

NVS-200

CL-10184788-8395

February 8, 2007

7:57 PM '07

Buick Customer Assistance Center
PO Box 33136
Detroit, MI 48232-5136

TO WHOM IT MAY CONCERN:

We own a 2001 Buick LeSabre Limited and had the pressure control solenoid in the transmission fail and needed to be fixed. We found out about a service bulletin from the mechanic who checked the car's malfunction before we took it to the dealer. This service bulletin covers MANY years and makes of GM cars that have been put on the market and then you leave the customer stranded with the cost of fixing the vehicle and trying to figure out what the problem is. The dealership did fix the problem, but we feel that this should be a repair covered by GM and put out as a recall because GM caused the problem by their engineers changing the design. Our transmission could have gone out and left us not only stranded but could have possibly caused an accident once the car was not functioning as it should be. A recall should be made public and people reimbursed for your design flaw. I expect my car to run with no issues given the price of cars and the fact we take care of our vehicles. I want to be reimbursed \$361.92 for the cost of repair.

Another issue that should be recalled is the manifold gasket issue. This again was a design change that then caused problems with the cars and left the owners paying the bill. If GM hadn't changed the design or parts components, this wouldn't have happened. Once again, I expect my car to run correctly and not have the car manufacturer causing problems they won't cover and causing the consumers to pay for their mistakes. Once again, this could be a safety issue because the car won't run correctly and could stop on the road or overheat and leave people stranded or in jeopardy with other cars on the road. I would be one to join the Canadian lawsuit against GM for this issue if it were possible to do. We had to have the manifold gasket repaired on our 1996 Park Avenue at the cost of over \$600.00 and I want to be reimbursed for this as well. The dealership fixed our 2001 Buick before we purchased it because they knew the problem was there and leaking.

Now, to really tick us off, our 1997 Chevy 4x4 had to have the steering sensor replaced. The truck would pull to the left, into the lane of traffic, at times that could not be anticipated; it simply veered to the left. This is also a service bulletin, so once again GM knows of the problem and won't recall vehicles. This issue is the scariest and most unsafe when driving, especially if the vehicle would veer into oncoming traffic. How many accidents were caused by this and not driver error???? I want to be reimbursed \$113.21 for having to fix this.

This will be our last "big three automaker American made" car. We will look at Honda, Volvo, Nissan and others but not GM, Ford or Dodge. I'm not buying an overpriced poorly made product anymore. No wonder sales are down for the big three and people are buying foreign. I want a car that's dependable and worry free. Not getting that from GM and we're tired of the inferior product and the consumer getting stuck with the repair bill. We want a forced recall by the NHTSA and GM having to pay to fix all the years of vehicles on the recalls. As a consumer, I'm tired of getting screwed.

As you can see, we are sending a copy of this letter to NHTSA to request that they force a recall on these three items.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Montgomery, MN [REDACTED]

[REDACTED]

cc: NHTSA, U. S. Department of Transportation, Washington, DC 20590