



U.S. Department of Transportation

National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
 To Report Vehicle Safety Defects
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

Date Received: **DEC - 7 2011**
 03-NOV-2011

Repository

Reference No. 10434147

Daytime Telephone Number: [REDACTED]

E-mail Address: [REDACTED]

Evening Telephone Number: [REDACTED]

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: GIRARD State: GA Zip Code: [REDACTED]

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2G4WB52K431 [REDACTED]

Make: BUICK Model: REGAL LS FOUR DOOR TAN Model Year: 2003

Date Purchased: 03 16 2008 Dealer's Name and Telephone Number: SOUTH EASTERN 706 854 1800 Engine: V6 Fuel Type: GAS

Original Owner: Dealer's City: AUGUSTA State: GA Zip Code: 309

Transmission Type: [REDACTED] Antilock Brakes: Powertrain: [REDACTED] Multiple Failure: EMISSION SYSTEM Incident Date(s): 12-OCT-2011

Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage: 200000 Failure Speed: 25-40 mph

195,716

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: DOTMAL9ABC036): [REDACTED] 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), crash(es), 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).

TL* THE CONTACT OWNS A 2003 BUICK REGAL. THE CONTACT STATED THAT THE VEHICLE WAS OVERHEATING AND WOULD LOSE POWER WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE HE WAS INFORMED THAT THE CATALYTIC CONVERTER, IDLE AIR CONTROL VALVE AND THE MANIFOLD ABSOLUTE PRESSURE WERE DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE NOR WAS THE VEHICLE REPAIRED. THE CURRENT AND THE FAILURE MILEAGES WERE 200,000.

CATALYTIC CONVERTER \$ 947.00 MASTER BUICK PONTIAC GMC
 MANIFOLD, GASKET REPL. \$ 634.00 WASHINGTON RD.
 IDLE AIR CONTROL VALVE AUGUSTA, GA 30909
 MANIFOLD ABSOLUTE PRESSURE 706 922 5257

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)

EXHAUST MANIFOLD FRONT AND REAR GLOWED RED HOT ENGINE TEMPERATURE
GAUGE IN THE RED. COOLANT LEAKED FROM A HOSE NEAR ENGINE. COOLANT
WAS ON THE GROUND. THE ENGINE BEGIN TO SMOKE BLUE. INSIDE ENGINE COMPART
MENT. ENGINE BURNS ONE QUART OF OIL BETWEEN CHANGES. A NEW BATTERY,
THERMOSTAT, FRONT DISC BRAKES, TRANSMISSION OIL FILTER AND GASKET. BROUGHT
BETWEEN MONTHS OF AUGUST AND SEPTEMBER. DRIVER REAR WINDOW INOPERATIVE,
HEAT /AC FAN BLOWER. DOES NOT OPERATE IN ALL SETTINGS. WINDSHIELD WASHER SPRAYER
INOPERATIVE. ENGINE STALLED, NO POWER GOING UP HILL. ENGINE GASKET MAY HAVE LEAKED
OIL. A MANIFOLD MAY HAVE BEEN REPLACED. CATALYTIC CONVERTER, IDLE AIR CONTROL VALVE, MANIFOLD ABSOLUTE
PRESSURE SENSOR DEFECTIVE. ATTACH ADDITIONAL SHEETS IF NECESSARY DAYS LOST FROM WORK 41.

CREDIT ACCEPTANCE CORP. 1-800-634-1506
P.O. BOX 551888
DETROIT, MI 48255

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

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Penalty for Private Use \$300



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**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**



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