

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received DEC 7 2011 31-OCT-2011</p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10433676</p>	
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City SUN LAKES</p>		<p>State AS</p>	<p>Zip Code</p>		
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WB52K031</p>		<p>Make BUICK</p>	<p>Model REGAL</p>	<p>Model Year 2003</p>	
<p>Date Purchased Fall 2002</p>	<p>Dealer's Name and Telephone Number Tony M. Coary Buick (480) 834-0101</p>		<p>Engine: 3.8L No: Cylinders V6</p>	<p>Fuel Type: Gasoline</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type Automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p>Powertrain 3.8L</p>	<p>Multiple Failure: Failure happened Multiple Times</p>	<p>Incident Date(s) 28-OCT-2011</p>	
<p><input checked="" type="checkbox"/> Cruise Control</p>					
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING</p>			<p>Failure Mileage 43450</p>	<p>Failure Speed ~25 mph</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM4L9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2003 BUICK REGAL. THE CONTACT STATED THAT WHILE THE TURN SIGNALS WERE ACTIVATED, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT DROVE THE VEHICLE HOME WITHOUT USE OF THE TURNS SIGNALS. THE VEHICLE WAS NOT TAKEN TO THE DEALER TO BE DIAGNOSED. THE MANUFACTURER TOOK A COMPLAINT AND ADVISED THE CONTACT THAT THE FAILURE WAS NOT RECALLED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 43,540.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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 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.</p>					

MEMORANDUM TO:
Mr. Randy Reid
National Highway Safety Administration
Correspondence Research Division
Office of Defects Investigation/Enforcement

25 November 2011

FROM: [REDACTED]

SUBJECT: Additional Information Expanding on VOQ 10433676

Mr. Reid,

This memo is to provide your office with a more detailed description of the technical failure involving our 2003 Buick Regal which would have resulted in a dangerous driving situation. The attached Vehicle Owner's Questionnaire (VOQ) has been completed and is correct except for the Narrative Description field which is not. A more complete and correct description follows:

Narrative Description:

(1) Events leading up to the failure:

There was no unusual weather, road conditions or driving conditions which precipitated this failure. It is a general fault inherent in the design of the Buick Regal. We informed Buick of this situation. They stated they had not issued a recall to correct the dangerous situation this failure causes. The Buick representative suggested we contact the NHTSA to document the failure.

(2) Failure and its consequences:

2a. Failure: During normal driving conditions, when the operator used the turn signal for a turn or to change lanes, the engine will immediately and without any warning shut down. This rendered the vehicle unpowered – not only is the engine inoperable, but because the engine has shut down, it also renders the vehicle's power-assisted steering system ineffective.

2b Consequences: Once the vehicle's engine and supporting systems have shut down, the vehicle is unpowered, difficult to brake and difficult to steer. If this occurs while stopped at a traffic signal, the operator disengages the turn signal and restarts the engine without significant impact. If this occurs when changing lanes while moving at normal road/highway speeds, it produces an extremely hazardous situation wherein the vehicle will continue to proceed along whatever vector it happened to traveling on prior to engine shutdown.

(3) What was done to correct the failure:

Once we discovered the source of the failure, we had the vehicle serviced by a trusted auto mechanic. They determined the problem was in the ignition switch and to correct the problem required replacing the ignition switch (invoice attached).

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TOM'S AUTO REPAIR & TOWING

11607 EAST RIGGS ROAD CHANDLER, AZ 85249 (480) 895-6936

START DATE 11/01/11

WORK ORDER NO. 59920

NAME.....:	[REDACTED]	PLATE.:	[REDACTED]
ADDRESS..:	[REDACTED]	YR/MK.:	2003 BUICK
ADDRESS..:	[REDACTED]	MODEL.:	REGAL
CITY/ZIP.:	SUN LAKES, AZ [REDACTED]	ENGINE:	6 CYL. 3.8L
PHONE (W):	[REDACTED] EXT.	VEH.ID:	
PHONE (H):	[REDACTED]	MILES.:	43558
CDSC-TX1580-TL43278-DT000-TLWD43278]		PICKUP/CALL/DELIVER	

PART CODE	PART DESCRIPTION	QTY	MCH	WRNTY	VND	PRICE	CORE	EXTENDED
NONSTK	KS6213 IGNITION SWITCH	1.00	SP		1 YR N	\$205.15	\$0.00	\$205.15

ESTIMATED==[\$205.15]=====[PARTS TOTAL >> \$205.15

SUBLET CODE-	SUBLET DESCRIPTION-----	MCH	WRNTY	VND	AMOUNT
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ESTIMATED==[\$0.00]=====[SUBLET TOTAL >> \$0.00

LABOR CODE--	LABOR DESCRIPTION-----	MCH	WRNTY	INTERVAL	AMOUNT
CUSTOM	R&R IGNITION SWITCH	JR		N/A	\$200.55

ESTIMATED==[\$200.55]=====[LABOR TOTAL >> \$200.55

HAZARD CODE-	HAZARD DESCRIPTION-----	QTY	VND	PRICE	EXTENDED
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ESTIMATED==[\$0.00]=====[HAZARD TOTAL >> \$0.00

Labor warranty is 90 days. All problems and/or returns must be made to this shop only. No refunds after specified warranty period or on work done elsewhere. PART WARRANTIES: The only warranties applying to part(s) are those which may be offered by the manufacturer. This shop disclaims all other warranties, either expressed or implied of any kind. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of the repair thereto and grant that said vehicle be picked up and held until indebtedness is satisfied. Any & all legal fees will be attached as well. OWNER _____

PARTS...	\$205.15
LABOR...	\$200.55
SUBLET...	\$0.00
SUPPLIES:	\$11.28
HAZ.FEES:	\$0.00
MISC....:	\$0.00
TAX.....:	\$15.80
GAS/OIL.:	\$0.00

DEPOSITS: \$0.00
BALANCE DUE >> \$432.78

RECOMMEND: ** NONE **