



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 ☐

2007 DEC 12 AM 11:00
23-JUL-2007

Reference No.
10197264

OWNER INFORMATION (Type or Print)

Name

Address

City HIGHSPIRE

State PA

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
In the absence of an authorization, NHTSA ~~WILL~~ NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/25/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2G4WY55JXY

Make

BUICK

Model

CENTURY

Model Year

2000

Date Purchased

6/10/03

Dealer's Name and Telephone Number

Jack's Auto Sales (717) 944-7363

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Middle town

State

PA

Zip Code

17034

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: 50

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-JUN-2007

Failure Mileage
50000

Failure Speed
35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

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

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT'S MOTHER OWNS A 2000 BUICK CENTURY. THE CONTACT STATED THAT THE TRANSMISSION IS FAILING WHEN SHIFTING FROM FIRST TO SECOND GEAR. THE VEHICLE ALSO MAKES A THUD SOUND WHILE DRIVING 35 MPH. SHE TOOK THE VEHICLE TO THE DEALER AND WAS ISSUED TRANSMISSION FAILURE CODE NUMBER 1811. THE DEALER FOUND OTHER INTERNAL FAILURES WITH THE TRANSMISSION. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE IS 56,974 AND FAILURE MILEAGE WAS 50,000.

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. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
[REDACTED]
Highspire, PA 1 [REDACTED]
[REDACTED]

Mr. G. Richard Wagoner, Jr.
President & CEO General Motors Company
100 Renaissance Center
Detroit, Michigan 48243

September 26, 2007

Dear Mr. Wagoner,

I am sending you this letter due to a problem that has developed with my mother's 2000 Buick Century. She bought her used Century from a very reputable dealer with whom we have all done business for many years. The car had approximately 44,000 miles on it when it was purchased and she loved her car. It drove smoothly and was, and still is, in pristine condition. That was UNTIL the vehicle reached only 55,000 miles.

At that point, the automatic transmission started shifting very hard and abruptly especially between 1st and 2nd gear. The problem was occasional at 50,000 miles, frequent at 55,000 miles and has become downright annoying at 57,00 miles. We are stunned at this phenomenon, particularly in a vehicle in such great condition otherwise.

We reported the problem to the our dealer and he explained that some General Motors cars were reporting this problem and as the warranty had expired that there wasn't much they could do and that a new transmission could be in order. They were just as dismayed and disheartened as my mother. This dealer has sold thousands of cars in his career many being Buicks. Under no circumstances was he aware of any problems. He is as disappointed as we are. Having no other options we decided to move forward.

I began searching the internet for information and discovered other 2000 Buick owners with the same or similar problem, all describing that it begins anywhere from 50,000 miles to 75,000 miles. Many stated that when their transmissions were checked an error code of 1811 was determined. Many also stated that a solenoid valve was replaced in their cars and that General Motors paid for the repairs. It advised me to file a complaint with the NHTSA and to contact General Motors.

I chose to contact General Motors first. I spoke with someone who gave me a reference number and advised me to have the car evaluated at an authorized Buick dealer. I then asked them if they would be willing to pay for the problem since it clearly was a defect in the car and they insinuated that it could be possible. Having no other option, we went to Turner Buick in Harrisburg, PA for the \$83.00 evaluation. After 5 hours Turner Buick called to let us know diagnostics reported a problem but they wanted to "drop the pan" to investigate further. Knowing what that procedure entails, we felt that it could result in an extensive bill. Not wanting to incur another expense, I asked them if there was a failure code on the initial inspection. After some haggling, they reported that the error code was, surprisingly, 1811, the same as related on the Internet reports. As I related previously one of the most disappointing aspects is that this car is in otherwise pristine shape. It looks beautiful and drove so nicely prior to this problem.

When I got back to General Motors their response was totally opposite the initial conversation. I couldn't believe the "Cold Shoulder" that I received from many of your representatives. I heard excuses such as: "you bought it second hand," "maybe another owner caused the problem," "we can't help you," etc. The last representative proceeded to CLOSE MY CASE!!! Unbelievable! Evidently, they had no intention of EVER paying to fix my Mother's car nor did they accept the malfunction as a General Motors problem. Mr. Wagoner, you are probably well aware of this malfunction history in 2000 Buicks. We deem it unacceptable that General Motors has chosen to pass these serious problems along to customers. This malfunction is a serious accident waiting to happen. My mother has been a loyal Buick customer for over 30 years, but now feels cheated.

When I contacted the NHTSA, I was told of others with the same problem. This may be an older car to you, Mr. Wagoner, but at 57,000 miles, it isn't old to her, to us, or to our dealer. It certainly doesn't look it. We think it absurd for General Motors to blame anyone else for this problem. GM is faulting everyone save for the one truly responsible, the manufacturer. This incident has certainly impacted our decision to purchase any more General Motors cars. I am asking you to please look into our situation and see what can be done about fixing my mother's car. It seems to us the right thing to do. I await your reply with great interest. Thank You.

Respectfully,

A solid black rectangular box used to redact the signature of the sender.

Attachment