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3 March 2005

Buick Motor Division
General Motors Corporation
100 Renaissance Center
Detroit, MI 48265-2000

US Dept of Transportation
NHTSA
Office of Defects ✓
NSA 10.01, 700 7th ST NW
Washington, D.C. 20590

Dear Madam/Sir:

I am writing this letter as both a GM customer and as GM stockholder.

I am now 75 years old have purchased a number of cars including two Fords, two Pontiac, an American Motors vehicle, an Aries, five Hondas and a 2000 Buick LeSabre.

Although my wife prefers Hondas, I have been quite happy with my LeSabre- until recently. Of all the cars listed above (not all had electric windows) I have never had any trouble with window motors except for the LeSabre. My brother also bought a 2000 LeSabre. His rear driver's side had to be replaced last year. The same window motor in my car had to be replaced in October 2004. When I asked my AAA approver repairman what would cause the motor to go, his only reason was it was a GM product. He went on to say he had replaced a number of window motors on GM products. Shortly after my first replacement, the front passenger side window motor also had to be replaced. Totat cost to me exceeded \$1100. Now I am afraid to use any window unless absolutely necessary.

As a GM stockholder, I am quite concerned that GM products have the reputation of being inferior but that seems to be the case so far as my LeSabre is concerned. What is being done about it?

NOTE to NHTSA: Have you received many complaints concerning GM window motors? Are you aware of any lawsuits, particularly class actions on this issue?

Sincerely,

[Redacted Signature]

Heathen
3/15/05