

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

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

AGENCY USE ONLY 100148

| | |
|----------------------------------|-------------------------------------|
| Date Received 03-JUN-2014 | Repository <input type="checkbox"/> |
| | Reference No. 10595885 |

OWNER INFORMATION (Type or Print)

| | | | | | |
|---------|------------|-------|----|--------------------------|----------------|
| Name | [REDACTED] | | | Daytime Telephone Number | E-mail Address |
| Address | [REDACTED] | | | [REDACTED] | [REDACTED] |
| City | GREENBAY | State | WI | Zip Code | [REDACTED] |
| | | | | Evening Telephone Number | |

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 2G4WB52K131 [REDACTED] | Make BUICK | Model REGAL | Model Year 2003 |
| Date Purchased AUG. 6, 2005 | Dealer's Name and Telephone Number out of business | | Engine: V-6 No: Cylinders 6 |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code |
| Transmission Type Auto | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: switch ignition failure |
| | | | Incident Date(s) 19-MAY-2014 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|---|--------------------------|---------------------|
| Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH | Failure Mileage 85592 | Failure Speed 25 |
|---|--------------------------|---------------------|

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 type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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 WHILE DRIVING 25 MPH, THE VEHICLE STALLED WITHOUT ANY WARNINGS. THE CONTACT MENTIONED THAT THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THE IGNITION SWITCH WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 85,592 AND THE CURRENT MILEAGE WAS 86,500.

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)

After this stalling problem was noticed on my 2003 Buick Regal in May of 2014, it was towed to my independent mechanic facility (Down town Auto) where the stalling problem was diagnosed as a failed ignition switch. The failed switch was replaced with a new one & I have had no further stalling problems with this car up to the current time.

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

GREEN BAY WI 543

31 JUL 2014 PM 9

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 200779382



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



076491

Downtown Auto Service LLC

434 East Walnut St.
Green Bay, WI 54301
(920) 437-1665

DATE OF ORDER: 5-27-14
TIME PROMISED: [blank]
EST. COMP. DATE: 435-6616
TENDERED DATE: [blank]

| QUAN. | DESCRIPTION | N - NEW R - REBUILT R/C - RECYCLED | U - USED W - WARRANTY | ESTIMATE PRICE | FINAL PRICE |
|-------|--|--|--------------------------|----------------|-------------|
| 1 | Oil Filter | | | | 8.50 |
| | Delco Switch 019910 Ignition Switch | | | 170.00 | |

NAME: [redacted]
ADDRESS: [redacted]
CITY, STATE, ZIP: [redacted]
YEAR & MAKE: 2003 Dodge
MODEL: Ram
COLOR: Grey
ODOMETER: 85592
SERIAL NO.: [redacted]

ADDITIONAL WORK: [blank]
AUTHORIZED BY: [signature]
DATE: [blank] A.M./P.M. TIME NO. CALLED NEW TOTAL ESTIMATE

| ESTIMATED PRICE | FINAL LABOR CHARGE |
|------------------------|--------------------|
| \$ | |
| LUBRICATION | 6.00 |
| CHANGE OIL | 5.00 |
| ROTATE Tires | 16.00 |
| CHANGE TRANS. | |
| BALANCE TIRES | |
| AIM HEADLIGHTS | |
| TOWING OR ROAD SERVICE | 15.00 |

Time of pickup: 1:15 AM
Batter Good Test Pass
60% yet

REPAIR INSTRUCTIONS: Tow in vehicle. Stalls out various loads so an engine. The S/S S/S odd timing. Diagnose Elec Problems + probably switch. Oil log - ✓ Fluids - OK. (uses are OK yet)

| | |
|-----------------------------|---|
| PARTS AND ACCESSORIES TOTAL | → |
| SUBLET REPAIR SHOP | |
| SUBLET REPAIR TOTAL | → |

ESTIMATE LABOR TOTAL ←

SERVICED BY: [signature]

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs, but call me before continuing if the price will exceed \$
- I do not want an estimate.

Do you want the replaced parts you are entitled to? Yes No
Hold parts for inspection? Yes No

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

This vehicle received without face to face

SHOP REPRESENTATION SIGNATURE

I HEREBY AUTHORIZE the above repair work to be done along with necessary material. 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 or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEREBY AGREE TO PAY SIMPLE INTEREST AT THE RATE OF 1 1/2% PER MONTH (18% PER ANNUM) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

| QTY. | ITEM | PRICE | TOTAL PARTS |
|----------------------|-----------------|-------|-------------|
| 7 | QTS. OIL 10W30 | 18.75 | 178.50 |
| | LBS. GREASE | | |
| | AUTO TRANS. OIL | | |
| ENTER TOTAL TO RIGHT | | | 387.00 |
| | | | 18.75 |
| | | | 60.00 |
| | | | 20.05 |
| | | | 33.04 |
| | | | 637.44 |

DELIVERY DATE: [blank]
CASH:
CREDIT CARD:
CHARGE: [signature]

Thank You!
We appreciate your business

CUSTOMER'S SIGNATURE: [signature]

Downtown Auto Service
 434 E. Walnut
 Green Bay, WI 54301

200916

| | | |
|----------------------------------|------------|-----------|
| CUSTOMER'S ORDER NO. | DEPARTMENT | DATE |
| | | 5-27-14 |
| NAME | | |
| [REDACTED] | | |
| CITY, STATE, ZIP | | |
| Green Bay, Wi. [REDACTED] K1776T | | |
| SOLD BY | CASH | C.O.D. |
| | | Charge |
| | | ON ACCT. |
| | | MDSE RETD |
| | | PAID OUT |

| QUANTITY | DESCRIPTION | PRICE | AMOUNT |
|----------|-------------|-------|--------|
| 1 | Towing | | |
| 2 | | | |
| 3 | 5/27-2014 | | 65.00 |
| 4 | 1.15 PM | | 3.28 |
| 5 | | | |
| 6 | | | |
| 7 | | | 68.28 |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |
| 14 | | | |
| 15 | | | |
| 16 | | | |
| 17 | | | |
| 18 | | | |
| 19 | | | |
| 20 | | | |

RECEIVED BY [REDACTED]



KEEP THIS SLIP FOR REFERENCE
 ORIGINAL