



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 100078

Date Received
2003 DEC -2 AM 11:36
03-NOV-2003

Repository
Reference No.
10046203

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SCOTTDALE State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorizing signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2G4WB52NDW1488584 Make BUICK Model REGAL Model Year 1998

Date Purchased Oct 1998 Dealer's Name and Telephone Number (DO NOT REPAIR AT THE DEALER'S SHOP)
CIVELLI CHEV, PONTIAC, BUICK No. Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City MT. PLEASANT State PA Zip Code [REDACTED]

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 110000 ELECTRICAL SYSTEM:IGNITION
Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10/23/03 Failure Mileage 18384 Failure Speed 45 MPH
CIRCUIT BOARD FOR BLOWER RESISTOR BURNT
IGNITION SWITCH SHORTED (HAVE BOTH PARTS)
DUE TO THE ABOVE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM123456789) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Condition, and Injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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 CONDITIONER BLOWER AND THE HEADLIGHTS WERE NOT WORKING PROPERLY. VEHICLE TAKEN TO THE DEALER, AND THEY REPLACED THE IGNITION SWITCH, THE AIR CONDITIONER BLOWER SWITCH AND THE RESISTOR. *AK

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.

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

We were driving down the highway about 8 PM, approx 45 mph when the blower which was on a low speed setting without warning shut off along with the headlights. The blower came right back on along with the lights then both shut off a few. Since our daughter who also owns a Buick Regal had encountered the same problem last year I know what to do + what the blower switch off the lights came back on.

This seems more than a isolated incidence since 2 Regals had the same problem + same repair to fix both of them. Both in the same family? This could really be a serious situation if it would happen on a highway at a higher rate of speed with no warning at nighttime.

We called GM Buick Division and the rep told me there were no other instances like this reported.

I am enclosing repair invoices for both my wife's and daughter's cars, to show you both cars encountered the same problem. Both cars were repaired at the same dealer

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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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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QUESTIONNAIRE**

NOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4238

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(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/odot>

**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).**