



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 100147

Date Received

2003 JUL 28 AM 11:14
02-JUL-2003

Repository ☐

Reference No.
10026405

OWNER INFORMATION (Type or Print)

Name ☐
Address ☐
City YORK State PA Zip Code ☐

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an
Signature of Owner

Manufacturer of your vehicle? ☐ YES ☒ NO
Name or address to the vehicle manufacturer.
Date 15 JUL 2003

VEHICLE INFORMATION

VIN 1G4CW52K2X4613713

Make
BUICK

Model
PARK AVENUE

Model Year
1999

Date Purchased
14-JUNE-2002

Dealer's Name and Telephone Number
RED LION PONTIAC BUICK (717) 244-4547

Engine:
No. Cylinders

Fuel Type:
GASOLINE

Original Owner
☐

Dealer's City
RED LION

State
PA

Zip Code
17356

Transmission Type
AUTO

☒ Antilock Brakes
☒ Cruise Control

Powertrain
GM 3800
SERIES II V-6

Vehicle Component Code
400000-ENGINE

ENGINE EXPLOSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-JUN-2003

Failure Mileage
33,635 MILES

Failure Speed
ZERO

UPPER INTAKE MANIFOLD PLENUM
FUEL INJECTION FUEL RAIL
FUEL PRESSURE REGULATOR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

The Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19AC036)

☐ 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

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

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).

~~CONSUMER STATES THAT WHILE DRIVING AT ANY SPEED AND WITH NO WARNING VEHICLE WEL HEAVILY JERK, AND THEN ENGINE LIGHT~~
~~WAS SHOWN AND STAY ON THE REMINDER OF THE TIME VEHICLE TO BEING OPERATED. DEALER NOTIFIED, SAID:~~

- (1) CAR WAS PARKED, AND THE CONSUMER TRIED TO START CAR.
- (2) IMMEDIATELY UPON ATTEMPTING TO START THE ENGINE, A LOUD EXPLOSION OCCURRED. THE EXPLOSION DESTROYED THE UPPER INTAKE MANIFOLD PLENUM, THE FUEL RAIL, AND THE FUEL PRESSURE REGULATOR.
- (3) AT CONSUMER EXPENSE (\$802.30) RED LION PONTIAC BUICK REPAIRED THE ENGINE, REPLACING THE PARTS LISTED ABOVE. BOTH GM AND THE DEALER REFUSED TO REIMBURSE THE COST OF THIS EXPLOSION AND SUBSEQUENT DAMAGE.

NOTE: GM HAS NOT DETERMINED THE CAUSE.

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 to 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.

July 2, 2003

NHTSA SAFETY-RELATED DEFECT COMPLAINT

Reference NHTSA Action Numbers EA02030 and PE02050

ENGINE EXPLOSION (GM 3800 Series II V-6)

in BUICK 1999 Park Avenue (33,535 miles)

VIN 1G4CW52K2X4613713 (June 6, 2003)

Owner: David L. Smith, 2685 Milford Lane, York, PA 17402-3947

Telephone: (717) 755-8603

e-mail DLSno1@aol.com

To:

National Highway Traffic Safety Administration

Office of Defects Investigation

(ref. NHTSA Action Numbers EA02030 and PE02050)

NSA-10.01, 400 7th Street, SW

U. S. Department of Transportation

Washington, D. C. 20590

Copy by mail to:

Mr. Michael Glambalvo, General Manager

RED LION Pontiac Buick

895 West Broadway

Red Lion, PA 17356

Copy by mail to:

BUICK Customer Relations Center

GM Buick File Number 1-107-180-589

P. O. Box 5039

Troy, MI 48007-5039

SUMMARY of PROBLEM

A spontaneous fuel explosion in the engine compartment of the subject vehicle occurred on June 6, 2003. Immediately upon attempting to start the engine, a loud explosion occurred. The explosion was a long-duration "boom", similar to an explosion that would occur in the presence of a small amount of fuel with a large volume of air. Damage to the upper intake manifold (plenum), fuel injector rails, and fuel pressure regulator were devastating. Repair required 3.2 hours of shop labor, and all components required replacement, plus a seal kit and a valve kit. Repair cost totaled \$602.30 (all prices at Full List on both parts and labor). Both GM and the dealer refused to reimburse the cost of this explosion and subsequent damage.

Note: GM has not determined the cause.

ENGINE PHOTO (after explosion)

