 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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		FOR AGENCY USE ONLY 100148	
Date Received 13-JUN-2014		Repository <input type="checkbox"/> Reference No. 10598104			
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City FORT COLLINS	State CO	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 2G4WB55K831 [REDACTED]		Make BUICK	Model REGAL	Model Year 2003	
Date Purchased 5/19/2011	Dealer's Name and Telephone Number Maxley Motors 970-377-6235		Engine: No: Cylinders 6	Fuel Type: UNL	
Original Owner <input type="checkbox"/>	Dealer's City Fort Collins, CO 80526	State CO	Zip Code 80526		
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-MAY-2014 many others also	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, ENGINE (PWS), 110000 ELECTRICAL SYSTEM, 116000 ELECTRICAL SYSTEM: IGNITION			Failure Mileage 100000	Failure Speed 50	
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 TRAVELING 50 MPH, THE ENGINE STALLED AND THE INDICATOR LIGHTS ON THE INSTRUMENT PANEL ILLUMINATED. THE POWER STEERING AND BRAKES FAILED. THE VEHICLE RESUMED TO ITS NORMAL OPERATION AFTER BEING RESTARTED. THE MANUFACTURER WAS CONTACTED AND DID NOT OFFER A REMEDY. THE FAILURE HAS RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THERE WAS AN ELECTRICAL SHORTAGE IN THE IGNITION SWITCH AND AS A RESULT, IT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 100,000 AND THE CURRENT MILEAGE WAS 102,000.					
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)

The vehicle has shut off or lusted many other times also. Moving at all speeds & also sometimes just trying to start it - all the lights on the dash would blink on & off and after several tries it would start and run. I would like to note that each time I took it to be repaired I left only 1 key + not the heavier tan key ring. This explains why the repair shop could not get the car to duplicate the problem. If GM had told everyone what the problem was it could of been fixed the first time. Some days it would shut off while driving many times. Scary & inconvenient

ATTACH ADDITIONAL SHEETS IF NECESSARY

DENVER
CO 802

07 AUG 2014



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

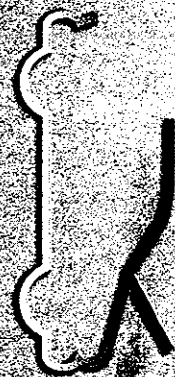
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POSTAGE WILL BE PAID BY ADDRESSEE

**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**



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

3401 So. College Ave.
 P.O. Box 270520
 Fort Collins, CO 80527-0520

MARKLEY

MOTORS INC.

BUICK - SATURN - GMC TRUCK - HONDA

Honda Service - (970) 226-2214
 GM Service - (970) 377-6235
 Sales - (970) 226-2213
 Other Areas - 1-800-925-3168

CELL : [REDACTED]

CUSTOMER NO. 66784	ADVISOR BLAKE TOWNSEND	1038	TAG NO. 4482	INVOICE DATE 05/16/14	INVOICE NO. BUCS751891
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 99,722	COLOR SILVER/	STOCK NO. 112006A
FORT COLLINS, CO [REDACTED]	YEAR / MAKE / MODEL 03/BUICK/REGAL/4DR SDN LS			DELIVERY DATE 05/19/11	DELIVERY MILES 70,802
[REDACTED]	VEHICLE I.D. NO. 2 G 4 W B 5 5 K 8 3 1 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 05/16/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]	[REDACTED]				

MO : 99722

LABOR & PARTS
 # 1 08BUZMISC1 ELECTRICAL MISC1 TECH(S):2108 220.00
 OWNER STATES WHEN TURNING ON TURN SIGNAL THE CAR WILL DIE,
 AND ALL THE CLUSTER LIGHTS ARE FLASHING
 AND WILL DIE SOMETIME JUST GOING DOWN THE ROAD
 88.00
 HAS BAD IGNITION SWITCH. ALSO HAS INTAKE LEAK.
 REPLACED IGNITION SWITCH & TESTED. ALL OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	26068757	SWITCH 2.188	161.27	161.27
JOB # 1 TOTAL PARTS					161.27
JOB # 1 TOTAL LABOR & PARTS					381.27

2+90BUZRBK BRAKE INSPECTION TECH(S):2108 0.00
 Added Operation (MILLER @ 05/16/2014 09:56)
 BRAKE(S) REQUIRES IMMEDIATE ATTENTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

3+90BUZRLEAK FLUID LEAKS TECH(S):2108 0.00
 Added Operation (MILLER @ 05/16/2014 09:56)
 FLUID LEAKS REQUIRES IMMEDIATE ATTENTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		30.00
TOTAL - MISC				30.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The Seller, MARKLEY MOTORS, INC. hereby expressly DISCLAIMS all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and MARKLEY MOTORS, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REPAIR ORDER NOTICE
 Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SERVICE PARTS WARRANTY
 ALL REPAIRS PERFORMED BY MARKLEY MOTORS, INC. ARE BACKED BY A 12 MONTH OR 12,000 - MILE PARTS & LABOR GUARANTEE.

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

WERE YOU INFORMED OF STATUS DURING REPAIR?
 YES NO

DID YOU RECEIVE A COMPLETE EXPLANATION OF SERVICES?
 YES NO

THANK YOU

The Reynolds and Reynolds Company EPRINTSH4E GM43531 O (05/11)