

January 26, 2006

National Highway Traffic Safety Administration
Department of Transportation
Room 5232
400 7th Street S.W.
Washington, D.C. 20590

2006 FEB 24 AM 9:27

Re: 1999 Buick Regal GS
VIN # 2G4WF521
Total Repairs

Dear Sirs:

Enclosed is my original letter of November 9, 2005, repair bills, and my personal check. Also enclosed are subsequent repair bill of December 13, 2005 and my check.

November 8, 2005: Brake module, part 9378276
Connector, part 12167604
Heat/air control head, part 9352034
Ignition switch, part 26068757

Total repair

I had continuing problem of antilock brake light and service engine light coming on through December 3, 2005. Back to Irwin Auto Company on December 5, 2005.

December 13, 2005: Valve kit for brakes part 18043965

Total repair

Interestingly enough, defective parts brake module part 9378276 and valve kit for brakes part 18043965 bolt together to comprise one unit. I was told at outset by service manager Al Telschaw that second repair had nothing to do with first repair. How can this be, since they comprise one unit?

Since second repair, I have contacted Kristy Hardcastle, Customer Relationship Manager, (Service Request 1-377222140), General Motors Corporation, at (866-952-4368; extension 57245, leaving voice mail on December 8, 2005, December 9, January 13, and January 20, 2006. Ms. Hardcastle finally called today, offering only a \$700 purchase certificate for a new GM vehicle. Obviously, I am not interested in purchasing another GM vehicle if this is how they stand behind their merchandise, especially in something as life protecting as safe brakes.

Do you advise that I go ahead and cash GM's check for [redacted] (their estimation of 60% of cost of brake module)? There was no offer of compensation for second brake repair part (valve [redacted] nor labor on these. I am still uneasy about safety performance of braking capacity in this GM product.

Fort Dodge, Iowa
Telephone [redacted]

cc: Mr. Stephen Switzer, Investigator
Consumer Protection Division
Office of Attorney General
Hoover Building, 1305 East Walnut
Des Moines, Iowa 50319 File 200120385

cc: Kristie Hardcastle, Customer Relationship Manager
Buick Division
General Motors Corporation
P.O. Box 33136
Detroit, Michigan, 48232-5136 File 1-37722140

Marina
2/22/06

November 9, 2003

Buick Division
General Motors Corporation
Customer Assistance Center
P.O. Box 93136
Detroit, MI 48232-5136

Dear Sirs:

I've had a recent problem with my 1999 Buick Regal GS with 25,638 miles on it. Check engine light + anti-lock brake light came on. Irwin Auto Company said it needed a module controlling anti-lock brake system. I also mentioned the panel controlling heating/air conditioning display would brighten, then darken. Result of check: Replace control head. Service manager said it would take 3-4 days to get the parts. Meantime, I experienced starting problems, and service manager said they would check it.

After the parts were installed, service manager called stating new brake module was defective and they would order another. As the car was undriveable, I was without use of it over the weekend and obtained a loaner on Monday. On Tuesday the repairs were finished, along with a new starter switch, at a total cost of \$1,900.16! I am extremely upset, believing something as crucial as the braking system ought to last more than 25,638 miles! The same can be said for other repairs. It does not speak well for the quality of the replacement parts when they are defective right out of the box! When I get another 25,000 miles on the Buick, will I need to pay another \$1,900.16 for the privilege of owning the car? I am certainly not happy with General Motors, especially the Buick Division!

Enclosed are copies of my repair bills and my personal check. I would like compensation to restore my faith in Buick motor cars.

Sincerely,


Fort Dodge, Iowa
Telephone 

cc: National Highway Traffic Safety Administration
Department of Transportation
Room 5232
400 7th Street S.W.
Washington, D.C. 20590

cc: Consumer Protection Division
Office of the Attorney General
2nd Floor
1305 East Walnut Street
Des Moines, Iowa 50319

Enclosures

STATE OF IOWA

TITLE NO. [REDACTED] CERTIFICATE OF TITLE NO. [REDACTED]
 VIN 2G4WB9216 [REDACTED] SALE DATE 06-01-99 [REDACTED]
 TYPE A YR 1999 MAKE BUICK SERIES 3500 [REDACTED]
 CYL 06 COLOR BLK FUEL G SOFT [REDACTED]
 LP 024400 GVWR [REDACTED] CODE [REDACTED]
 ODOMETER 18391 ACTUAL [REDACTED]

OWNER(S)

CUMULATIVE DAMAGE \$0.00

FORT DODGE

IA

FES

NEXT FEE

OTHER FEES OR PEN

00

TOTAL

33.00

PREV. OWNER

USE TAX

565.08

ADDRESS

CITY ST.

FORT DODGE

IA

1 PREV. REG.

05

1ST SECURITY INTEREST

DATE

HELD BY

ADDRESS

CO. TREAS.

CANCELLATION OF 1ST SECURITY INTEREST

DATE

HOLDER

BY

2ND SECURITY INTEREST

DATE

HELD BY

ADDRESS

CO. TREAS.

CANCELLATION OF 2ND SECURITY INTEREST

DATE

HOLDER

BY

3RD SECURITY INTEREST

DATE

HELD BY

ADDRESS

CO. TREAS.

CANCELLATION OF 3RD SECURITY INTEREST

DATE

HOLDER

BY

WITNESS MY HAND AND OFFICIAL SEAL

01 00149

COUNTY CLERK

VOID IF ALTERED

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).