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October 4, 2007

2007 OCT 18 AM 9:17

General Motors
Attn: President of GM Buick Division
Buick Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

2007 OCT 15 A 9:50

TEL: 800-4-A-BUICK

RE: Safety Defect Issue with 2003 Buick Rendezvous

Dear GM President of Buick Division:

This letter is in reference to an issue I had with my brake / braking electric system on the following vehicle:

Year/Model: 2003 Buick Rendezvous
VIN #: 3G5DA03E15S [REDACTED]

For a few months prior to a braking system repair, I had complained 2-3 times to the dealership, as well as to another well known tire/brake business. Both the dealer and this other business drove my car around to check out my brakes, and both told me that my brakes were fine and that I do not need new pads or any repairs. They could not replicate any vehicle codes, because no codes would show that my brakes had any problems. However, being that I know my vehicle and how it should be braking, I knew something was still wrong. Almost every time I would brake going down a slight grade, I would get backward pressure. My Rendezvous felt as if it was still moving even after I applied the brakes. For about 3 months I drove my car around not knowing if my brakes were going to fail or not. Finally, a vehicle notice light came on for the ABS. Again, knowing that my brakes did not feel to work properly, I took my car to the dealer. After searching for some time, accompanied with my persistence that something is wrong, the dealer found the issue. It was not with the brake themselves, but with the electrical brake system.

According to the repairs completed (document attached), a code C0041 indicated that the insulation from the right front speed sensor and surrounding wiring contained an open circuit 872 and 888.

I may not be a vehicle technician expert, but this is a safety issue. First, it took months before the problem was found. Secondly, I could have either caused or been in an accident due to faulty brake or faulty insulation in the brake wiring. This is NOT a normal repair and maintenance item. This had to have come from the manufacturer in this condition.

The first purpose of this information and concern is to make you aware that this is a safety issue. This should have never happened. I have never owned a vehicle in my life that had this type of issue. I was scared to even drive this car since it constantly felt like

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it was not going to stop. Even after having my concerns checked, I was told there were no problems to diagnose. I urge that this be addressed as a safety recall.

The second purpose of this letter is that as a consumer of a defective/faulty item, I should be reimbursed by the manufacturer for my expenses for repair of this part, which totaled [REDACTED]. These repairs were paid to my Buick dealership, who is Covert Buick Cadillac, 11750 Research Blvd., Austin, TX 78759.

I would like to request a response to my letter. I can be reached during the day at [REDACTED] (day/evening) or [REDACTED] (evening).

Thank you.

[REDACTED]
[REDACTED]
Austin, TX [REDACTED]

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

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DOCUMENT HAVE BEEN REMOVED
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