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Christine O. Gregoire

ATTORNEY GENERAL OF WASHINGTON

500 N Morain Suite 1250 • Kennewick WA 99336-2607

November 18, 2005

[REDACTED]
YAKIMA, WA [REDACTED]

Re: GMC BUICK MOTOR DIVISION

File # [REDACTED]

Dear [REDACTED]

I have received a reply from Gmc Buick Motor Division regarding your complaint. Enclosed is a copy of that reply for your records. Based on this response we will be closing our file. Although we will be sending a copy of this response to the agency mentioned below.

Thank you for contacting our office.

Mary Volpentest NC

Mary Volpentest
Complaint Analyst
Consumer Protection Division
(509) 734-7140

Enclosure

cc:

National Highway Traffic Safety Commission
400 7th St SW
Washington, DC 20590

*NAC
aag
11/22/05*


Yakima, Wa
August 26, 2005

Attorney General
500 N. Morain St.
Kennewick, WA. 99336-2607

RECEIVED

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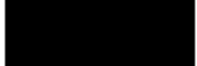
ATTORNEY GENERAL
KENNEWICK OFFICE

To whom it may concern:

We own a 2001 Ford Focus that recently wore through an air conditioning hose. The reason this hose had a problem is that it was poorly designed. It hangs down between the front tires and if your tires come up against a curb it smashes the hose into the alternator pulley. Not only that but when this hose breaks it leaks oil and then you have to replace a belt. By the time all is said and done the repair is in excess of \$600.00. That's bad enough but the Ford dealership did not know that the hose had been redesigned and that to hook up the hose needed a new accumulator. This repair was done at Firestone in Vancouver and the parts were ordered from the Ford dealership in Vancouver. So the car was laid up for three days. My thought is that Ford should have to notify car owners of problems like this. I called Carey Motors of Yakima and they had just done this repair on another Ford product. My other complaint is that if the hose is redesigned that all parts that are needed are packaged together.

My other concern is my Buick Rendezvous it has a part called a body control module that when it malfunctions at 50,000 miles all lights go out. So at night the headlights go out. This happened to us twice when driving at night because during first repair the wrong part was replaced. According to Lee Peterson Motors of Yakima this happens not infrequently.

I don't know if there is anything you can do with any of this. But actually the problem we had with Buick was dangerous.

Thank you for your time. My phone number is 

Sincerely, 
