U.S. Department of Transportation
National Highway Traffic Safety Administration

2009 MAR -3 PM 4:16

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 ☐
12-JAN-2009	Reference No. 10254767

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City LAKEWOOD	**State** CO	**Zip Code**	

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
2G4WF5210W	BUICK	REGAL	1998

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	6	GAS

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☑ Antilock Brakes ☑ Cruise Control	FWD		01-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage	Failure Speed
	62000	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: 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 1998 BUICK REGAL. WHILE DRIVING APPROXIMATELY 15 MPH ON NORMAL ROAD CONDITIONS, THE POWER STEERING FAILED WHEN PROCEEDING TO MAKE A TURN. THE CONTACT EXERTED MORE EFFORT TO TURN THE STEERING WHEEL. THE FAILURE OCCURRED INTERMITTENTLY. THERE WERE NO WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. THE AUTHORIZED DEALER WAS NOTIFIED. THROUGH RESEARCH, THE TECHNICIAN DISCOVERED NHTSA CAMPAIGN ID NUMBER 03V527000 (STEERING;RACK AND PINION). THE CONTACT EXPERIENCED FAILURES IDENTICAL TO THE ONES MENTIONED IN THE RECALL. THE FAILURE AND CURRENT MILEAGES WERE 62,000. DEALER CONFIRMED DEFECT IS IDENTICAL TO THE RECALL, HOWEVER, BUICK REFUSED TO HONOR IT BECAUSE THAT VIN#, THEY CLAIM, WAS NOT PART OF THE RECALL. THERE ARE 61 IDENTICAL CLAIMS ON YOUR WEBSITE THAT WERE ALSO NOT COVERED. THE RACK + PINION ASSEMBLY WAS REPLACED + THAT RESTORED THE PROBLEM. THIS VEHICLE ALSO →

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

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

HAD A FAILURE IN THE ABS MOTOR PACK THAT PREVENTED THE REAR BRAKES FROM WORKING (3 CHANNEL SYSTEM). NUMEROUS COMPLAINT FROM OTHER OWNERS ALSO. THIS VEHICLE ALSO HAS A DEFECT IN THE IGNITION SWITCH WHICH CAUSES THE VEHICLE TO STALL WHEN USING THE LEFT TURN SIGNAL! NUMEROUS COMPLAINTS FROM OTHER OWNERS WERE NOTED ON YOUR SITE & OTHERS FOR THESE IDENTICAL PROBLEMS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DENVER CO 802
05 FEB 2009 PM 12L

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

2

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382