



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2009 FEB -5 PM 12:58 -DASH-2-DOT
(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

26-DEC-2008

Reference No.
10252849

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number E-mail Address

Address

City SAINT HELENA ISLAND

State SC

Zip Code

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

2G4WB52K1T

Make

BUICK

Model

REGAL

Model Year

1996

Date Purchased

01/18/97

Dealer's Name and Telephone Number

St. Hen Buick Pontiac GMC 893-258-5600

Engine: 3.8

No: Cylinders

Fuel Type:

Unleaded

Original Owner ☐

Dealer's City

Greenville

State

SC

Zip Code

29606

6

Gasoline

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

26-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage

87000
78,117

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

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

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).

TL*THE CONTACT OWNS A 1996 BUICK REGAL. THE CONTACT NOTICED THAT THE VEHICLE SPORADICALLY EXPERIENCED A NO-START CONDITION. THERE WAS ALSO A BACKFIRE THAT OCCURRED WHEN THE VEHICLE WAS STARTED. THE UPPER INTAKE MANIFOLD FAILED PRIOR TO THE UPPER INTAKE MANIFOLD. THE DEALER STATED THAT HIS VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 96V116000 (FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM). THE CONTACT WOULD NOT ASSUME RESPONSIBILITY FOR THE REPAIR. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 87,000.

78,117

See attached invoices
Old parts are available

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)

Upon a cold start an explosion occurred in the intake manifold. The intake manifold and Fuel Injection Sight Shield were totally destroyed. No further attempt to start was made.

Prior to the incident, 3 occasions occurred during a period of approximately 2 weeks when the engine did not immediately start when cold. Upon starting nothing seemed abnormal - Most old parts are available.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

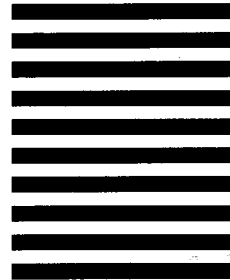
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



January 22, 2009

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210

Re: Reference No. 10252849

Gentlemen,

Enclosed please find form 100148 which has been completed as directed. Attached are copies of invoices reflecting the repairs and services necessary to place the vehicle back into service, a summary of which follows:

1. Auto One Service Center: (A) Towing from residence to repair facility, then to Vaden Buick Dealership for programming of PCM prior to attempting to start engine after repairs. (B) Labor and parts necessary for repairs.
2. Vaden Service Order # 125262: Program PCM, and upon starting, found coolant in oil from manifold repairs, replaced oil and filter.
3. Vaden Parts Invoice 520465: Replacement Fuel Injector Sight Shield (owner installed).

Also enclosed are copies of the documents pertaining to the original purchase of the vehicle on 01/18/97 by my mother, from whom I received it in February, 2002.

As of this date, the repair costs for this incident total: \$1,234.47

The vehicle will not be placed into full service until a trial operation has been conducted when time permits. If another event occurs, you will be notified.

Should you require any more information, please advise me ,

Respectfully,

Saint Helena Island, S.C.

AUTO ONE SERVICE CENTERS, INC.
181 SEA ISLAND PARKWAY
LADY'S ISLAND, SOUTH CAROLINA 29902

FOR

BEAUFORT

SC

MAKE: BUICK MODEL: REGAL YEAR: 96
MILES: 78117 LICENSE BY: JCW

(803) 524-6655 01/15/09 INVOICE 62020

--SHOP LABOR DESCRIPTION-----MECH-----AMOUNT--
REPLACE LOWER INTAKE GASKET AND JRH 455.00
PLENUM CHAMBER. REPLACE SEALS AND
TIPS AT INJECTORS. REPAIR VACUUM
LINES AND REPLACE 2 SENSORS.

CUSTOMER COMPLAINT OR DESCRIPTION OF JRH N/C
PROBLEM: EXPLOSION AT INTAKE
DESTROYED PLENUM CHAMBER, ENGINE
COVER AND SEVERAL SENSORS AND VACUUM
LINES. ALSO INJECTOR TIPS.

--OTHER CHARGES DESCRIPTION-----CODE-----AMOUNT--
TOWING: 1 @ 75.00 & 1 @ 55.00 T 130.00

-----PARTS-----			
QTY	PART NUMBER	NAME OF PART	PRICE
6	2-12085	FUEL INJECTOR SEAL KIT	61.92
1	600-1186	AIR INDUCTION MANIFOLD	228.00
1	MS16191	INTAKE MANIFOLD SET	82.33
1	DEX	DEXACOO	20.00
1	AFD	ANTIFREEZE DISPOSAL FEE	2.00
1	ENGC	ENGINE COVER	13.00
2	SENS	ENGINE SENSOR	28.00

I hereby authorize you to perform the above repairs and furnish necessary materials. Your employees may operate this vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay storage charges if vehicle is left more than 48 hours after notification that repairs are completed. Any additional parts or labor are extra. I will be notified if any additional work amounting to more than 10% of the original estimate is needed.

Any warranties on parts and accessories sold hereby are made by the manufacturer. The above shop disclaims all warranties, including implied warranties of merchantability or fitness for the particular purpose, and does not authorize any person to assume for it any liability.

WE DO MORE THAN OIL CHANGES: ALIGNMENTS, TIRE
BALANCE, BRAKES, TUNE-UPS, FUEL INJECTION SERV,
ENGINE CONTROL SPECIALISTS, CARBURATOR OVERHALL,
CV BOOT AND CV AXEL REPLACEMENT, COMPLETE EXHAUS
SYSTEM REPAIR, STRUTS, SHOCKS, RACK&PINION AND
COMPLETE FRONT END REPAIR SERVICES AVAILABLE!

LABOR TOTAL	455.00
OTHER CHARGES	130.00
PARTS TOTAL	435.25
SALES TAX	30.47
PD IN ADVANCE	.00
CHARGED	1050.72

SARALYN E MOORE

4887

489

01/14/09

C5CS411424

78,117 /

ST HELENA, SC

96/BUICK/

2 G 4 W B 5 2 K 1 T

01/13/09

MO: 78117

LABOR & PARTS-----
J# 1 10CVZ MINOR ELECTRICAL TECH(S):4891 80.00
CUSTOMER REQUESTS PROGRAM PCM WITH LATEST CALIBRATIONS.
UPDATED PROGRAMMING WITH LATEST CALIBRATIONS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 80.00

J# 2+01CVZ LUBE OIL FILTER TECH(S):4891 12.50
LUBRICATE CHANGE OIL AND FILTER
NECESSARY FOR PROPER MAINTENANCE
COMPLETED LUBE OIL AND FILTER CHANGE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 25010792 FILTER 1.836 5.26
JOB # 2 5 12345625 OILSAE30Q 8.800 3.32 16.60
JOB # 2 TOTAL PARTS 21.86
JOB # 2 TOTAL LABOR & PARTS 34.36

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A RCF REG. COMPLIANCE FEE S.C. 1.50
JOB # 2 SCP SERVICE COUPONS S.C. -9.41
TOTAL - MISC -7.91

TOTALS-----

OUR GOAL IS 100% CUSTOMER SATISFACTION.
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
TERRY GALLAGHER OUR SERVICE MANAGER

IF YOU ARE SURVEYED WE ASK THAT YOU GRADE US WITH
THE HIGHEST SCORE.

VISIT OUR WEB SITE WWW.DANVADEN.COM

TOTAL LABOR.... 92.50
TOTAL PARTS.... 21.86
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 1.50
TOTAL MISC DISC -9.41
TOTAL TAX..... 1.64

TOTAL INVOICE \$ 108.09

PAYMENT TYPE

() CASH
() CREDIT CARD
() CHECK
CHECK # -----

USA

JAN 15 2009

CUSTOMER SIGNATURE

Due to
water in
oil from
repairs to
Intake Manifold

VADEN OF BEAUFORT
(843) 525-4100

THANK YOU FOR YOUR BUSINESS

ALL CLAIMS AND RETURNED GOODS MUST BE
ACCOMPANIED BY THIS BILL. NO RETURNS ON
ELECTRICAL OR SPECIAL ORDER PARTS. NO
RETURNS AFTER 10 DAYS. TWENTY PERCENT
HANDLING CHARGE ON RETURNED PARTS.

520465

CREDIT CARD

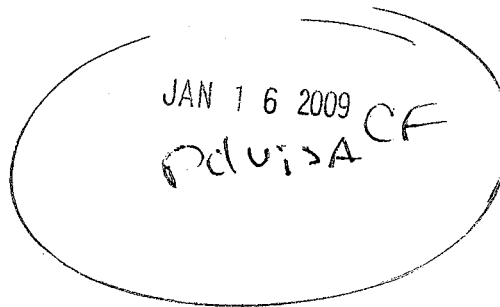
CASH

WILLIAM C MCCRAE 01/16/09

100104B
C5R

VISA

1	0 24508434 SHIELD	3.300	SP-ORD	70.71	70.71	70.71
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Owner Installed

70.71

TAX

4.95

FREIGHT

0.00

75.66

09:52:20 CUSTOMER COPY

NET592

PAGE 1 OF 1

CAR INVOICE DEAL # 7214



SITTON
BUICK - PONTIAC - GMC TRUCK, INC.

2640 Laurens Road P.O. Box 6108
GREENVILLE, SOUTH CAROLINA 29606
Telephone (864) 288-5600

CUST# _____ DATE 01/18/97

No. 20702

SALESMAN: JERRI FOWLER

SOLD TO:

ADDRESS

MAULDIN SC

GREENVILLE

YEAR	MAKE	MODEL	BODY STYLE	NEW OR USED	KEY NOS.
96	BUICK	REGAL	4 DR	NEW	14J4 60L1
M.V.I. / SERIAL NO.		STOCK NO.		MILES AT DELIVERY	
2G4WB52K1T		60352		106	

INSURANCE COVERAGE INCLUDES

☐ FIRE AND THEFT

☐ COLLISION - AMT. DEDUCT.

☐ PUBLIC LIABILITY - AMT.

☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP

DESCRIPTION

PRICE

NEW CAR - FACTORY INSTALLED:

Phone#:

NEW CAR - DEALER INSTALLED:

PRICE INCLUDES ALL DISCOUNTS AND REBATES

NAME OF FINANCE INSTITUTION:

Price of Car \$7071.00

Sales Tax 300.00
License Fee 24.00
Title Fee 5.00

Total Cash Price \$7400.00

Cost of Life Ins. N/A
Cost of A & H Ins. N/A
Cost of Coll. Ins. N/A
Cost of Liab. Ins. N/A
Cost of Financing N/A
Total Time Price \$7400.00

SETTLEMENT/REBATE 315.33

Deposit 16075.67

Cash On Delivery 1009.00

Trade-In N/A

Less Lien N/A

Lien to: (see left for applicable info)

Year Make

Model Body

Trade-in Mileage N/A

Payments

@ \$ due

@ \$ Starting

of ,19

Total

\$17400.00

STANDARD EQUIPMENT

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

- *** SAFETY & SECURITY ***
- AIR BAGS - DRIVER & PASSENGER
- BRAKES - ANTI-LOCK, POWER, 4-WHEEL DISC
- SEAT BELTS-FRONT & REAR SEAT LAP/SHOULDER W/FRONT COMFORT ADJUSTER & REAR CHILD GUIDE
- THEFT DETERR SYS- PASS KEY II
- *** MECHANICAL ***
- STEERING- POWER RACK & PINION
- STEERING COLUMN - TILT WHEEL
- SUSPENSION - DYNARIDE
- TIRES-P205/70R15 ALLSEASON BW
- WHEELCOVERS - 15" DELUXE
- *** FEATURES ***
- AIR CONDITIONING - DUAL COMFORTEMP CLIMATE CONTROL
- ARMREST - FRONT SEAT STORAGE
- CRUISE CONTROL - ELECTRONIC
- DEFOGGER-REAR WINDOW,ELECTRIC
- DOOR LOCKS - AUTOMATIC POWER
- GLASS - SOFT RAY TINTED W/ SOLAR RAY WINDSHIELD
- INSTRUMENTATION - ANALOG GAGE CLUSTER W/ TACH & TRIP ODOM.
- LIGHTS- ASHTRAY, DOME, TRUNK, ENGINE, GLOVE BOX, I/P CRTSY
- MIRRORS - DELUXE OUTSIDE ELECTRIC REARVIEW (LEFT AND RIGHT REMOTE) (BODY COLOR)
- RADIO-POWER LOAD CASSETTE&ETR AM-FM STEREO W/SEEK/SCAN&CLCK
- RECLINERS- FRONT SEATBACKS
- SPEAKERS - DUAL EXTENDED RANGE FRONT & REAR
- TRUNK LOCK RELEASE-ELEC REMOT
- WINDOWS-POWER EXPRESS DWN DRV
- WIPERS-2SPEED W/DELAY FEATURE
- *** CONVENIENCE PLUS ***
- LIGHTS-DELAY ENTRY&THEATER DM
- WARNING TONE - IGNITION KEY, HEADLAMPS ON & TURN SIGNAL ON

STANDARD VEHICLE PRICE

\$19,740.

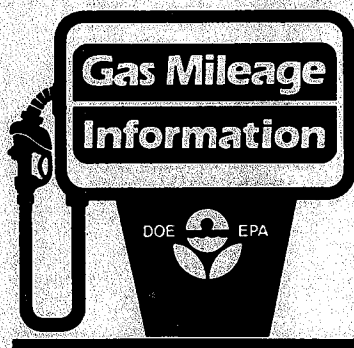
Options Installed by Manufacturer

ENGINE- 3800 SERIES II V6 W/SFI	395.
CARPET SAVERS - FRONT	25.
CARPET SAVERS - REAR	20.
50 STATE EMISSIONS	NO CHAF
TRANSMISSION-4 SPEED ELECTRONIC CONTROL AUTOMATIC W/OVERDRIVE	NO CHAF
TOTAL OPTIONS	440.

Compare this vehicle to others in the **FREE GAS MILEAGE GUIDE** available at the dealer.

CITY MPG

19



HIGHWAY MPG

30

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

18 AND 22 MPG IN THE CITY AND BETWEEN

25 AND 35 MPG ON THE HIGHWAY.

1996 REGAL

3.8 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$783

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

MID-SIZE

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

11 TO 28 MPG CITY
AND

16 TO 36 MPG
HIGHWAY.

WKA

TOTAL VEHICLE & OPTIONS

\$20,180.

DESTINATION CHARGE

540.

TOTAL VEHICLE PRICE*

\$20,720.

From: <NHTSAHotline@telesishq.com>
To:
Sent: Friday, December 26, 2008 4:06 PM
Subject: IVOQ ISSUE=64142 PROJ=12

When replying, type your text above this line.

Notification of Case Registration (All times are GMT -500)

Project: NHTSA Hotline Center
Case: IVOQ
Case Number:

Date:12/26/2008 **Time:**16:06:30

Description:

Entered on 12/26/2008 at 16:06:30 by Cortney Curtis:

TL- THE CONTACT OWNS A 1996 BUICK REGAL. THE CONTACT STATED THAT HE NOTICED THAT THE VEHICLE SPORADICALLY EXPERIENCES A NO-START CONDITION, AND ALSO A BACK FIRE DURING ENGINE STARTING OCCURRED WHICH CAUSED BREAKAGE OF THE UPPER INTAKE MANIFOLD. HE CONTACTED THE DEALER IN WHICH A TECHNICIAN STATED THAT HIS VIN UMBER WAS EXCLUDED FROM THE RECALL # 96V116000 (FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM) THEREFORE THEY WOULD NOT ASSUME RESPONSIBILITY FOR THE REPAIR. AS OF CURRENT DATE HE HAS NOT HAD THE VEHICLE REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS ~~87,000~~ (CC)

78,117

Contact Information:

Phone: **NHTSA ID:**57635

12/26/2008