

February 15, 2015

RE: Reference No. 10671841

Please note the following safety complaint with attached documentation of the incident. FEB 25 2015

My 1998 Buick Regal was involved in a fire that occurred in the engine compartment on January 2, 2015. The vehicle was completely engulfed in flames within 15 minutes of the driver smelling a "burning rubber" odor coming from the vehicle after driving up steep inclines. The driver and passengers exited the vehicle before the fire and thankfully were safe. (Please see the detailed report enclosed as well as the incident report from the fire department.)

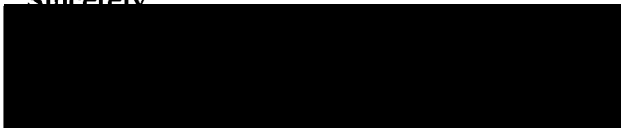
The reason for my putting in this complaint is for the safety of others who presently own a 1998 Buick Regal. Please note, this vehicle was recalled in November 2011 for possible engine fire. Shortly after receiving the recall notice, I had brought my vehicle to a GM dealer to correct this problem associated with the recall. After addressing the recall and having the issue fixed, I thought my family and I would be safe in this vehicle. The recall work done by the GM dealer as instructed by Buick was obviously not a sufficient fix to the recall problem.

As a result of what happened to my vehicle, I believe the 1998 Buick Regal still needs to be recalled again for possible underhood engine fire (as originally stated in the November, 2011 recall #09047). I was fortunate enough to not have anyone injured in my incident. However, I believe others who currently own the same type vehicle may not be safe unless this underhood defect is addressed again.


PLEASE, for the safety of others, put out another notice to recall the 1998 Buick Regal to check on the safety of this vehicle.

Thank you for your attention to this important safety matter.

Sincerely



NH
3215
SMD

 U.S. Department of Transportation National Highway Traffic Safety Administration	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	
	Name <input type="text"/>		Date Received 12-JAN-2015	Repository <input type="checkbox"/> Reference No. 10671841
Address <input type="text"/>		Daytime Telephone Number <input type="text"/>		E-mail Address <input type="text"/>
City EASTON	State PA	Zip Code <input type="text"/>		Evening Telephone Number <input type="text"/>
<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 2G4WB52K9W1 <input type="text"/>		Make BUICK	Model REGAL	Model Year 1998
Date Purchased May, 2011	Dealer's Name and Telephone Number private owner		Engine: No: Cylinders V6	Fuel Type: gasoline
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 3.8 L	Multiple Failure: FIRE	Incident Date(s) 11-JAN-2015 January 2, 2015
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: ENGINE (PWS)			Failure Mileage 65000	Failure Speed
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				
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police <input checked="" type="checkbox"/> Yes
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 1998 BUICK REGAL. WHILE THE VEHICLE WAS PARKED, THE CONTACT NOTICED FLAMES COMING FROM THE ENGINE COMPARTMENT. THE VEHICLE BECAME ENGULFED IN FLAMES IN A MATTER OF MINUTES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 65,000. While driving vehicle, driver smelled a burning rubber smell. After vehicle was parked, and driver and passengers exited the vehicle, a fire started in the engine compartment. Vehicle was engulfed in flames in minutes. The vehicle became incinerated.				
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.				

Incident Report

Fire Department Name: Goodwill Fire Company#1
ID: 39010
Incident Number: [REDACTED]
Incident Date: 1/2/14
Incident Type: Other
Location of Incident: Bake Oven Knob Parking Area
City-Township: Heidelberg Township
Dispatch Time: 0908
Available Time: 1010
Units Responding: 1002,1021
Mutual aid received from who: 2311 (recalled), 7182

Equipment Used:

SCBA qty: 4
Debris Cleanup qty: 1
Shovel qty: 1
Misc Hand Tool qty: 2

other equipment:
Manhours 7

Description-Extent of Damagel: Fully involved car fire
Make: Buick
Model: Century
License Plate: [REDACTED]
VIN: unable to locate
Drivers Name: [REDACTED]
Drivers Address: [REDACTED] Easton, PA [REDACTED]
Drivers Phone Number: [REDACTED]
Owners Name: [REDACTED]
Owners Address: [REDACTED] Easton, PA [REDACTED]
Owners Phone Number: [REDACTED]
Insurance Company: could not identify completely burned
Vehicle at Fault: Yes

Property Address Fire: Bake Oven Knob Parking Area of Appalachian Trail
Owners Name Fire: National Park Service
Origin Of Fire: Engine compartment of vehicle
Cause Of Fire: unknown, driver said at times when you push on gas smelled like rubber burning
Estimated Dollar Loss: total loss of vehicle

Narrative:

1002 arrived on scene 5 minutes from dispatch fully involved engine compartment fire which extended to passenger compartment prior to engine arrival. Driver stated they arrived between 830 and 850am nothing wrong with vehicle but at times when you pushed on accelerator sometimes you would smell a burning rubber smell.
State Police incident # [REDACTED]
Submitted by: 1002



Buick
P.O. Box 909989
Milwaukee, WI 53209-9989

SAFETY RECALL NOTICE

11 0003424 11 0003424

09047 2G4WB52K9W1 11 0003424

EASTON, PA

November 2011

Dear General Motors Customer:

General Motors is very interested in your safety and continued satisfaction with your vehicle. Our records show that although your 1998 model year Buick Regal vehicle is subject to an important safety recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important safety recall. Please follow the instructions below to address this important matter.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 model year Buick Regal vehicles, equipped with a 3.8L V6 naturally aspirated engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 09047.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

An underhood fire may be caused by drops of engine oil, from seepage or spillage, being deposited on the exhaust manifold through hard braking. If the manifold is hot enough, the oil may ignite into a small flame and, in some instances, the fire may spread to the plastic spark plug wire channel and beyond. If this occurs, there could be a fire in your vehicle and nearby property.

D.B.A. BROWN-DAUB CHEVROLET-VOLVO
SOLT CHEVROLET-VOLVO, INC.



VOLVO

819 Nazareth Pike
Nazareth, PA 18064
(610) 759-1000

MON, TUES, WED, THURS 8:00 AM - 9:00 PM
FRI 8:00 AM - 5:00 PM

*Open Recall
Repair done*

97643

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]

EASTON PA [REDACTED] EASTON PA [REDACTED]
NORTHAMPTON NORTHAMPTON
HOME: [REDACTED] HOME: [REDACTED]

FOR OFFICE USE VEHICLE INFORMATION

TAG: 1607 ADV: 153 REESER, B INVOICE: QUOTE WAR W PC VIN 2G4WB52K9W1 [REDACTED] LICENSE NUMBER: [REDACTED]
TRM RULES: YY1NN INVOICED: 11/21/2011 14:04:09 98 BUICK REGAL LS 4DR SDN BLACK
ODMETER IN: 39810 OUT: 39816 DIST: 100
DATE BEGIN: 11/21/11 DONE: 11/21/11

*** R.O. NOT COMPLETE ***

CONCERN #1	CUSTOMER STATES OPEN RECALL 09047	OPERATION	TECH	HOURS	AMOUNT
CAUSE	UNREPAID-OPEN-CAMPAIGN	W27497	104	2.00	18.52
INTERVIEW	UNREPAID-SPAREPLUG RETAINER PER RECALL				
	PART NUMBER PC# NOTE DESCRIPTION QTY UNIT PRICE				
	000 089891791 RETAINER 1 .91 .91				
	000 012132229 RETAINER 1 .89 .89				
	PARTS: COUNT 2				
FACTORY	TECH: 104 - FLAMISE, THOMAS				
	CAUSE CODE: X				
SUBTOTAL					
					PARTS 2.52
					LAB-MECHANICAL 18.52
					TOTAL CHARGE FOR CONCERN 21.04

TYPE: W

GRAND TOTALS		PAYMENT DISTRIBUTION FOR INVOICE W27497	
SUMMARY OF CHARGES FOR INVOICE W27497		TOTAL CHARGE	21.04
PARTS 2.52		FAC WARRANTY	21.04
LAB-MECHANICAL 18.52			
TOTAL CHARGE 21.04			

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRENDA J REESER
THANK YOU FOR SERVICING YOUR VEHICLE AT THE
BROWN DAUB DEALERSHIP'S

ON LINE SERVICE INVOICING BY UCS © 1979

++ CUSTOMER WAITING ++

PAGE 1
LAST PAGE

WARRANTY NOTICE
All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are hereby limited to the same duration of time as the express warranty stated on the back of this invoice. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. The scope of coverage of the above stated express and implied warranties is hereby expressly limited to the actual parts covered by said express warranty as set forth on the back of this invoice.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

CUSTOMER

Easton, PA

LEHIGH VALLEY PA 180

18 FEB 2015 9M 41



U.S. Dept. of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590
attention: Office of Defects
Investigation

20590

