



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 252

Date Received

Repository ☐2004 FEB -1 14 10: 22
25-FEB-2004Reference No.
10069827

OWNER INFORMATION (Type or Print)

Name

Address

City SAINT CHARLES

State MD

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? ☐ YES ☒ NO
In the absence of a signature, please print the name and address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side:

2G4WB55L7R1408715

Make

BUICK

Model

REGAL

Model Year

1984

Date Purchased

12-1-03

Dealer's Name and Telephone Number

Glen Dale Chrysler / (314) 965-5100

Original Owner ☐

Dealer's City

Glen Dale

State

MO

Zip Code

63122

Engine:

No. Cylinders

6

Fuel Type:

Transmission Type

☒ Automatic☐ Manual

Powertrain

Vehicle Component Code

114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-FEB-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

Not Sure 15x 16 inch

DOT No. (Example: DOTM19ABC036)

☐ 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

☐ Yes ☒ No

Fire

☒ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

Y 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).

WHILE DRIVING CONSUMER SMELLED AN ODOR COMING THROUGH THE VENTS. WAS ABLE TO PULL OVER TO THE SHOULDER. THEN, CONSUMER NOTICED SMOKE COMING FROM UNDERNEATH THE HOOD. CONSUMER HAD VEHICLE TOWED TO THE DEALER FOR INSPECTION. AND MECHANIC INFORMED THE CONSUMER THAT CERTAIN PARTS WERE NOT UNDER WARRANTY. *AK

There wasn't a fire but it could have been.
The car has a electrical problem it feels like it is going to die out. And the voltage reading inside the car is always reading low.

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.

March 16, 2004

ON Dec 1, 2003 I purchased a car from Glen Dale Chrysler. Later that evening I had a problem getting the car out of gear. I called Dale Clements the Salesman the next day to tell him about the car not going into gear like it should. ON Dec 10th I took the car down to the Dealership, and I sat down there for 3 hours to be told that they didn't have the right part, for the car. ON Dec 11th my car started smelling like gas and I called Dale again to tell him that the car smelled like gas, Dale told me that they would check it out when the other part comes in. After riding around in a car that smelled like gas I took the car back to the Dealership ON Dec 20th because the car smelled like gas was pouring out of it. Keith that is over the finance department put me in a loaner car which was a 1995 mini van that died out on me the very next day. ON Dec 22nd I took the mini van back to the Dealership. They put me in a 2003 Dodge Neon. I had that car for 5 weeks while they played around fixing the steering column, they claimed that they ran a test on the car to see if they can smell gas. So I filled the car up with gas, and they did another test on the car and they smelled the gas then, I didn't get my car back until Jan. 21st, and then 2^{more} weeks later my temperature gauge was going up and down. I took the car to CarX to have them check my car out for me.

And they told me that it was my upper intake manifold. I then took the car to the dealership and they kept the car and they fixed the problem. I picked the car up on Feb 13, 2004. ON Feb 14th 2004 I had to have the car reinspected because the first inspection had expired. The car passed the first inspection on 11-15-2003. But it failed the second inspection on Feb 14th 2004 the brakes were bad and the muffler had a big hole in it. I had to pay 449.

to have the brakes fixed. And Car X welded the hole shut in the muffler. ON Feb 16th I had to take the car back to the dealership because it was leaking antifreeze. They fixed that and charged me \$170. And I had to pay have of the rental car bill. When they did the first work on the upper intake manifold they told me that they over look the other parts. If you all can help me please do.

Sincerely,



**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).**