



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

Reference No.

10174410

2006 NOV 27 9:10

OWNER INFORMATION (Type or Print)

Name, Address, City WEST MONROE, State LA, Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3G5DA03E039, Make BUICK, Model RENDEZVOUS, Model Year 2003

Date Purchased 27-MAY-03, Dealer's Name and Telephone Number Cooper Buick 318 3877022, Engine: No: Cylinders, Fuel Type: Gas

Original Owner, Dealer's City Monroe, LA 71291, State LA, Zip Code 71201

Transmission Type AUTOMATIC, Antilock Brakes, Cruise Control, Powertrain ALL WHEEL DRIVE, Vehicle Component Code 330000 INTERIOR LIGHTING, Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-NOV-2006, Failure Mileage 29500, Failure Speed 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., Original Equipment, Failure Location, Tire Component Code, Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make, Date Manufactured, Model No./Name, Seat Type, Installation System, Child Seat Component Code, Failed Part

APPLICABLE INCIDENT INFORMATION

Crash, Fire, Number of Persons Injured, Number of Deaths, Reported to Police

Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

DT*: THE CONTACT STATED WHILE DRIVING 30 MPH, ALL THE INTERIOR LIGHTS WENT OUT INTERMITTENTLY. THE VEHICLE WAS TAKEN TO A SERVICE DEALER, WHERE THE DEALER WAS UNABLE TO DETERMINE THE CAUSE OF THE PROBLEM.

I have no objection to revealing my identity

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments.

* Purchased - Ben Eddings - Harrison Ak 870 741 6606 Brad Gaffey - West Plains MO. Also took for repair - Farmerville Motors 318 325 7551 Monticello Buick. (no ticket - tried to turn on lights) Monticello, AR.

*

BBB
212 Walnut St.
Monroe, LA 71291

W. Monroe, LA
May 14, 2006

Re: Cooper Buick

The "service engine" light continued for days to stay on. I took it to Cooper's and waited for an attendant to see that it was on. (their usual excuse for making no repairs - can't duplicate) He checked the gas cap, it was secure, he tested with that little gadget. He explained that sometimes there is a slow leak and I would need to bring it in so it could be tested for a whole day.

It was a while before I took it back - I explained that I was told to bring it in for an all-day test. I was provided transportation home. Late in the day, I called and was told it was ready.

Upon return, I was handed a ticket on which I was blatantly misquoted. An attendant standing nearby said, "It's the ^(enclosed) gas cap." He walked up, looked at the ticket and said, "I didn't do that, I know that's my name, but I didn't do that!" I believe it was the same one who checked and told me to bring it in. I had him initial the ticket. When I further checked the ticket (later), I found it to be merely a copy of an old ticket. What did they do with my car for a whole day? I suppose the attendant was telling me he didn't do the ticket and I thought he was saying he didn't do the test.

I drove away, but returned and asked to see the owner. Shortly, Tim Coats came in another door and went toward Cooper's office. I waited 20-30 minutes before being allowed to join the meeting. Immediately, Coats said it was the gas cap. He, personally, he said, did the test and it was the gas cap. ^(kept repeating that) Having seen the attendant check it, I disputed his statement. Referring to the ticket, and without enumerating other information

expressed exasperation over all the "lies".
Voices had already been raised. Cooper interrupted when I tried to speak and we both raised our voices.

He would not stop interrupting so I changed and asked why he didn't return my call. He tried, he said, but "You don't answer your phone."

My answering machine, I told him, stays on twenty-four hours a day. At some point Tim spoke up, saying he was in the office one day when he tried. Cooper mumbled something about "maybe a wrong number," and something about "more lies." I took it to be referring to my previous statement about lies and replied "yes."

I asked about the Ionizer and his reply included the word "stolen". Previously this issue had come up. He had the reply in writing, but I again explained, more detailed, that "stolen" was never mentioned. I realized that where I had left them, they would have been in the way and I expected to return and find they were in someone's office - forgotten. However, the other Tim got a light and he found what was left of them.

Incidentally, when I asked who worked on the car, I was told they no longer worked there. ^{under the seat} Cooper said he would not replace it.

Shortly after leaving, I noticed the light on again. I let it go for several days, and before returning, I called and was told Tim Coats was on a test drive. I left my number, but immediately called back and asked, this time, for the service department. I told the lady I had asked for Tim Coats, but any service person would do. She replied, "He's here. He's on another line." He didn't call back.

I decided to just take it in, but stopped at the ³ business that had recently changed my oil. Previously he had checked it and I asked him if he would do so again. The gadget he used appeared to be identical to Cooper's, even though an employee at Cooper's had adamantly told me he didn't have the same equipment — couldn't afford it.

He showed me the code and the diagnosis. It indicated a "slow leak." He explained what that meant and went on to explain why a loose gas cap could cause a false reading.

Just to be sure, I suppose, he opened the door over the gas cap and exclaimed that the cap was just sitting there — it was, I saw, just balanced on the top of the spout.

No one, while in my possession, had opened that tank, nor touched it since it was checked (at Cooper's).

I have no doubt they kept my car all day — did no testing, gave me a duplicate ticket, and thought I would drive to an out-of-town dealer (as previously) only to find a loose cap. I envision a lot of jesting.

Because of the incident about the ionizers, etc. they are aware of the chemical sensitivity and that petroleum products are especially dangerous. I think it was about a week that I drove with gas evaporating. Think of the consequences if there had been a wreck — flames and an open tank.

My living room wall is the garage wall. These cool nights I have been burning the fireplace every night. High on that wall is an opening — closed but possibly leaking. Often I go to sleep —

✓ 4

In addition to breathing petroleum fumes, there is the possibility of an explosion. Gas wasted also.
2-18-06

Yesterday, again, the key stuck and again the "hatch ajar" light came on. When I checked the hatch it was secure, but would not unlock. After several attempts, it did open.

There is a red blinking light on my radio that I can get no explanation for.

The manual states that trying to use a key that is not for this car will set off an alarm. I have a Chevy key on my chain and many times have tried to start with that one - No alarm, it just won't turn.

I'm sure I'm leaving out other information. I would appreciate help.

Sincerely

Tim Coats
Cooper Buick
500 N. 18th
Monroe, LA 71201

West Monroe, LA
April 3, 2006 ✓

Re: Auto repair

Your offer of another inspection indicates to me that previously you were negligent. If another is warranted, the first was inadequate, but was presented as final - no offer of any repair.

Additionally, if it takes intervention of the BBB, General Motors area manager, and the Louisiana Vehicle Commission, then further patronization of your business would be ludicrous. In addition to the frustration, inconvenience, wasted time, excessive mileage (for repairs), such lack of service leaves one driving an unsafe vehicle.

Thankfully, during all that otherwise wasted time, another dealership hopefully has made repairs - only one incident of inadequate lights since the repair - perhaps it will not re-occur. Of course, this was what entailed unnecessary mileage, driving time, and impatient, frustrating waiting.

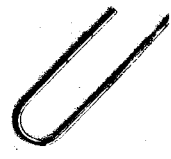
I do not believe Mr. Cooper's "liberty" in handling of the vandalism, is in any way impaired. It's merely a matter of choice - not only in any remedial action, but also his lack of response to my phone message - and to the "sticky" you said you left for him.

Enclosed is information on the ionizer. I have a replacement and would appreciate reimbursement as the most expedient settlement.

Copy to owner

10-5-06
Farmerville Motors
put on a new switch

S
Never did
I mention that
I expected it to have
been removed and in
someone's office -
I doubt anyone would
have known what
they were
Instead
restrapped



BBB

141 DeSiard St.

Monroe, LA 71201

Re: 2003 Buick

West Monroe, LA

March 2, 2006

Attached is a letter written Jan. 27. I had second thoughts and decided to try once again to get repairs - Cooper Buick, Monroe, - I was asked to wait and efforts would be made to correct the problems.

Since then, nothing has been done, and the problems have worsened.

Recently I took a trip and within less than 75 miles, ^{maybe even 50} the dash lights began fading in and out. Before reaching Monticello, AR they were completely out. An agent at the Buick dealership was unable to help, but a service person (a very nice lady) got them to come on - but very dim. Within ten minutes they were out again. In trying to lean close enough to possibly see how to set my speed, I ran off the road, wobbled back and forth before straightening out. Luckily, no other cars were nearby.

I guessed at my speed - set the odometer and continued. Even with the stop in Monticello, I made the trip, which usually takes $7\frac{1}{2}$ - 8 hrs, in $6\frac{1}{2}$ hours. It's frightening to think of the speed I was traveling - and the likelihood of a ticket.

I took the car to the dealership in West Plains, MO. The suggestion was, when I couldn't see the dash to turn on the inside lights. I've never checked ^{3/7}

... you are out, but I consider that advice to be the same as turning on the ceiling light to see if the fireplace is burning. That dealership gave no hope of any solution.

While in Missouri, we took a trip - 300-350 miles round trip. The lights faded in and out the whole trip that was prior to taking to W. Plains dealership.

The dealership in Farmerville has ordered a part and explained away the key sticking. I don't think that should happen, but at least now I know what to do.

As for the missing ionizer, the service mgr. said he left a sticky on the owner's (dealership) desk and has had no response. I called and left a message for him to call ^{"Mr. Cooper"} me - no response. Also, I was told that the two who did the work were no longer there. That response was to my inquiry as to who they were.

At this point, considering the hope of help from Farmerville Motors, and a promise from a General Motors representative - I called ^{on Friday} - my concern is the missing ionizer. The price for another one is \$14800. I hope this matter can be resolved as ^{plus shipping, etc.} a part of service - or the result of service - or lack-of - instead of some legal procedure.

Thank you for being there and would appreciate any help or advice you might offer.

Thanks



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Incidentally, when I asked who worked ^{under the seat} on the car, I was told they no longer worked there. ^{Cooper said he would not replace it.}

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vice
engine

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Sincerely



B/B/B

141 DeSiard St.
Monroe, LA 71201

West Haverly, LA
Jan 27, 2006 ✓

Re: 2003 Buick

My warranty will soon expire and I am concerned that I cannot get repairs. Also my property was damaged and one item removed from my vehicle.

Often the key (ignition) hangs up and will not turn to start the car. On several occasions I was sure it was not going to work, but finally did.

Because of chemical sensitivity, I need dependable transportation. If I have a reaction - which often is due to petroleum fumes - I must rush to the E.R. I carry three hypodermic needles, but was warned that the "jolt" from the medication could trigger a heart attack. (A shot, or shots, must be a last resort.) I don't want to be found dead on some parking lot.

Also my dash lights are completely dark. Twice this has been "fixed", but within a few days is again extremely dim or dark.

I reported that AC was not cool enough. I had checked. Air coming out was 55° - fifteen degrees above my Chevy (1999). So, they actually put on my ticket that the compressor was off. Of course it was turned off. That morning, when I delivered it, it was below freezing - my heater was on!

Sometimes the turn signal does not automatically turn off, and when ignition is turned off the doors ^(or door) sometimes do not ^{3-15-06 I prefer} automatically unlock. One becomes panicky when doors won't open. ^{that only one open.}

As for the property - I had two ionizers hanging on the shift lever and forgot to remove them. They are to provide oxygen, if needed. One was on the floor - with the cover off and the battery out. The cord from which it had been hanging, was pulled apart. The battery cover from the other was on the floor - but no other part. The service man ^{had} gotten a flashlight, but nothing else was found. He pointed out to me that they have a sign reading that they are not responsible for lost or stolen items. I consider this incident to be

vandalism. Additionally, I do not believe the sign absolves them of responsibility for my vehicle while in their care. If they keep it locked when not being worked on, anything missing would obviously be because of a worker, or workers.

Shortly after purchase, "on star" malfunctioned and "blew up" the battery. I suspect some connection. Their excuse for not repairing is they "cannot duplicate" the problems and spoke of the many parts in that column. I believe a competent mechanic could spot a flaw. I am sure it was not inspected.

I dread repeating the experience — take everything out — glove compartment, console, bins, etc (I am incredulous that I overlooked the ionizers.) The whole event takes all day and I am without an emergency vehicle — Then I merely am told they cannot duplicate the problems.

I would appreciate any help you might offer.

Sincerely

³⁻⁵⁻⁰⁶
MORE Today the "low pressure tires" light came on. When checked, ✓
all tires were OK, but light stayed on. When I tried to reset, the
"hatch ajar" light came on. It was not ajar. On several attempts,
same kept happening. Finally, the battery image came on —
several times. I left it for an hour or so and the light went out and
did not come on again — dash lights constantly faded in and out.

When in Farmerville, last week (I had just resorted to reading
the oil sticker) I told the service mgr. that, according to the
sticker, I had driven almost 8000 miles and the oil light had not
come on. I was told that GM says it can safely go to 9000 miles.
However, I was mistaken about mileage. The sticker mileage
was for the next change (3 months) not at time of change, as I
thought. So mileage was even greater — but no warning light.
When checked by pushing the button, the last reading — about three
or four weeks ago — was 38%. Today I could not get a reading.

Most of the time, two red lights on the dash blink — I suppose it
has to do with ON star, which is not activated.

At Brad Guffey Motors (2-16-06) mileage was recorded at
18,874. When I checked for oil information (before going to
Farmerville) it was 19,375. I had driven back to LA from
MO. and around town. Today, my mileage is 31701* miles —
difference of 12 ~~3~~ 26 miles. The trip is about 400 miles
and I have been back two weeks — ^{and one day} some days I have not
driven at all.

Again, a GM representative has assured me that repairs
will be made. So, ^{and Farmerville Motors has ordered a part,} unless I see evidence
immediate complaint is the missing (obviously destroyed)
ionizer — and Cooper's refusal to ^{replace,} make a commitment,
or even discuss the ionizer.

Incidentally, Tim Coats (Cooper Buick) said he was to
meet with GM representative Friday and would let me know.
I heard nothing from him, nor did I hear from the owner.

Additionally, while at Farmerville Motors, I carelessly — just for a
short timer, left my purse in the waiting room. ^{should have known better} Someone stole a
silver case with three hypodermic needles inside. The pharmacist
searched the town over and I had to accept two with shortened
expiration dates and wait for the third to be shipped. I have a \$50
deductible and insurance will pay about \$200⁰⁰ or more — that's an
old price. — All because of a defective auto. And I cannot find
another case — it was quite expensive — but something substantial is
necessary to protect and maintain temperature.

* Sorry, it got switched Metric — Don't know if that's part of the malfunction
or if I did it while trying to correct the displays.

BBB
21 Walnut St
Monroe, LA 71201

West. Monroe, [redacted]
April 6, 2006

Re: Buick - Cooper Buick

In the letter (Tim Coats ^{from} to BBB) dated 3-29-06 the word "reluctant" is used, yet I received a letter offering to make an appointment "to inspect your vehicle." I sent a copy to you - also a copy of my reply to Cooper Buick, indicating that hopefully it was fixed. This "offer" I am certain was only because of my complaints. His "reluctance" according to your letter (but contradicted in mine) was because of an "accusation of having a device stolen..."

Never once did I mention the word "stolen" nor any connotation. When I discovered the ionizers missing, I realized they would have been in the way and assumed they had been removed to better facilitate work. I merely told the attendant they were missing. He got a flashlight and found one, taken apart, as previously described, and only the cover from the second. Later, when the second one still had not turned up, I asked who did the work and was told they no longer worked there.

As for "several other dealers" in Star was replaced in Missouri because that is where it happened - they also made a repair when the battery again was "dead". (I believe that to be the beginning of all of this). The dealership in AR. was not mentioned. Two employees witnessed the problem, made adjustments which helped somewhat, but lasted only a few miles (please refer to previous correspondence).

As for "a lack of fully understanding the operating features" - the operating features (since 2003) have not been a problem. I had lights, doors locked and unlocked as expected, etc. A few times I had strange things happen ^{the key turned} but only temporarily, and I thought I did something wrong - but obviously a warning as to what was to come.

Excessive items were not left in the car. There was a sleeping bag, a bag of repair items, on the back floor, and workers emptied the console, glove compartment, side panels, etc. In Farmerville I was so weary of the whole process and was transporting antiques, I asked if it was OK

had no business there.

to leave it there. I was told it was OK and I noticed that they used my manual - nothing missing.

There was one incident. I called because lights were again giving problems. We had a confusing conversation because I was not familiar with the new switch and the attendant kept referring to some switch - the word started with a "T". I can't find any such word in the manual. I asked if it was the new switch, if it had a "light" on it etc. This went on and on ^{without further identification of the switch.} He just kept telling me to turn the "T" switch. I had turned everything that would turn. He finally said to push it. I then realized it operated the same as the old switch - just looked different and our conversation led me to believe it was something else (that conversation may still be on my machine).

As for the "missing items" at another dealership, I feel, and told the employees, that I was ^{at least partially} at fault. I left my purse in the waiting room. I had three hypodermic needles in a silver case. I reported this to law enforcement. A local pharmacy was able to quickly replace the medication. ^{Somebody lied - which one??}

"If the concern cannot be verified and the vehicle goes out of warranty - - - -," does not help when one is locked in, cannot turn the steering wheel, has no lights, etc.

Sincerely and Thanks -

Copies sent -

I am especially upset over the lies about the ionizers. I have never met anyone who knew what one was. Often someone is curious and asks, why would I suspect anyone of stealing a little black box with batteries and a flashing red light??

BBB

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Monroe, LA 71201

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Thank you for being there and would appreciate any help or advice you might offer.

Thanks



5-27-03 Purchase date

Brad Guffey

7-21-03

on star and battery replaced (1720)

5-14-04

battery down again (8229)

2-11-05

battery problems - has to be boosted (12059)

paper 11-18-05

key won't turn or come out (16768)

Monticello Buick
2-13-06
all lights out - slightly
adjusted - out again
in minutes

dash lights dim & go out

turn signals sometimes won't cancel

AC too warm

doors won't unlock - takes ^{many} several tries

Brad Guffey 2-16-06

dash lights dim and go out (18874)

ignition hard to turn - key sticks

left turn signal

doors do not unlock when put into park

AC (they didn't put on in voice but initial-d)

Farmerville 2-28-06

Dash and radio lights (19435)

doors won't unlock in park

left turn signal

lock cylinder won't turn

Farmerville 3-15-06

dash, radio lights (20111)

AC

oil light not on and driven almost 8000 miles -

key sticks

horn sometimes doesn't toot when locked

doesn't unlock

left turn

case #
BUK 065044

Farmerville 3-20-06

rear hatch light - not ajar (20392)

ABS engages when not needed

All instrument cluster warning lights come on - alternate

power steering sometimes hard



21216

Cooper 4-24-06

all warning lights on & off

Cooper 5-4-06

lights again

Cooper 5-7-06

service engine light - refused to give an invoice - instead gave a duplicate of a previous one, ^{that I had not seen} partially scratched out and changed. I had been told to bring in because instrument showed trouble

mileage

22280

Customer Claim Form

Case Number BUK065047 ✓

Customer Name: [REDACTED]

Vehicle Concerns

First Repair Attempt Date: 07/21/03 Mileage: 0
 Last Repair Attempt Date: Mileage:
 Total Days out of Service: 13 (each time I had to leave it)

Problems - Please list your primary concern	Servicing Dealer(s)	Current: Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
Being locked in and key won't turn - Cannot see information on dash (speed, etc)						
lights all come on and go off / electrical system is not functioning correctly. everything will stop working if go on by itself	Brad Guffey Motors West Plains, MO	yes	11 13	7-21-03	1720 1791	2
Cannot tell what speed I am driving	will Brad Guffey West Plains, MO	yes		5-14-04	8229	1
Lights go out, cannot see numerals	Cooper Buick Monroe, LA	yes		2-11-05	12059	1
Service Engine comes on - all warning signals go on and off -	Cooper Buick			11-18-05	16768	1
Doors will not unlock, key will not turn - trapped inside -	Brad Guffey W. Plains, MO			2-16-06	18874	1
Steering wheel won't turn -	Farmerville Motors Farmerville, LA			2-28-06	19435	1
Alarm does not work - key sticks in thre ignition	Farmerville Motors			3-15-06	20111	1
AC does not cool - reported last fall - nothing done	Farmerville Motors			3-20-06	20392	1
ABS engages when not needed	Cooper Buick			4-27-06	21216	1
	Cooper Buick			5-4-06	21611	1
	Monticello Buick			2-13-06		
						12

on the last date I u given a copy of an oi invoice - dated 5-11-06 This was on 5-11-06 I was totally misquored - had never seen the invoice

They tried to adj lights

Another occurrence of interest - I questioned why the warning to change oil had not come on. The dials kept reporting percentages remaining. I finally thought to check mileage oil sticker. When I asked the attendant why I had driven almost 8000 miles and no light, he explained that GM told it could go up to 9000, depending on conditions.

Later, in a discussion with another employee, I was told that mileage was no longer the measure of time for oil change. The new systems monitored the condition of the oil. Because of the new part, in the dash the oil measure started over. I then asked - so the quality will be evaluated and in a few days - or shortly - it will indicate a need to change. She said "No." It starts over and explained I would have to take this into consideration.

Now - does it go by mileage or by condition of the oil ?



Customer Claim Form

Contact Date: 05/30/06

Start Date:

Case Number: BU1065047

Have you contacted the retailer regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[Redacted]
WEST MONROE, LA [Redacted]

Day Phone: [Redacted]

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info: *Retired, usually at home*

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: ML Lindsay

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business:

Make: Buick Model: Rendezvous Model Year: 2003 Current Mileage: 22280

Vehicle Identification Number: 3G5DA03E03S [Redacted]

Selling Dealer/City/State : COOPER BUICK, PONTIAC, GMC, IN.

Ben Eddings - Harris AK

Selling Dealer/City/State : ~~COOPER BUICK, PONTIAC, GMC, IN, MONROE, LA~~

Insurance Carrier : Horace Mann Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes ___ No Date of accident:

Description of Damage :

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 05/27/03 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : New Used Demo

Leased As : New Used Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: none

Leasing Company's Name:

Address: _____

Address:

City/St/Zip: _____

City/St/Zip:

Phone: _____

Phone:

Lienholder Acct # : _____

Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Would like vehicle to be replaced with one that does not have any defects.

Signature of Titled Owner: [Redacted]

Date: 6/20/06

I am submitting this dispute for resolution to the BBB's National Settlement Program. I agree to participate in the dispute under BBB's TO DISPUTE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va. 22203-1838

Fax 703 241 9770

To


West Monroe, La. [REDACTED]

[REDACTED]

I have corresponded to the Louisiana Motor Vehicle Commission, the BBB and to the area General Motors Manager pertaining to your vehicle. I have also spoken to Mr. Cooper about your concerns. We feel another vehicle inspection may be in order to verify and validate your concerns. If during testing a concern is verified, we are authorized as any GM dealer is, to make the necessary repairs in accordance to the General Motors Warranty and Policy guidelines.

Please contact me at your convenience, so an appointment can be set to inspect your vehicle. If your vehicle has to remain here overnight, a loaner vehicle can be arranged through Enterprise. I have spoken to Mr. Cooper about the missing "ionizer" and is not at liberty to replace it at this time.

Sincerely,



Tim Coats
Service Manager
Cooper Buick Pontiac GMC
3/29/06

✓

To
State of Louisiana
Louisiana Motor Vehicle Commission
3519 12th Street
Metairie, LA. 70002

Ref # 7722879
2006-063

Please see the attached documentation pertaining to your case in reference. According to our service records (attached), we have found no faults during our inspections with this vehicle. During our evaluation, all things were working normally. In speaking with our General Motors area manager, we feel that several of these concerns, are possibility due to a lack of fully understanding the operating features of the vehicle. Since this vehicle was not purchased from us, we are unsure if and or how much time was spent with her by her selling dealership at the time of purchase, in explaining the operation of the vehicle and its operating features. Concerns such as the key hanging, turn signals not canceling "at times", dash lights, etc. The owner's manual of her car should describe these operating features as well. ≡

I went into the General Motors Vehicle Inquiry System, (which I also have attached). I see many different dealerships where this vehicle has been taken to with limited repairs. Unless we can "validate" or verify, we are not allowed to perform any repairs per General Motors guidelines at General Motors expense. If any of the questionable concerns can be verified by testing, any General Motors Buick dealership is authorized to perform the "needed repairs". If the concern can not be verified and the vehicle goes out of its basic warranty, General Motors understands this happens at times & has given most dealers the authorization to repair these concerns, at no cost to the owner. ≡

The owner has also accused us of stealing an "ionizer" from her car. She initially accused us of stealing 2 of these, but one of our service advisors found it in her car. Due to the excessive items in her car, we strongly feel that we do not owe her for this ionizer. Since this accusation, we are very reluctant to perform any further testing on this vehicle under these conditions, especially with the "many items" that have been left in the vehicle in the past. All personal items should always be removed when taking a vehicle to any service facility. Another local area General Motors dealership has also been accused by her of "missing items". ≡

Yours very truly,

Tim Coats
Service Manager
Cooper Buick Pontiac GMC
500 N.18th street
Monroe, LA. 71201

See
explanation
≡



Scott Kstep ex 115
cc: Patricia Alarcon

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

June 30, 2006

Re: CC1 BUK0650447 :Lindsay vs Buick Motor Division 3G5DA03E03S [REDACTED]

[REDACTED]
WEST MONROE LA [REDACTED]

Dear ms Lindsay:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to provide assistance to you.

Sincerely,

[REDACTED]

~~Prior~~ to this correspondence the BBB rep. called and asked if I thought the problems are connected to OnStar. Previously I had stated that everything seemed electrical and possibly started with the onStar problem (had to be replaced - also the battery). When I gave a vague "maybe" reply, he repeated the question, more forcefully, indicating a "yes" or "no" answer. I replied "yes" - never thinking that my opinion (on technical auto matters) would be the deciding factor. He then ended the conversation saying he would let me know of the decision. This letter followed.

Even though the OnStar problem is old, all others are on-going, and who am I to say what is the cause?

I feel he tricked me into giving the answer that would justify the "age" criterion. I thought BBB was the consumer advocate.

[REDACTED]
His letter was unsigned.

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).