



National Highway  
Traffic Safety  
Administration

### DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire

**POSTED**  
REPORT ON VEHICLE SAFETY DEFECTS  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

### FOR AGENCY USE ONLY

Date Received

00 AUG -7 AM

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Reference No.

OFFICE  
DEFECTS INVEST

553538

### OWNER INFORMATION (Type or Print)

Name [REDACTED]  
State [REDACTED]  
City [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/28/2000

### PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 2G4WB52L5S1481696		Make BUICK		Model E DOOR CUSTOM SEDAN REGAL		Year 1995	
Purchased Date 8/14/95		Dealer's Name STILLMAN BUICK/ISUZU				Engine Size (CID/CG/L) 3.9L I4	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Dealer's City ENGELWOOD		State N.J.		Zip Code 07631	
Manufacture Date (on driver's door or pillar) 8/14/95		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
				Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	
						Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

### FAILED COMPONENT(S)/PART(S) INFORMATION

LETTER ATTACHED	Part Name(s) SIDE DRIVERS AIR BAG IS BEING RECALLED	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

### APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

N.A.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I RECEIVED A RECALL LETTER FROM BUICK ON MY 1995 BUICK REBECAL DUE TO AN EXISTENCE CAUSING THE DRIVER SIDE AIR BAG MAY DEPLOY UNEXPECTEDLY, WITHOUT A CRASH.

DUE TO MY SHORTNESS, 5 FT. 2 INCHES AND WEIGHING 85 POUNDS I HAVE TO SIT UP CLOSE TO THE WHEEL IN ORDER TO DRIVE MY CAR AND IF THE AIR BAG SHOULD DEPLOY I COULD BE INJURED OR CAUSE A CRASH AND INJURE SOMEONE ELSE.

IT MIGHT TAKE 6 MONTHS TO GET THE NEW PART TO BE INSTALLED SO THIS WON'T HAPPEN. I AM A LITTLE NERVOUS ABOUT DRIVING MY CAR UNDER THESE CONDITIONS. DO I SHOULD LIKE TO HAVE THE AIR BAG DISCONNECTED. LETTER FROM BUICK IS ATTACHED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

THIS IS ONLY TEMPORARY UNTIL THE NEW PART IS MADE AND ABLE TO BE FIXED WHICH THE BUICK PEOPLE SAID WOULD TAKE AT LEAST 6 MONTHS.

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590

Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline



**BUICK**

Dear Buick Customer:

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 and may manifest itself in your 1995 model year Buick Regal. We have learned of a condition that can cause the driver's air bag in your car to deploy unexpectedly, without a crash, as you start your car or during normal driving. A driver seated in the proper driving position and using the safety belt could receive minor injuries, such as abrasions, from contact with the air bag. However, as your owner's manual states, if you're too close to an inflating air bag, it could seriously injure you.

The purpose of this letter is to explain this product safety issue, what GM is doing to correct it, and what you can do immediately to lessen any potential for injury from an inadvertent driver's air bag deployment. We have received 115 reports out of 268,000 vehicles affected. Most had been driven 60,000 miles or more. Corrosion of the air bag inflator's internal wiring, which can occur over time, may cause the inadvertent deployment of the driver's air bag.

This product safety issue only affects the driver's air bag—the front passenger's air bag uses a different inflator. The driver's air bag, working with your car's safety belt, will perform properly in a moderate to severe frontal crash and help reduce fatal or serious injury to the driver.

Please know that we understand the concern this product safety issue may cause and the need to correct it as quickly as we can. Until we are able to replace the air bag inflator in your vehicle, there are two very important precautions you can take to reduce the potential for serious injury.

**What you should do:**

1. Make sure that you are in the correct driving position before starting the car. If you are too close to an inflating air bag, or if you are leaning forward, it could seriously injure you. That is why it is important to follow the instructions in your owner's manual—always wear your safety belt and sit back as far as possible while still maintaining control of the vehicle.
2. You may get a warning before a deployment. In normal operation, the air bag light on your instrument panel flashes on for a few seconds when you start your car and should remain off at all other times when the engine is running. If you see this light come on and stay on, find a safe place to pull off the road, turn off the vehicle and call Buick Roadside Assistance at 1-800-252-1112 to arrange to have the vehicle towed to the nearest dealership. Do not restart the car. There will be no charge for this roadside service.



**What GM is doing:**

GM is working with its suppliers as quickly as it can to obtain replacement inflators for a recall campaign. Because these inflators are complex, precision devices with many parts, it will take several months to obtain the equipment, tools and materials to make parts, assemble the inflators, make sure they perform properly, and get them to our dealers.

As parts become available, we will send you another letter and ask you to bring your car to a dealership for installation of the new inflator. This repair will be performed at no charge to you. Our best estimate today is that we will be shipping parts to dealers and mailing letters to owners in about six months. When you receive that letter, you should contact your dealer for a service appointment.

Again, we sincerely regret the concern this may cause you. We are committed to correcting this as quickly as we can with minimal inconvenience to you. As always, if you have questions or would like to discuss this matter, you can call us toll-free at 1-877-250-1790 on weekdays from 8:00 a.m. to 11:00 p.m. Eastern time.

Buick Division  
General Motors Corporation



## Office of Defects Investigation Recall Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: August 10, 2000 11:47:26 AM

### **NHTSA CAMPAIGN ID Number: 00V171000**

Component: INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG:FRONTAL

Manufacturer: GENERAL MOTORS CORP.

Mfg. Campaign #: 00058

Year: 1995

Make: BUICK

Model: REGAL

Potential Number of Units Affected: 268146

Manufactured From: JUN 1994 To: JUL 1995

Year of Recall: '00

Type of Report: Vehicle

Summary:

Vehicle Description: Passenger vehicles. Corrosion of the air bag inflator's internal wiring, which can occur over time, could cause the inadvertent deployment of the driver's air bag. This deployment could occur during vehicle start-up, while the vehicle is parked or idling, or while in operation.

If the consumer is too close to an inflating air bag, serious injuries could occur.

Dealers will replace the inflators on these air bags. GM will be mailing an informational letter on or about July 7, 2000. This letter will explain this product safety issue, what GM is doing to correct it, and what customers can do immediately to lessen any potential for injury. A few parts are available at this time, however, the remainder of parts will be available in the fall of 2000. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Buick at 1-800-521-7300 or Oldsmobile at 1-800-442-6537. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 1 record.

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