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April 25, 2005

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, S.W.
Washington, D.C. 20590

VIN
2G4W455J3Y1

Dear Sirs:

This is to inform your office of a potential danger that exists with the power train and automatic transmission in 2000 model Buick Century Limited automobiles.

Enclosed is a copy of my claim dated April 14, 2005, for reimbursement in the amount of \$6,128.69 from Buick Division, General Motors Corporation for repairs to my 2000 Buick Century Limited. As stated in the letter, replacement of a pressure solenoid was the proximate cause of subsequent damages to the intake system, brake lines and transmission.

Please note that the pressure solenoid was replaced on September 22, 2004, when the car had only 35,092 miles; the intake system and brakes were repaired on April 2, 2005, when the car had only 39,512 miles; and the transmission was replaced because of burned out bearing on April 3, 2005, with only 39,522 miles on the car.

On April 22, 2005, Mr. Jeff Balloon, representing General Motors Corporation, telephoned me from phone numbers 1-800-521-7300 and 866-964-4723. He said that they were closing the case under file number 1-329865552 with a note "dissatisfied" without further action. He claimed that General Motors does not accept opinions from "independent sources" such as Goodyear where repairs were made, but requires evaluation of problems by General Motors only. To me, this means that General Motors has intent to keep problems secret and the impression left was that General Motors had no interest in determining the root cause of the problem. As a post-note, he also advised of a recall number 99077 for the ignition system.

Even if the pressure solenoid was not the cause of subsequent damages, the situation when discovered was considered to be too dangerous to operate the vehicle to move it to a General Motors facility. Therefore, General Motors should be held accountable for this danger to motorists.

Sincerely,

La Palma, CA

Amma

April 14, 2005

Customer Relations Center
Buick Division, General Motors Corporation
P. O. Box 5039
Troy, MI 48007-5039

Dear Sirs:

This letter is to file a formal claim for reimbursement of expenses in the amount of \$6,128.69 that were incurred for repairs on my 2000 Buick Century Limited that was purchased January 24, 2000 from Cerritos GMC, Cerritos, California.

I meticulously maintained proper maintenance as follows:

<u>Date</u>	<u>Mileage</u>		
Feb 29, 2000	505.....	Oil/filter change.	
Aug 31, 2000	2,944.....	Oil/filter change.	
Dec 19, 2000	5,992.....	Oil/filter change.	
Apr 25, 2001	8,913.....	Oil/filter change	
Oct 18, 2001	11,861.....	Oil/filter change.	
Feb 18, 2002	15,067.....	A 15,000-mile interval service was done.	
Jul 26, 2002	19,525.....	Oil/filter change.	
Mar 21, 2003	24,958.....	Oil/filter change.	
Dec 03, 2003	29,867.....	Oil/filter change.	
Aug 30, 2004	34,527.....	All lubricants were flushed and replaced.	
Sep 22, 2004	35,092.....	Gear shift shutter was noted, and the pressure solenoid was replaced by Cerritos GMC.	\$ 598.12
Apr 2, 2005	39,512.....	At a routine oil/filter change, it was noted that the intake system and brake lines contained contaminants. System was flushed/repaired.	\$1,720.58
Apr 3, 2005	39,522	An unusual noise was noted under the hood and the car was returned. Inspection revealed that the noise was due to a burned out bearing in the transmission and the vehicle was not drivable.	\$3,809.99
		Total:	\$6,128.69

The pressure solenoid replacement was the proximate cause of subsequent damages to the intake system, brake lines and transmission. Therefore, GMC is deemed responsible for the cost of repairs. Copies of repair invoices are enclosed for your information and you are welcome to the damaged parts to examine in order to make corrections to prevent future similar occurrences.

Over the past years, I have owned two Chevrolet pickups, three Chevrolet sedans, an Oldsmobile, and a Cadillac. I view the damages to my Buick as an aberration and hope that your response will maintain my faith and loyalty to General Motors products.

La Palma, CA

cc:

Cerritos GMC
10901 East 183rd St
Cerritos, CA 90703

Consumer Protection & Safety Division
California Public Utilities Commission
505 Van Ness Avenue, Room 2250
San Francisco, CA 94102