



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 100145

Date Received

2003 SEP 12 PM 1:25
15-AUG-2003

Repository ☐

Reference No.
10034023

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN FRANCISCO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will not release this information to the vehicle manufacturer.
Signature of Owner [Signature] Date 08/25/03 ☒ YES ☐ NO

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side

2G4WB52K8T1

Make
BUICK

Model
REGAL

Model Year
1996

Date Purchased
08-30-99

Dealer's Name and Telephone Number
650-347-4800
PUTNAM MAZDA/VOLVO

Engine: 3800.
No. Cylinders
6

Fuel Type:
GASOLINE

Original Owner
☐

Dealer's City
BURLINGAME

State
CA

Zip Code
94010

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code
140000 AIR BAGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
13-AUG-2003

Failure Mileage
52880

Failure Speed
30 35

DRIVER SIDE AIR BAG

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

The Model (Name or Number)

The Size (Example P215/65R15)

DOT No. (Example: DOTMA1SABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

The 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

NONE

Number of Deaths

NONE

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).

AIR BAG DEPLOYED WITHOUT IMPACT WHILE DRIVING AT 35 MPH. DEALER NOTIFIED. *AK

Please see attachments

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.

-----Original Message-----

From: crc@buick.com

Sent: 8/15/03 2:25:12 AM

To: crc@buick.com

Subject: Buick Regal Owner Assistance

Name : [REDACTED]

Address : [REDACTED]

: SAN FRANCISCO, CA

Daytime Phone Number : [REDACTED]

ex.

Evening Phone Number : () -

ex.

Vehicle : 1996 Regal

VIN : 2G4WB52K5T1521813

Mileage : 52880

Dealer : PUTNAM BUICK .BURLINGAME.CA.

Comments : Yesterday, August 13, 2003, I was

driving the above car at approximately 35mph on a main street. For no apparent reason, the air bag inflated and made me loose control of the car for a few seconds. I managed to slow down and park the car, and sustained only a small burn on my forearm.

It was a stroke of good luck I was not in an accident because of the malfunction of the air bag. Had I been on a freeway at 85 mph the outcome might have been different. I am requesting that my air bag be repaired. This type of malfunction is very dangerous and should not occur.

Air bags should deploy ONLY WHEN THERE IS IMPACT.

Thank you for your kind attention to this matter.

Sincerely,

Email Address : [REDACTED]

Dear [REDACTED]

Thank you for your reply. Please find the following information regarding request number 1-131179022.

Current dealer with which I am working: Ellis Brooks, 1395 Van Ness Avenue, San Francisco, CA 94109 (I would not entrust them with my car again)

Incident date: August 13, 2003

Time of incident: Around 5:30 pm - called AAA for help

Location of incident: 90 El Camino Real and Baywater St., Burlingame

Who was driving: Jean-Pierre Serrau, 52 year old male, DOB: 12/21/50, 5'8", no disabilities.

Road surface: Asphalt

Condition: Dry

Number of people in vehicle: one person

Bodily injuries: Yes. Bruise and friction burn to left forearm. No treatment in a hospital

Other vehicles involved: None

Property damage: None

Component(s) alleged defective: Air Bag Defective

Present location of vehicle: 118 Frederick St., San Francisco, CA 94117

Fire Dept. Report: None

Maintenance: Performed at Ellis Brooks

Insurance: Yes

Company Name: California State Automobile Association

150 Van Ness Avenue

San Francisco, CA 94102

1-800-222-4357

Owner's Description of what happened:

June 22, 2003: During a short trip to southern California, the red "air bag" warning light went on. I asked Coachella Valley Buick in Indio, CA to check the air bag. They informed me that the module coil and wire needed to be replaced. These parts would need to be ordered, which would take another day or two. Coachella Valley Buick told me it would be safe to drive my car. I had to go back to SF the next day and could not wait for the parts.

July 31, 2003: I took my Buick Regal to "Ellis Brooks" in San Francisco to have my air bag repaired. However, the diagnosis at Ellis Brooks was different from that of Coachella Valley Buick. I was told that the whole air bag assembly needed replacement, as well as the air coil. I was assured the car was safe to drive and could be repaired at a later date.

August 13, 2003: Air bag inadvertently deployed while I was driving.

Thank you again for your attention to this matter.

Sincerely,

[REDACTED]
San Francisco, CA [REDACTED]

Subj: RE: Buick Regal Owner Assistance
Date: 8/21/2003 4:13:19 AM Pacific Daylight Time
From: grc@buick.com
To: [REDACTED]
Sent from the Internet (Details)

Dear [REDACTED]

Good morning! Thank you for providing the information we requested. We sincerely apologize for the concerns you have experienced with the air bags in your 1996 Buick Regal deploying, and for the delay in our response. We have created a computer request with the information you have provided, and have forwarded the information to our Product Allegation Resolution (PAR) Department in our Business Resource Center (BRC). Your request number is 4-131170022. A person from the PAR Department will contact you within 1-2 business days.

We hope this is helpful in resolving your concerns. If you should need to contact us in the future, simply reply to this message or call our Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Buick.

Sincerely,

Michael Jones
Customer Relationship Manager
Buick Customer Assistance Center

**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).**