



People Saving People

1-888-DASH-2-DO!

POSTED

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Vehicle Owner's Questionnaire

Office of Defects Investigation

Please provide a detailed description of each problem/incident for the Office of Defects Investigation. You can type up to 2000 characters of comment though the window won't show more than 70 characters at a time.

Description/Additional Comments

561283

Explanation of incident- Rear Cradle Bolts

Questionnaire Completed - Proceed to Confirm Information



Send mail to the Web Master

On March 26, 2001 while driving my Buick Regal the Rear Cradle Bolts sheared right in half causing frame of my car to fall to the ground which also damaged my oil pan which hit the ground, also seperated the steering shaft. I lost the ability to steer and brake the car. This also caused my transmission and part of engine to fall to ground.

This car was recalled back in 1997 for a serious problem with the Cradle Bolts, I had them replaced under the recall immediatly. Please find a copy of the recall notice and the work order from 1997.

I feel that this could be a major problem with these bolts again. I was lucky that I didnt hit anyone or have a crash due to the loss of steering and braking ability. It certainly did scare me when this happened.

The cost of repairs was \$492.76 I do feel that I should be reimbursed by Buick/GM for these bolts breaking again since they were replaced. This should not have happened again. I am hoping that the stress of the frame dropping this time has not weakened the front Cradle bolts that were also recalled back in Oct.2000 I also took the car in to have those bolts replaced under recall, also enclosed is that work order and recall notice.

I hope that the NHTSA will take a long hard look into this problem, which could be a serious problem for other drivers that have had their bolts replaced. I have sent a copy of my bill of repairs I paid for to Buick/GM in hopes that they will repay me for this problem. This should be taken care of by them and not the customer.

Have spoken to several certified mechanics about this problem and they all state that there is no way these bolts should have sheared in half. They even state there must be a problem again with this item, apparently a defect in this part.

Next time this happens to someone they may not be so lucky, they may even kill themselves or someone else, as these recall notices state that a crash would occur without prior warning of the frame seperating from the car..

<http://www.nhtsa.dot.gov/ivoq/oscripts/IVOQ/VOQ/voq6.cfm>

(next page) →

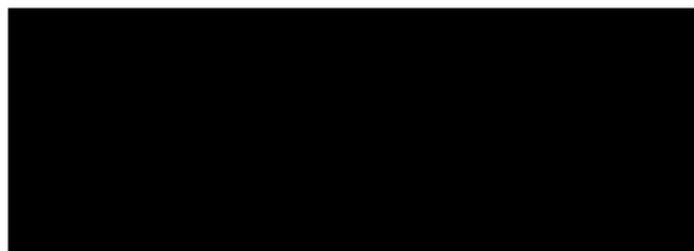
4/25/2001

If there is any other information you need on my Buick Regal please contact me at the numbers listed or by mail.

I do appreciate the NHTSA looking into this what could be a very serious matter for many other drivers out there on the roads. I hope that you determine that there is a problem and force Buick/GM to correct the situation. I really would hate to see someone killed or injured.

Thank you for your time concerning this matter.

Sincerely;

A black rectangular redaction box covering the signature area.A large black rectangular redaction box covering the address area.

I also have kept all the parts that have just been replaced. The bolts you can see have sheared right in half. Will hold onto them in case someone needs these items.



1-888-DASH-2-DO1

Vehicle Owner's Questionnaire

Office of Defects Investigation

Click here to fill out the form using SSL (your information will be encrypted)

Form Approved: O.M.B. No. 2127-0008

Please provide your name, address, and phone number, as well as specific details about your vehicle and the problems you encountered with it. We would like to have a telephone number where you can be reached or where we can leave a message. This is necessary to obtain more detailed information when required for our investigative efforts. You may want to have your owner's manual handy as you proceed through the several screens of the questionnaire. Required information is marked with *.

Owner Information

* First Name:

* Last Name:

Organization:

* Address 1:

Address 2:

* City:

Home Phone:

Work Phone:

Fax Number:

Email Address: _____

The Privacy Act prevents release of owner information without prior authorization.

Do you wish to request a mailed signature form, which will authorize NHTSA to provide a copy of the owner information along with the vehicle information contained in this report to the manufacturer of your vehicle?

Yes ☒**Vehicle Information**

17 digit Vehicle Identification Number (VIN): 2G4WB14T7K1464341
(Located under windshield on driver's side dashboard)

2G4WB14T7K1464341



1-888-DASH-2-DO1

Vehicle Owner's Questionnaire

Office of Defects Investigation

In this section, please provide details about the safety defect. Select the closest description of the problem component from the Major Assembly list. If you select "None", any other information you enter in this section of the questionnaire will be discarded.

Failed Component/Part Information

Major Assembly: REAR CRADLE Bolts
 Assembly Description: Bolts = Retainers Searched in Half
 (If you select "Other Equipment" as the Major Assembly, please provide a description)

Location:

☐ Left ☐ Right ☒ NA
☐ Front ☒ Rear ☐ NA

Failed Part:

Recall ☒ Original Failed in 1997

Number of Failures:

☒ Replacement 1997 Recall on same bolts
 Did Replace due to Recall.

Date of Failure: 3/26/01 (mm/dd/yyyy)

now Replaced again March 2001

Mileage at Failure: 64883Vehicle Speed at Failure: 20 mph

Manufacturer Contacted?

☐ Yes☒ No

NHTSA Previously Contacted?

☐ Yes☒ No Now

Applicable Incident Information

Crash: ☐ Yes☒ NoFire: ☐ Yes☒ No

Airbag Deployed?

Driver side: Front

☐ Yes☐ No☒ N/A

Side

☐ Yes☐ No☒ N/A

Passenger side: Front

☐ Yes☐ No☒ N/A

Side

☐ Yes☐ No☒ N/ANumber of Persons Injured: 0Number of Fatalities: 0

Estimated Property Damage: \$ 500.00 Reported to police? ☐ Yes
(Rounded to nearest dollar) ☒ No

You may report problems with as many as 6 component parts of a single vehicle in a single questionnaire. Click **Report Another Component** to provide details about another problem component on the same vehicle. When you have finished reporting all the problem components, click **Proceed to Next Section**.

[Report Another Component](#)[Proceed to Next Section](#)[Help](#)

Send mail to the Web Master



1-888-DASH-2-DO1

Vehicle Owner's Questionnaire

Office of Defects Investigation

You may want to refer to your owner's manual while completing this section. Required information is marked with *.

Vehicle Information

* Vehicle Make:

For example: Ford, or

Honda BUICK* Vehicle Year: 1989 (yyyy)Purchase Date: MAY / 1989 (yyyy)

* Vehicle Model:

For example: Taurus, or

Accord Regal Custom CoupeCurrent Mileage Reading: 64,883☒ New ☐ UsedEngine Size(CID/CCA): 6 cy.No. Cylinders: 6☒ Fuel Injection☐ Turbo☐ Diesel☒ Gas

Antilock Brakes

☒ Yes
☐ No

Cruise Control

☒ Yes
☐ No

Restraint System

☐ Driverside Airbag☐ Passengerside Airbag☐ Side Airbag - Driver☐ Side Airbag - Passenger☐ 3-Point Belt☒ Motor Belt☐ 2-point Belt

Drivetrain

☒ Front☐ Rear☐ 4 Wheel

Body Style

☐ Station Wagon ☐ Hatch Back☐ 4-Door ☐ Van☒ 2-Door ☐ Mini Van☐ Pickup Truck ☐ Other _____

Dealer Information

Name: DiFeo Buick at Jersey City, N.J.Address: Commonpaw avenue, Jersey City NJ 07303<http://www.nhtsa.dot.gov/ivoq/oscripts/IVOQ/VOQ/voq3.cfm>

4/25/2001

City: Jersey City State: NJ Zip: 07303
Phone:

Proceed to Next Section

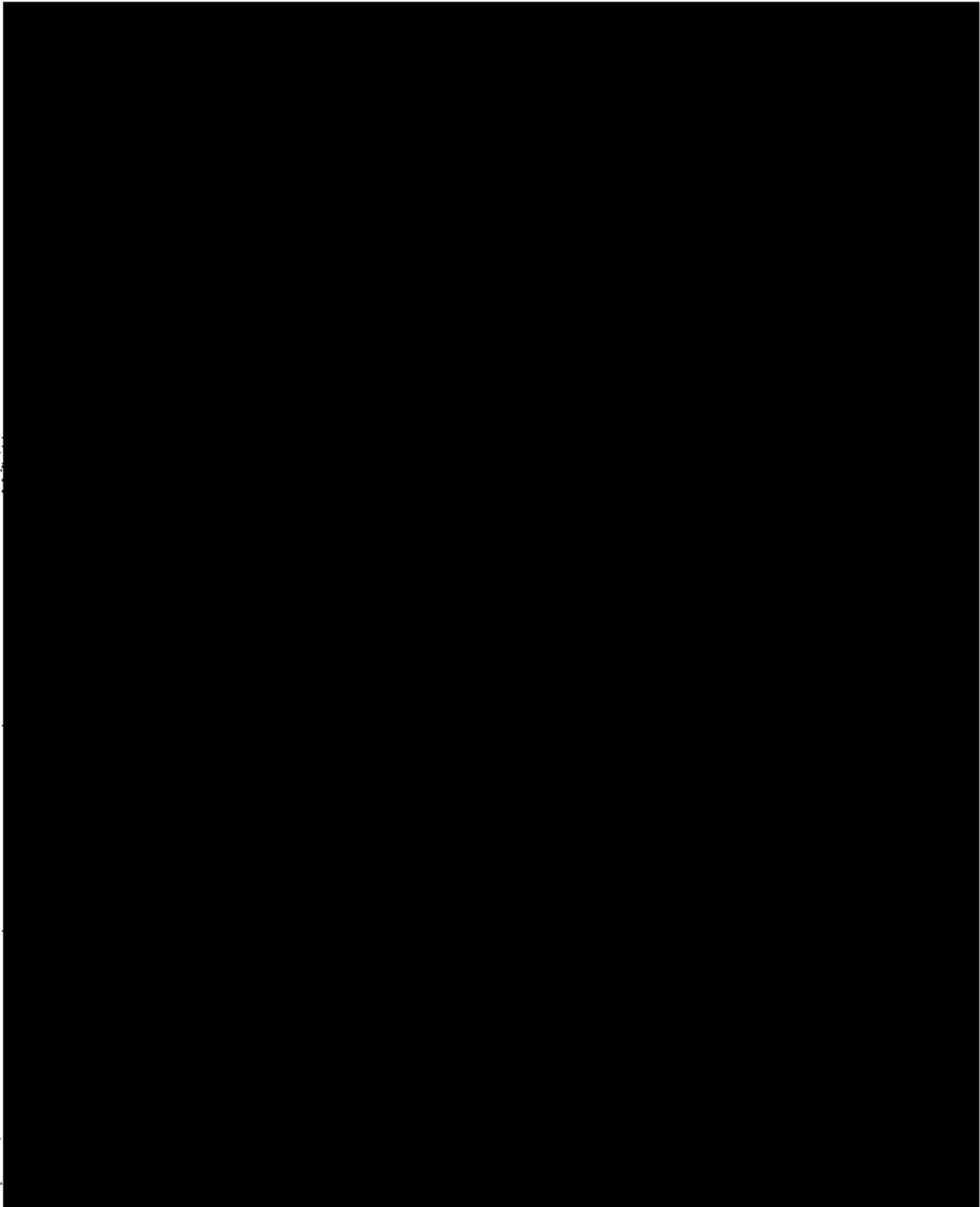
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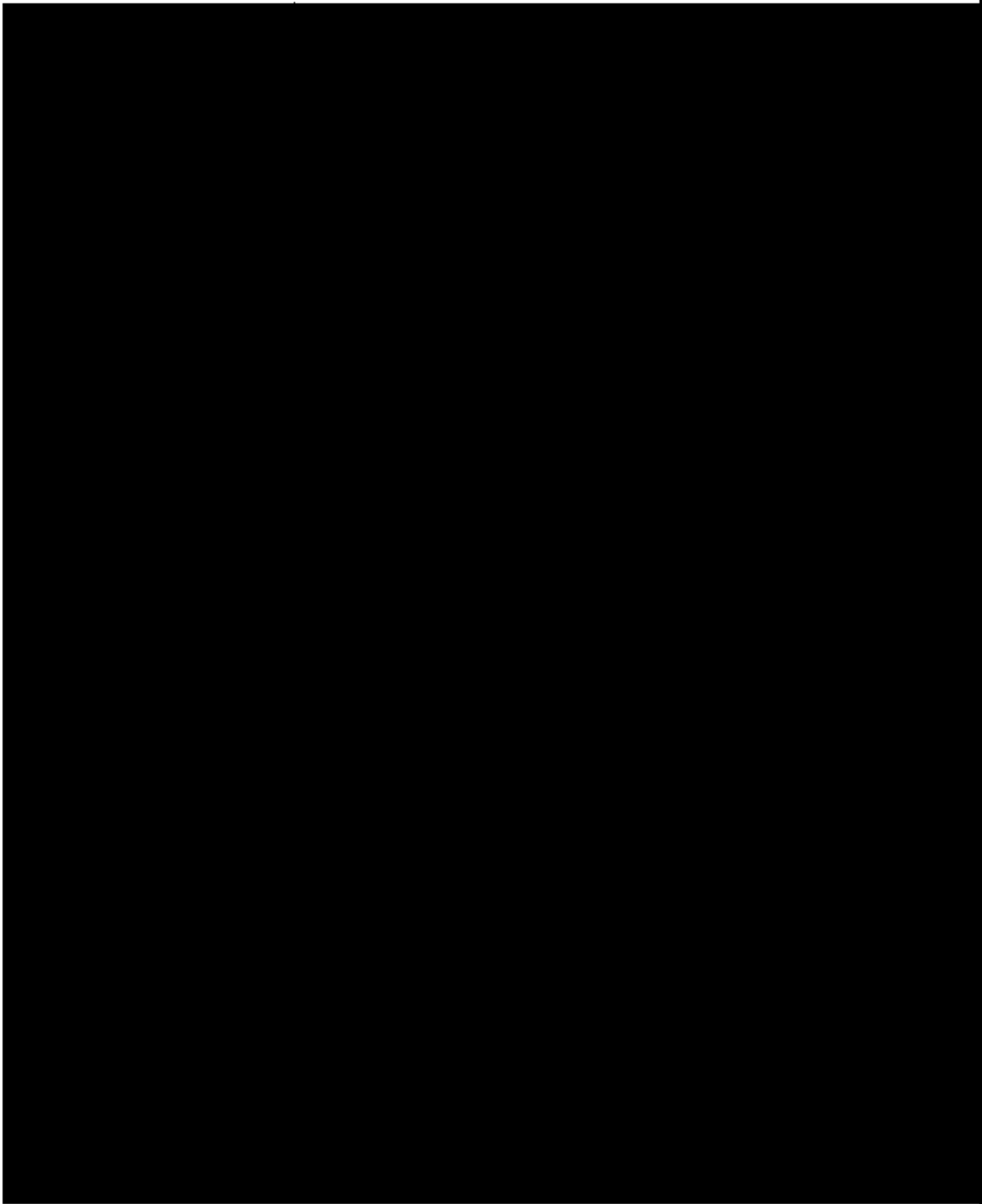


Send mail to the Web Master

THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 42)





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1. Cash On Delivery Or Approved Credit Card
12 months for 12000 miles or less

SPRINT MATERIAL (T-Mobile) is sold As is
The warranty period is 12 months for 12000 miles or less

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

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May 1, 1961