

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.

November 9, 2022

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation

NHTSA Ref. No. 11470905

This vehicle belongs to my wife [REDACTED] who drives it daily. In the last year this auto has had the engine cut off completely when coming to a stop three different times and had to be pushed over to the side of the road to get it out of traffic. The dash lights remained on but the starter button did not function. After setting for about 30 to 40 minutes we were able to get it started again, every thing seemed to work OK for the next couple of months.

The second time happened when she was stopping to turn into our drive way, the engine cut off, the dash lights all came on, the starter switch did not function. I disconnected the battery cable to get the dash lights to turn off. Spent a short while looking for some cause for what was wrong, tried to start engine again, it started like it was supposed to, dash lights went off, drove car into garage.

Decided it was time to take car to the Buick dealer for inspection, they claimed they couldn't find anything wrong.

The third event occurred a couple of months later, all the same symptoms, pushed car to the side of road, car sat for about 40 minutes before we had a chance to try to start, which it did start again. Drove it home OK.

We found out about NHTSA so made a report because the Buick dealer could not diagnose the problem.

We purchased the car from Freeman Buick in Grapevine, TX April 18. 2018 as a used vehicle with about 22,000 miles at that time. We have 56,800 at this time. After a short time owning and driving around town, we noticed the car had an annoying habit of cutting off the engine every time we came to a stop but would start up again when we released the brake pedal. I went to Freeman Buick service manager to ask if there was a way to turn this gadget off, he replied "it was against the law to disarm it, no he could not turn it off". I asked the service manager who

was going to pay for the premature starter motor and flywheel replacement when they wear out, this system was stopping and starting a dozen times while just doing a short trip to anywhere. He had no answer for me. So we have lived with this useless annoyance ever since.

I understand that the Government politicians think they know all about automobiles and can make rules that are costly and serve no practical purpose, but you should know that I was a technician for 45 years with the Porsche dealership network, have since retired. The most wasteful fuel period for cars and trucks is setting still waiting for 2 to 3 minutes for traffic lights to change, then having to accelerate 2000 to 5000 pounds of vehicle from zero to the speed limit. The best fuel mileage comes during a steady cruise speed which if the Government would mandate synchronized traffic lights would be far more effective at fuel saving. Plus think of the number of vehicles waiting for that light to change that are wasting fuel setting still, then having to accelerate from a dead stop.

Because the engine stoppage and the "Auto Stop Start" seem to operate the same way I pulled up the system on the computer to see if other folks were having problems, everyone who commented hated the system, all wanted to know how to turn it off. A couple of folks claimed they could disarm the the system, I had no luck trying to do it.

I believe this is a safety issue, my wife never knows when the engine will stop again in the middle of traffic and maybe get hit by another car who doesn't see her stopped in the middle of traffic.

The "Auto Stop Start" gizmo is not the right solution to save fuel.

Writing for [REDACTED], {car owner }

[REDACTED]

[REDACTED]

Prescott Valley, AZ [REDACTED]

[REDACTED]

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