

NVS-205

2006 JUL -5 PM 12: 07

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June 22, 2006

NHTSA:

Enclosed is a copy of a letter (repair bill attached) I sent to Buick Customer Assistance, 6/22/06 regarding hub bearings on my 2003 Rendezvous.

This problem caused a very loud noise in the front end of the car and was discovered by the mechanic that both left and right hub bearing assemblies needed replaced. (I do have both parts that were replaced if you need them.)

Because these defective parts were in the front wheels, I felt it should be brought to your attention as a possible safety hazard.

Thank you for giving this your immediate attention.

[Redacted]

[Redacted]
Elkhart, IN
[Redacted]

Edi non
7/6/06

June 21, 2006

Buick Customer Assistant Center:

I'm writing in regards to my 2003 Rendezvous (46699 mileage).
Noticing a loud noise coming from the front wheel area it was discovered by the mechanic both front hub bearing assemblies (both of which I have in my possession) needed to be replaced.....
total cost \$554.04.....(bill attached with this letter).

I immediately called your customer service number (Amanda) 6/14/06 and was informed on 6/20/06 that her investigation into this repair concluded this to be a common repair, not covered under any warranty and that I would not be reimbursed for repairs.

Seems to me this is a very costly repair for a car with only 46699 miles along with the fact, hub bearings **should** be lasting much longer and this could be a possible safety defect.....certainly a problem that needs attention.

I will definitely reconsider before buying another GM vehicle if this is the quality of parts being used and the poor support given to your customers when there is a problem.

[Redacted]

[Redacted]
Elkhart, Indiana [Redacted]

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).