

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

CL-10577663-7200

National Highway Traffic Safety Admin.  
Washington, DC 20590

APR -2 2014

Dear Sir;

I am the owner of 2003 Buick Regal Ls Vin # 2G4wb52k731 [REDACTED] Which stopped in traffic without Warning . It had to be towed from the scene. Every thing locked up. I am truly grateful I was not in heavy traffic. I had it towed to Steinle Buick in Clyde Ohio after they examined it I was told it was the ignition switch. Needless to say I had a large towing bill plus a \$503 bill for anew ignition switch.

I know that your recent recall did not include my 2003 Buick Regal but it should have . I don't think you had a broad enough recall. This is a major risk to life and limb. I am enclosing a copy of my towing bill and bill for a new ignition switch . My major concern is that it might happen again, and it might happen to other owners of Buick Regal LS.

Sincerely

[REDACTED]

AM  
4314  
SMD

# Steinle

FAMILY DEALERSHIPS



**CHEVROLET-BUICK**  
 1014 E. McPherson Hwy.  
 Clyde, Ohio 43410  
 (419) 547-9483  
 (866) 547-9483  
 FAX (419) 547-6250

CUSTOMER NO. <b>20390</b>	ADVISOR <b>MIKE</b>	TAG NO. <b>4374</b>	INVOICE DATE <b>09/19/13</b>	INVOICE NO. <b>CVCS195799</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>73,948</b>	COLOR
<b>BELLEVUE, OH</b>	YEAR / MAKE / MODEL <b>03/BUICK/REGAL/4DR SDN LS</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>2 G 4 W B 5 2 K 7 3 1</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/18/13</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

IN SERVICE DATE | 05-22-03  
 JOB# 1 CHARGES

LABOR  
 # 1 69CVZ3302 IGNITION REPAIR TECH(S): 6599 270.00  
 CUST STATES DIED OUT WHILE DRIVING, WILL NOT CRANK OVER AND  
 DASH LAMPS FLASH WITH KEY ON ADVISE  
 INSPECTED CLEANED CONNECTIONS AND APPLIED DIELECTRIC  
 COMPOUND TO BACKSIDE OF UNDERHOOD FUSE BOX, STILL WILL NOT  
 STAY RUNNING, FOUND LOSS OF POWER FROM IGNITION SWITCH  
 NEEDS SWITCH  
 DISASSEMBLED STEERING COLUMN TO REPLACE SWITCH, RECHECK  
 OK REASSEMBLED COLUMN

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	26068757	SWITCH 2.188	189.47	189.47	189.47
				TOTAL - PARTS		189.47

MISC	CODE	DESCRIPTION	CONTROL NO		
	ZSS	Z SHOP SUPPLIES		10.00	
				TOTAL - MISC	10.00

JOB# 1 TOTALS  
 LABOR 270.00  
 PARTS 189.47  
 MISC 10.00  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 469.47

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$503.00 (+TAX)

TOTALS  
 CHARGE [ ] CHECK# [ ] CREDIT CARD [ ] CASH [ ]  
 THANK YOU FOR YOUR BUSINESS!

TOTAL LABOR....	270.00
TOTAL PARTS....	189.47
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	10.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	34.04
<b>TOTAL INVOICE \$</b>	<b>503.51</b>

**PAID**

CUSTOMER SIGNATURE \_\_\_\_\_

**IMPORTANT**  
 You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact your service advisor immediately.  
 Thank You!  
**STEINLE**  
 Chevrolet Buick  
 (419) 547-9483

**DISCLAIMER OF WARRANTIES**  
 THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.

This dealership utilizes the hours published in the manufacturer's labor/time guide which reflect an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

**SUPPLIES:** A token charge equivalent to 10% of the labor charge to a maximum of \$10.00 is included for supplies used on your vehicle.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

**GUARANTEE**  
 GENERAL MOTORS WARRANTS THEIR PARTS AND LABOR FOR 12 MONTHS / UNLIMITED MILES ON G.M. INSTALLED PARTS AND LABOR. A COPY OF THE INVOICE MUST BE PRESENTED.

**DENDINGER BROS. CAR CARE CENTER**

1010 Castalia St.  
 BELLEVUE, OHIO 44811  
 (419) 483-5154 Fax (888) 662-7023  
 1-800-883-7011

# Road Service

DATE 9-18-13	TIME A.M. / P.M. / <i>PM</i>	REQUESTED BY	P.O. NO.
CITY <i>Ch</i>		STATE 0	
LOCATION OF VEHICLE 322 920			
YEAR, MAKE, MODEL 03 Buick		COLOR Tan	DRIVER
STATE 0	VEHICLE I.D. NO.	REGISTERED OWNER	
MILEAGE	SERVICE TIME	EXTRA PERSON	
FINISH	FINISH	FINISH	
START	START	START	
TOTAL	TOTAL	TOTAL	
REASON FOR TOW			SPECIAL EQUIPMENT
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ABANDONED <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN CAR <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> UNREGISTERED <input checked="" type="checkbox"/> BREAK DOWN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> TOW ZONE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/> START <input type="checkbox"/>			<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY
TYPE OF TOW	TOWED PER ORDER OF	VEHICLE TOWED TO	
<input type="checkbox"/> SLING/ HOIST TOW <input type="checkbox"/> FLAT BED/ RAMP <input checked="" type="checkbox"/> WHEEL LIFT <input type="checkbox"/>	<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input checked="" type="checkbox"/> OWNER <input type="checkbox"/> DEALER	FIRST TOW <i>Stanley Clyde</i> SECOND TOW	
STORAGE FROM		TOWING CHARGE	85.00
TO _____ DAYS @ \$ _____		MILEAGE CHARGE	
PAID BY		EXTRA PERSON	
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK      DRIVERS LIC. NO. _____ <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX      EXP. DATE _____		SPECIAL EQUIPMENT	
CC NO. _____		LABOR CHARGE	
OPERATOR'S SIGNATURE <i>[Signature]</i>		STORAGE	
DATE 9-18-13			
VEHICLE RELEASED TO		SUB-TOTAL	
DATE		TAX	6.16
		<b>TOTAL</b>	<b>91.16</b>

5326

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

**Thank You**

PRODUCT 2525



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES  
CERTIFICATE OF REGISTRATION**

PLATE NO.: [REDACTED] REG. DATE: 01/10/2014 EXP. DATE: 01/10/2015 ISSUE DATE: 01/03/2014 APP NO.: [REDACTED]  
 VALIDATION NO.: [REDACTED] OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: SINGLE USER ID: CO  
 OLD APP NO.: [REDACTED] OLD PLATE: [REDACTED]

VEHICLE CLASS: PASSENGER  
 ODOMETER READING: 43,750  
 MAKE: BUIC  
 STATE FEES: \$31.  
 VEHICLE YEAR: 2003  
 BODY TYPE: 4S  
 CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: GOLD  
 VEH. SERIAL NO.: 2G4WB52K731 [REDACTED] REG TYPE: RENEWAL LOCAL TAX: \$10.  
 PURCHASE DATE: 04/20/2006 SUSPENSION/REVOCAION: NO REFL./CO. FEE: \$0.  
 PRIOR OPERATION: YES DEPUTY FEE: \$3.  
 FEES PAID: YES TOTAL FEES: \$44.

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket\*At all vehicle inspection stops\*Upon traffic court appearances\*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirement met on first offense, one year on second offense, and two years on third and subsequent offenses\* Lose his or her license plates and vehicle registration\*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses\*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND\*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have SECURITY SUSPENSION for TWO YEARS or more and\*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: \*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage\*AN INSURANCE IDENTIFICATION CARD (same coverage)\*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company\*A BMW BOND SECURED BY REAL ESTATE having equity of at least \$60,000\*A BMW CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer State\*A BMW CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

**PROOF OF FINANCIAL RESPONSIBILITY**

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

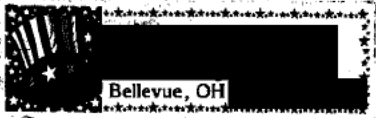
**X SIGNATURE ON FILE**

DATE

SIGNATURE OF OWNER(S)  
 WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.  
 APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

**DO NOT DISCARD.**

**THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.**



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