

CL-11231421-9807

 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	
		Date Received 12-JUL-2019	Repository ☐ Reference No. 11231421		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number E-mail Address	
Name				Address	
City FITCHBURG		State MA	Zip Code	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 2G4GLSE0		Make BUICK	Model REGAL	Model Year 2015	
Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 10-JUL-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 170000 LATCHES/LOCKS/LINKAGES, 116300 ELECTRICAL SYSTEM: IGNITION: ANTI-THEFT CONTROLLER				Failure Mileage	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)	☐ Original Equipment ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 2	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 2015 BUICK REGAL. WHILE THE CONTACT WAS INSIDE THE VEHICLE, THE DRIVER'S SIDE DOOR LOCK WAS PRESSED, WHICH ACTIVATED THE ANTI-THEFT SYSTEM. THE DOORS WOULD NOT UNLOCK FROM THE INSIDE AND THE OCCUPANTS BECAME TRAPPED INSIDE THE VEHICLE FOR APPROXIMATELY 15 MINUTES BEFORE THE CONTACT WAS ABLE TO OPEN THE DOORS. AN UNKNOWN DEALER AND THE MANUFACTURER WERE NOTIFIED OF THE FAILURE, BUT NO ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS UNKNOWN. TEMP OUTSIDE WAS ALMOST 100° + INSIDE CAR WAS ALOT HOTTER! ME + MY NEPHEW WERE TRAPPED IN CAR + COULDN'T GET OUT! WE HAD TROUBLE BREATHING! PRESSED UNLOCK BUTTON INSIDE CAR SEVERAL TIMES + STILL TRAPPED IN CAR! WE COULD HAVE DIED BECAUSE UNLOCK BUTTON DIDN'T WORK! IF PRESSED, IT SHOULD UNLOCK!					
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.					

PAGE 2 OF VEHICLE OWNER'S QUESTIONNAIRE

ON JULY 10, 2019, I HAD TO RUN OUT TO THE DRIVEWAY WITH MY [REDACTED] OLD NEPHEW I WAS BABYSITTING, TO GET SOMETHING FROM MY CAR. MY CAR WAS UNLOCKED IN DRIVEWAY, SO I LEFT MY FOB AND CELL PHONE IN THE HOUSE.

WHEN I GOT IN THE CAR, MY NEPHEW WAS PLAYING WHILE I WAS GETTING MY ITEM FROM THE CAR. HE PRESSED THE LOCK BUTTON FROM INSIDE THE CAR. WHEN WE WENT TO EXIT THE CAR, IT WOULDN'T UNLOCK EVEN THOUGH I PRESSED THE UNLOCK BUTTON SEVERAL TIMES.

TEMPERATURE OUTSIDE WAS ALMOST 100 DEGREES, AND TEMPERATURE INSIDE CAR WAS MUCH HOTTER! WE HAD LOTS OF TROUBLE BREATHING! AFTER ABOUT 10-15 MINUTES, I WAS FINALLY ABLE TO LIFT UP THE LIP OF THE LOCK TO UNLOCK CAR.

WE COULD HAVE DIED IN THE HOT CAR! IF THE UNLOCK BUTTON IS PRESSED FROM THE INSIDE, IT SHOULD UNLOCK THE CAR, NOT REMAIN LOCKED! THIS IS A MAJOR SAFETY ISSUE AND NEEDS TO BE FIXED! IF THIS ISSUED IS NOT ADDRESSED SOON, A BABY, TODDLER OR ANYONE ELSE WHO GETS LOCKED IN A SWELTERING CAR CAN DIE AFTER ONLY A FEW MINUTES OF BEING LOCKED IN CAR!

WHEN I CALLED GMC, THEY SAID THE ANTI-LOCK DEVICE ACTIVATED, AND THERE IS NOTHING THEY CAN DO ABOUT IT, SINCE IT'S BUILT INTO THE SYSTEM. THIS IS UNACCEPTABLE! IF THE UNLOCK BUTTON IS PRESSED, IT SHOULD LET PEOPLE OUT OF THE CAR!