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US DEPT. OF TRANSPORTATION
CONSUMER HOT LINE
AUTO SECURITY HOTLINE
400 7TH ST. S.W.
WASHINGTON, D.C. 20590

ON STAR
PO BOX 278
SHELDON
IA. 51201-0278

BUICK CUSTOMER SERVICE
PO BOX 10041
TOLEDO
OH 43682-4012

Reference: Lightening strike

I was traveling east on highway 40 in my 2003 BUICK RENDEZVOUS . About 15 miles east of Kingman Arizona lightening struck the ON STAR antenna causing a complete vehicle electrical failure and loss of power, no power steering, no power brakes. It was fortunate that there was enough momentum to get to a safe area to pull off the highway. However, the ONSTAR was inoperative so I was unable to call for assistance, Finally a "GOOD SAMARITAN" trucker stoped and let me use his cell phone. I am enclosing a photograph of the damage to the antenna and the vehicle

Has there been any other reported lightening strikes on the ON STAR ANTENNA? Is there anything that can be done to insulate or isolate the ON STAR antenna to preclude this from happening to others?

[REDACTED]
Las Cruces
[REDACTED]

Margaret
8/1/05

