


JUN 17 2014

 <p>DOT Auto Safety Hotline 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>		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 10-APR-2014	Repository <input type="checkbox"/> Reference No. 10578986
OWNER INFORMATION (Type or Print)			
Name Address City SALEM State IN Zip Code		Daytime Telephone Number Evening Telephone Number	E-mail Address
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WB52K531		Make BUICK	Model REGAL Model Year 2003
Date Purchased 08-02-12	Dealer's Name and Telephone Number Dealer's City Country Dealer Columbus IN Zip Code 47201		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Multiple Failure:	Incident Date(s) 28-DEC-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: ENGINE (PWS), 116000 ELECTRICAL SYSTEM: IGNITION		Failure Mileage 35350	Failure Speed IDLE
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)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: IN Drive of My Home	
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			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2003 BUICK REGAL. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE TECHNICIAN DIAGNOSED THAT THE IGNITION SWITCH NEEDED TO BE REPLACED. THE IGNITION SWITCH WAS REPLACED. THE MANUFACTURE WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 35,350 AND THE CURRENT MILEAGE WAS 51,000.			
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 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)

PURCHASE FROM [REDACTED] COLUMBUS, IN.
[REDACTED] BOUGHT WITH 29,000 Miles.
BOUGHT CAR FROM COUNTRY DEALER IN NORTH VERNON IN
10-31-02, [REDACTED] AND [REDACTED] BOUGHT THE CAR
08-02-12. IGNITION SWITCH WENT BAD 12-28-12.
STARTER WENT BAD 09-17-13, AIR COMPRESSOR 08-29-13
PULLED IN STOPPED TO GO IN GARAGE, PUT CAR IN PARK, CAR DIED,
LIGHTS FLICKERED OFF AND ON, TOWED INTO STEWART AUT
AND TRANSMISSION, 1400 W. MULBERRY ST, SALEM, IN 47167
812-883-6995 ATTACH ADDITIONAL SHEETS IF NECESSARY

THANKFUL I WAS IN MY DRIVEWAY. INSTEAD OF BEING ON RUTENBERG
GOING TO THE PR. WITH BRACES IN BOTH FEET.

US 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

LOUISVILLE
KY 400
03 JUN '14
PM 2



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 Center of Excellence (VCOE)
U.S. Department of Transportation
National Highway Traffic Safety Administration



ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE



STEWART AUTOMOTIVE & TRANSMISSION

1400 W. Mulberry St. (Hwy 56/60 West) • Salem, IN 47167

812-883-6995

J.H.

MUST HAVE COPY FOR WARRANTY CLAIMS

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT
1	AIC 77924F	ECM	308.20
1	19244858	comp. t.	227.91
		Programs	131.99
SPECIAL REPAIRS			

NAME: [REDACTED] DATE: 8-29-13

ADDRESS: [REDACTED]

CITY: [REDACTED] PHONE WHEN READY: [REDACTED]

YEAR: 03 TYPE OR MODEL: Bu MOTOR NO.: [REDACTED] SERIAL NUMBER: 45 3.8L

LICENSE NUMBER: [REDACTED] ODOMETER: [REDACTED]

OPER. NO. REPAIR ORDER - LABOR INSTRUCTIONS ORDER WRITTEN BY: [REDACTED]

LUBRICATE CHANGE OIL FLUSH TRANS FLUSH DIFF WASH POLISH \$

RETAIN PARTS DESTROY PARTS

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY: _____
RECEIVED BY: _____

GAL. GASOLINE	@	
QTS. OIL	@	
LBS. GREASE	@	
TOTAL GAS - OIL - GREASE		

TOTAL LABOR	
TOTAL PARTS	667.90
GAS, OIL, GREASE	
SPECIAL REPAIRS	
ENVIRONMENTAL CHARGES	
JOB TOTAL	
STATE TAX	4/6 73
TOTAL AMOUNT	714 33

TOTAL PARTS	667.90
ESTIMATE AMOUNT	PARTS LABOR
ADD'L AUTH. AMT.	TIME BY
ADD'L AUTH. AMT.	
ADD'L AUTH. AMT.	
ESTIMATE TOTAL	

Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 products.

Handwritten signature/initials

