

 DOT Auto Safety Hotline 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				FOR AGENCY USE ONLY 100148 Date Received: 08-SEP-2014 Repository: <input type="checkbox"/> Reference No.: 10631447 OCT 23 2014			
OWNER INFORMATION (Type or Print)								Daytime Telephone Number [REDACTED]		E-mail Address NOEMAIL@UNK.GOV	
Name		Address		City		State		Zip Code		Evening Telephone Number	
KNOXVILLE		TN		[REDACTED]		[REDACTED]		[REDACTED]		[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				Make		Model		Model Year			
2G4WB52K731 [REDACTED]				BUICK		REGAL		2003			
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:			
[REDACTED]		[REDACTED]				No: Cylinders		[REDACTED]			
Original Owner		Dealer's City		State		Zip Code		Transmission Type		Incident Date(s)	
<input type="checkbox"/>		[REDACTED]		[REDACTED]		[REDACTED]		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		01-JUL-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION											
Vehicle Component Codes: 130000 VISIBILITY, 110000 ELECTRICAL SYSTEM, 117000 DIGITAL INSTRUMENT PANEL, 353600 EQUIPMENT: AIR CONDITIONER								Failure Mileage		Failure Speed	
[REDACTED]								94528		[REDACTED]	
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		Fire		Number of Persons Injured		Number of Deaths		Reported to Police			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0		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. WHILE DRIVING AT AN UNKNOWN SPEED, THE INSTRUMENT PANEL LIGHTING DIMMED, THE WINDOWS FAILED TO CLOSE AND OPEN, AND THE AIR CONDITIONING SYSTEM FAILED TO COOL. THE DEALER PERFORMED DIAGNOSTIC TESTING, BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 94,528.											
NO ELECTRIC POWER! CAR WILL NOT START This does not happen as listed above! Car will not even start with no electric power!											
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.											

DESCRIPTION
 * NO ELECTRIC POWER

took car to Dealer to be checked - They did not know after testing. Could not tell me the problem -??
 could replace a part but guess work - no guarantee for 600.00
 cause they don't know

Instrument panel dead no power at all - ^{3 times} Drove
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have had 3 incident's of this problem in my car. First, to clarify the info. on previous page is incorrect sentence says "my instrument panel lighting dimmed". This is not true, some misunderstanding. I stated no electric power at all. Nothing worked. This included windows, air con., radio, windows, air, & radio included. No power on the panel - as listed above. No gauges work - dead. Car will not start at first - then it starts but

ATTACH ADDITIONAL SHEETS IF NECESSARY

no electric power - Had to drive home with dead gauges - windows pulled not come down - in July - no 3 times happened now. Dangerous an.

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

NICKSVILLE TN
OCT 2014 PM

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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

NHTSA
www.nhtsa.gov

SaferCar.gov