

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

Qdd to
10119279
5/09/05

2005 MAY 23 AM 4: 47

RE: My previous letter to NHTSA (copy attached)

Buick sent me a check for \$892.00 which I accepted as fair considering all circumstances as explained in the attached letter.

Ludlow, Ma

Margaret
6/1/05

U.S. Dept of Transportation
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RE: 2000 Buick Lesabre Limited 3.8 L engine -Worn Piston Rings
Mileage: 39,600

I purchased a new Buick Lesabre Limited 5 years and 7 months ago. Only recently the car began using an excessive amount of motor oil-1 quart in 600 miles. I took the car to the repair shop where they diagnosed worn piston rings.

My choice to repair this problem is \$2,300 in repair labor and parts or the same cost to install a low mileage, used (8,000 miles) replacement 2003 engine. The mechanic suggested going with the replacement engine because he says GM has solved the piston-ring problem in later model engines.

I am well aware I could have avoided this cost if I had purchased an extended warranty. I am 69 years old and I am a careful driver and take good care of my car including changing my oil and filter every 3,000 miles with the recommended grade oil. To have to bear this cost on such a low mileage, well taken-care-of car is MOST UNREASONABLE.

Thank you,

Ludlow, Ma