



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

Form Approved: O.M.B. No. 2127-0068

FOR AGENCY USE ONLY 335

Date Received

26 NOV-2002

Ord or
rt dt
od rt
up tr

Reference No.

8023319

OWNER INFORMATION (Type or Print)

BROADHEAD

WI

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorized signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/23/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's door) 1G4HR54K1YU315651

Vehicle Mak BUICK

Vehicle Mode LESABRE

Vehicle Year 2000

Current Odometer Reading 22412

Purchase Date

9-12-00 NEW

Dealer's Name Ayres Chev Pontiac Buick

Engine Size (CID/CC/L) 3.8L

☒ New ☒ Used

City Broadhead State WI Zip Code 53520

No Cylinders 6

Transmission Type ☐ Manual ☒ Automatic

Antilock Brakes ☒ Yes ☐ No

Restraint System

☒ 3-Point Belt ☐ Motorbelt

☒ Driverside Airbag ☐ 2-Point Bel

☒ Passengerside Airbag

Cruise Control ☒ Yes ☐ No

Drive Train

☒ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Minivan

☐ Other

Sport Util

☐ Truck

☐ Motorcycle

☐ Other

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02615000

Part Name(s) WHEELS:LUGS:NUTS:BOLTS

Location

☒ Left

☒ Front

☒ Right

☒ Rear

Failed Part(s)

☒ Original

☐ Replacement

No of Failures 3

Date(s) of Failure(s) 07-NOV-2001 3/28/02 11/09/02

Mileage at Failure(s) 12230 16524 21135

Vehicle Speed at Failure(s) 25mph

Failed Part(s)

Available?

☐ Yes ☒ No

NHTSA

Previously

☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No

Fire ☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING VEHICLE THE PASSENGER REAR WHEEL STARTED TO WOBBLE. CONSUMER PULLED OVER AND NOTICED TWO OF THE LUG NUTS HAD SHEARD OFF. TOOK TO DEALER AND THEY REPLACED PASSENGER WHEEL LUG NUTS AND STRUTS. IN MARCH OF 2002, DRIVER FRONT WHEEL STUD. CONSUMER FEELS THERES A DEFECT IN LUG NUTS. PLEASE PROVIDE ANY FURTHER INFORMATION. TS

This letter states Replaced Passenger Front Wheel Lug nuts and struts. This is wrong. It was the front Passenger Front Lug nuts and Lug Bolts. More info on back

CONTINUE ON BACK IF NEEDED

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)

On 11-05, I was driving about 45mph when the rear wheel started to wobble. I stopped and checked the rear wheel. Two lug nuts, nuts and wheel studs were broken off. Also the three other studs on the rear wheel passengers were loose. I tightened the lug nuts up and drove home. I had had the car repaired on 11-01/01.

On 3-23-02 I was checking the wheel studs and nuts to see if they were going to the wheel hubs. I started to check the wheel studs on the left front. I put the tire wrench on the studs, with very little pressure, the wheel stud broke off. Also another stud broke off while the car was being repaired at Ayres.

On 11-09-02 I had the tires rotated at Ayres. While loosening the right wheel studs, two studs were stripped and broke off.
(Right Rear Wheel)

ATTACH ADDITIONAL SHEETS IF NECESSARY

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>

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).