

10/09384

NVS-200

Administrator
National Traffic Highway Safety Administration 57
400 Seventh Street, SW
Washington, DC 20590

November 30, 2004

Dear Sir,

Enclosed is a letter that I have sent to the Buick Division of General Motors. It outlines my request for reimbursement of expenses that I paid when my 2000 Buick LeSabre caught fire for no apparent reason.

As noted in my letter, I believe that the damage to my car occurred as a result of a defective part that General Motors determined could cause such a fire and therefore recalled these vehicles.

I have tried for several weeks to get a fair resolution to this matter. That is the reason for my letter to Buick.

Please consider my letter to you as notice that I am attempting to resolve the matter by myself, but I would appreciate your opinion and guidance in helping me to get satisfaction from Buick.

Thank you for your assistance.

Sincerely

Buffalo, New York

EXECUTIVE SECRETARIAT
2004 DEC 20 P 5 04
NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

Jessica
1/11/05

Mr. Richard G. Wagner
C/O Buick Motors
P.O. Box 33136
Detroit, MI. 48232 - 2000

November 30, 2004

Re: VIN # 1G4HP54K8Y4199161
GM RECALL NO. 03054B

Dear Mr. Wagner,

Based on the advice of one of your customer service representatives that I spoke with, I am writing to you to outline my position regarding the recall of my Buick LeSabre and how it relates to the damage incurred to my vehicle earlier this year.

On January 29, 2004 the engine of my 2000 Buick LeSabre caught on fire. I do not keep my car in a garage and due to a heavy snow fall, my car had not been started for three days. When I started the car there was a loud pop, the engine quit and then smoke billowed from the engine area. The car was towed to the Buick dealership where I purchased it and where I have all its maintenance done. The service people at the dealership could not explain the cause of the explosion and fire. The damage due to the fire came to almost \$2,000. Enclosed is a copy of the work order outlining the repairs.

In the early Fall, I received a letter from Buick, dated June 2004, notifying me that my car was being recalled and that I should take it to a dealership for necessary repairs. A copy of this letter is enclosed. The letter explained that a part had to be replaced because under "certain conditions" it could cause a fire. As you can imagine, this immediately caught my attention. The letter mentioned a backfire sound (loud bang), and it also listed several of the parts that were replaced on my vehicle in February. It appeared to me that this was not a coincidence.

No doubt the recall of the Buicks was prompted after significant analysis and investigation by Buick and General Motors. You would not have done so unless there was a good reason to do so, and since there had probably been several incidents of unexplained fires in these vehicles.

I believe that my vehicle fire and the resulting damage were due to the defect which prompted your recall. My car was never involved in any accidents, and I only use the Buick dealership for maintenance. No one at the dealership could explain why the damage occurred, so it appears that the problem is related to the defective parts outlined in the recall notice. Therefore, I believe that I should be reimbursed for all of the expenses incurred as a result of this fire.

I called Buick several times and spoke with several people, to explain my situation and to get reimbursement for the entire repair bill. To date, Buick has refused to reimburse me for the full amount. Instead Buick is offering to pay only for the part and work that would have been covered by the recall. I have been sent a check for \$835.65 that I have not cashed and will not do so.

I am living on a fixed income. The cost of these repairs was a significant burden. It seems obvious to me that the damage to my car was a result of the defective part. There is no other explanation. Even the people at Skill Buick agree that there is a definite link to the defective part and resulting damage, and that I should be reimbursed for the full amount.

Therefore I am asking you to take my request to your superiors for resolution. You may contact me at _____, and I will provide all of the details of the incident, should you require it.

I am looking forward to your response.

Sincerely,

Buffalo, New York

Cc: Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590