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**Hornickla, Bob**

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**From:** Monday, October 18, 2004 4:00 PM  
**Sent:** TIS  
**To:**  
**Subject:** 1997 Buick Regal Complaints

2004 DEC -8 AM 11: 52

At 85,393 miles, the tensioner pulley in my 1997 Buick Regal froze up and disintegrated, causing the serpentine belt to fray badly as it rubbed up against and scraped a hole in the power steering pump, resulting in a loss of power steering. I was told by the Buick dealer that this is not a service item (no oiling or greasing is called for) and that this just can happen.

Is this a common complaint for this or any similar GM vehicle? If so, can you give me any information as to the status of the resolution of this problem with GM or any investigations in process regarding the same?

*AMaria  
12/13/04*