AND THEY WOULD NOT REPAIR IT AGAIN SINCE IT WAS OUT OF WARRANTY. THE CONTACT BELIEVES A RECALL SHOULD BE ISSUED SINCE IT IS A MANUFACTURER DEFECT. THE FAILURE MILEAGE WAS 41,000 AND CURRENT MILEAGE WAS 67,000.

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.

Pinehurst, North Carolina

US Department of Transportation  
NHTSA  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

Ref. No. 10251784

December 19, 2008

On Monday, December 8, 2008, my request (see attachment) was denied by the District Rep based on the mileage and warranty expiration. I understand normal wear and tear is the owner's responsibility past warranty. My contention is this problem has not been corrected since 1997 on several GM vehicles. After 11 years, engineering is still struggling with this problem while the consumer is only asking for quality. This is not normal wear and tear. Lubrication will temporarily fix the problem, but it will occur again. I feel Buick should cover the expense of correcting their problem.

Thanks for your quick response to my phone interview on Monday, Dec. 15.

Sincerely,

Pinehurst, North Carolina

Buick Customer Assistance Center  
P.O. Box 33136  
Detroit, MI 48232-5136

November 28, 2008

Buick Customer Assistance,

I own a 2005 Buick LaCrosse CXL. At 41,705 miles, I experienced a front end clunking noise which the dealer corrected and said the problem will probably occur again -- at my expense. I know there is a service bulletin regarding the inadequate lubrication of the steering intermediate shaft that causes this clunking noise on several GM vehicles dating back to 1997. The 2005 LaCrosse is on that list.

The clunking noise has resurfaced again at 67,107 miles. I have been a Buick owner for 18 years. My question is, "Will Buick fix this problem at their expense?"

Sincerely,

BUIK CUST. ASSISTANCE CENTER  
800-521-7300

MARK POSEY



Home | Account | Contact ALLDATA | Log Out | Help

CAROLINA CAR CARE

Select Vehicle | New TSBs | Technician's Reference Component Search:

OK

Conversion Calculator

2005 Buick LaCrosse V6-3.8L VIN 2

Vehicle Level → Technical Service Bulletins → All Technical Service Bulletins → Steering - Clunk Felt/Heard From Front End on Turns ←

### Steering - Clunk Felt/Heard From Front End on Turns

Bulletin No.: 01-02-32-001G

Date: May 25, 2006

Notes  
Service Reg. #  
71-471158542

#### TECHNICAL

Subject:  
Clunk Felt/Noise Heard From Steering Column, Steering Gear and/or Front Of Vehicle During Turning Maneuver and/or Steering Wheel Rotation (Lubricate Intermediate Shaft)

- Models:
- 2001-2004 Buick Regal
  - 2005-2006 Buick Allure (Canada Only), LaCrosse
  - 1997-2005 Chevrolet Cavalier
  - 2000-2006 Chevrolet Impala, Monte Carlo
  - 1998-2002 Oldsmobile Intrigue
  - 1997-2005 Pontiac Sunfire
  - 2004-2006 Pontiac Grand Prix

#### Supersede:

This bulletin is being revised to remove the Cadillac Seville, Oldsmobile Aurora and Pontiac Bonneville models. Please discard Corporate Bulletin Number 01-02-32-001F (Section 02 - Steering).

#### Condition

Some customers may comment on a clunk type noise coming from the front of the vehicle while driving during a turning maneuver. This condition may also be felt through the steering wheel when the vehicle is stationary and the wheel is rotated from steering stop to steering stop. Some vehicles may only exhibit the noise once for every 360° of wheel rotation. On all other vehicles, this clunk noise will be noticed during low speed acceleration or deceleration, typically in light turns of the steering wheel.

#### Cause

This condition may be caused by inadequate lubrication of the steering intermediate shaft which results in a slip stick condition possibly resulting in the clunk noise.

#### Diagnostic Tip

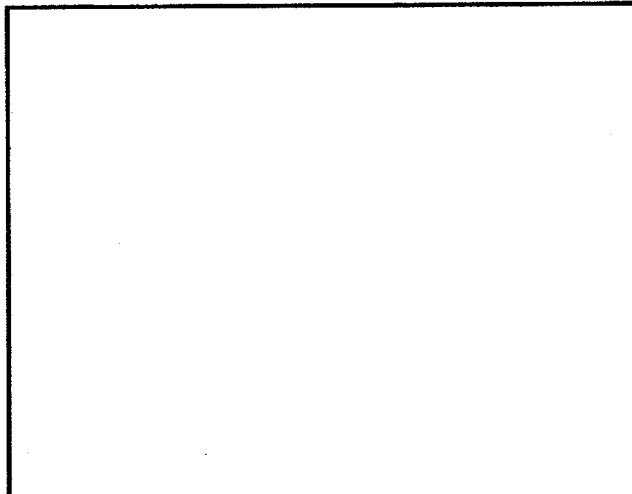
**Important:** This condition is commonly misdiagnosed as originating in the steering gear and has resulted in the replacement of numerous steering gears without correcting the concern.

Engineering Investigation shows that numerous steering gears have been misdiagnosed and replaced. The investigations shows that if the technician incorrectly diagnoses the steering gear as the cause of the noise and/or clunk during replacement of the steering gear, the technician may stroke and/or cycle the I-shaft, distributing the original grease in the I-shaft. This distribution of the original I-shaft grease temporarily may eliminate the I-shaft clunk so that the technician believes the noise and/or clunk is corrected with the steering gear replacement and returns the vehicle to the customer. After the customer drives the vehicles for several miles and dissipates the original grease, the noise may return.

Attempt to duplicate the customer's concern and isolate the I-shaft by following the procedure below:

1. Locate a large area (parking lot) where the vehicle can be turned in a tight circle.
2. Turn the steering wheel to the right and/or left all the way to the steering lock, then off the steering lock a 1/4 turn.
3. Drive the vehicle approximately 5 km/h (3 mph) in a circle, preferably over rough pavement or seams on the road surface.
4. If a clunk is felt in the steering wheel, the MOST likely cause is the I-shaft - not the steering gear. Continue with the correction.

#### Correction



JAN. 17, 2007

SERVICE REQUEST NO.

# Pinehurst

PONTIAC BUICK GMC

Buick Cust. Serv.

800-521-7300

1590 US 1 SOUTH  
SOUTHERN PINES, NC 28387  
(910) 692-2002

CUSTOMER NO.	ADVISOR <b>CHUCK PHILLIPS</b>	409	TAG NO.	INVOICE DATE <b>01/15/07</b>	INVOICE NO. <b>BUCS10425</b>
FOX FIRE VILLAGE, NC	LABOR RATE	LICENSE NO.	MILEAGE <b>41,705</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/BUICK/LACROSSE</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>2 G 4 W D 5 3 2 1 5</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE <b>01/15/07</b>		
REPAIR ORDER NO.	BUSINESS PHONE	COMMENTS			

LABOR & PARTS # 1 06PNZ      STEERING/SUSPENSION      TECH(S): 421      WARRANTY

CUST. SAYS THERE'S A BUMPING NOISE IN THE STEERING. CK AND ADVISE. INSUFFICIENT LUBRICATION OF THE INTERMEDIATE STEERING SHAFT. CHECK OPERATION AND PERFORM DIAGNOSIS. LUBE SHAFT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	26098237	LUBE KIT 8.800		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS: WAITER

TECHNICIAN CERTIFICATION: 421      REGINALD MARTIN      421

TOTALS

\*\*\*\*\* CUSTOMER SATISFACTION \*\*\*\*\*

PINEHURST PONTIAC BUICK GMC AND ITS EMPLOYEES MAINTAIN THE HIGHEST STANDARD OF PROFESSIONAL WORKMANSHIP. HOWEVER, HUMAN ERROR AND PRODUCT DEFECTS ARE REAL LIFE POSSIBILITIES

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE QUALITY OF REPAIRS OR MAINTENANCE PERFORMED ON YOUR VEHICLE, PLEASE CONTACT MARK POSEY FOR SERVICE ISSUES AND CLARA MAURER FOR COLLISION REPAIR ISSUES

\*\*\*\*\* THANK YOU \*\*\*\*\*

( ) CASH ( ) CHECK ( ) CHARGE ( ) VISA/MASTERCARD ( ) DISCOVER

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**TERMS: CASH UNLESS ARRANGEMENTS MADE**

**DISCLAIMER OF WARRANTIES**

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND THE SELLER ASSUMES NO LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAN. FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

**SHOP MATERIALS**

This figure incorporates supplies used in servicing vehicle, which includes cleaners, special lubes, towels, etc. A full list of these supplies is available upon your inspection at the cashier's desk.

**ENVIRONMENTAL COMPLIANCE CHARGE**

Maintaining and repairing your car inevitably involves the use of chemical generation of wastes (solvents, oils, greases, lead, asbestos, etc.) that are stored, managed and disposed of in strict compliance with federal, state and environmental regulations. We support these regulations and also believe customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of services. Our shop has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

**IMPORTANT**

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS CO. IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, PINEHURST PONTIAC BUICK GMC

**THANK YOU FOR YOUR BUSINESS**

**PLEASE SEE REVERSE SIDE**