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2007 JUN 14 AM [REDACTED]
Lake Havasu City, Arizona [REDACTED]



May 31, 2007

U.S. Department of Transportation
Office of Vehicle Safety Compliance
400 7th Street, SW Room 6111
Washington, DC 20590

Gentlemen:

I thought I should forward a copy of the letter I wrote to General Motors, expressing my anger; that OnStar has informed me about the lack of digital capabilities to the OnStar System on my 2005 Buick Park Avenue Ultra.

I have been told that it was OnStar that had decided to install the analog wiring only, and that finally, in 2006 and later, they decided to install analog and digital, both.

I think this is a terrible mistake on their part, and I'm sure it has produced many irate customers and car owners. It definitely can be a safety issue, which many drivers have come to depend upon, during the time they have had the OnStar capabilities on their vehicle.

I can only hope that I can receive notification of future upgrade available. Offering a 1 yr. OnStar subscription if I purchase or lease a 2006 or newer automobile, is far compensation for this shortcoming.

Sincerely,

[REDACTED]

[REDACTED]

maa
6/14/07
CC

[REDACTED]
[REDACTED]
Lake Havasu City, Arizona [REDACTED]

May 31, 2007

Buick Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

RE: File #71-523676825
VIN: 1G4CU541554 [REDACTED]

Gentlemen:

I would definitely be remiss if I did not write and tell you how disappointed, discussed, and angry I am at General Motors Corporation for not making the necessary provisions to change my 2005 Buick Park Avenue Ultra, over to "digital", in order to continue using the "On Star" option, that I paid for when purchasing this vehicle. Not only do I lose the On Star Sound and Safe plan, I can no longer use the telephone system.

I have been told that my particular vehicle was equipped with analog wiring only. That would seem to be a lot of "hog wash". Why couldn't GM foresee this problem and make provisions to accommodate all car owners when this changeover occurs? This change over has been planned and talked about at least for the past eight years. This is not something that just suddenly sprang up and surprised everyone. There has to be a better answer, than "we're very sorry". That will not do. I cannot believe that with technology what it is today, this cannot be rectified. You can repair a factory recall; consider this the same situation, and repair it. Re-wire the car, if you have to.

My husband has had seven Buick automobiles, and his father before him, would drive nothing else. Presently, my husband does not wish to part with his 1976 Buick Electra Limited, that he has kept in mint condition. I drove 1979 Cadillac, which was in mint condition, but decided to purchase a smaller vehicle, one that I presumed was the top of the line, with Buick; surely not anticipating this disappointment.

The certificate you offer for an additional year of OnStar service, with the purchase or lease of a 2006 model year or newer OnStar equipped new or used vehicle, is an additional "slap in the face". What kind of compensation is that? I should give up my beautiful 2005 Park Avenue, and spend several thousand dollars, to receive a free year of OnStar, valued at \$150-\$200?? That makes no sense.

What about the senior drivers that relied on OnStar capabilities as they drove around these fine United States? What about the driver that paid even more than the \$30,000 that I paid for my car, such as the Escalade? Are they screaming too?

You have to figure something out for these past customers, or you will not be keeping us nor, acquiring any new customers in the future. Maybe this is one reason that General Motors has dropped in the ratings. Maybe, this is one of the reasons, our foreign imports have surged ahead in sales and priority.

I, for one, certainly will look to other options when purchasing another vehicle.

I hope General Motors Buick can figure something out, so that I can remain a devoted Buick driver. Please supply us with a proper answer.

Sincerely,

[REDACTED]

[REDACTED]

cc: Council of Better Business Bureaus,
Arlington, VA

cc: OnStar, Customer Concerns & Complaints
Troy, MI

cc: Liberty Buick
Peoria, AZ

cc: U.S. Dept. of Transportation, Vehicle Safety
Washington, DC