

NVS-200

CL- 10268089 - 8850

April 20, 2009

2009 MAY 24 PM 2:56

Buick Motor Division
General Motors Corporation
100 Renaissance Center
Detroit, Michigan 48265-2000

To Whom It May Concern:

On November 24, 2008, I took my 2000 Buick LeSabre to Matheny Motors, the local GM Buick dealer, for a routine oil change. I was told by personnel that the intake manifold gasket was leaking and failure to fix the problem would lead to other problems with the engine. I did remember and asked about a recall on this problem but was told there had been none. I had the work done that day per copy of the bill enclosed. I was also told at the time I paid the bill that something in the area had burned.

Later, after going through my file, I felt there was a connection with the current problem and the reason for a recall in July 2003 and June 2004 on 2000 Buick LeSabre vehicles, especially if poor quality materials and manufacturing was involved, even though the recall service was performed at the time. My car at the November 2008 service had 41,130 miles on it and 18,941 and 22,551 at the time of the recalls.

I have felt I've received good service at Matheny's through the years but do not understand this latest problem even though I was told by personnel that it was "wear" and "cooler temperatures" which caused it. Would you please evaluate the differences between the November service and the recalls for me? In talking with personnel at Matheny's, at the time I paid my bill, I told them I'd be writing to GM.

Thank you for your consideration.

Sincerely,

[Redacted Signature]

[Redacted Address Line]

[Redacted Address Line]

Washington, WV [Redacted Address Line]

[Redacted Address Line]

cc: Administrator, National Traffic Safety Administration,
400 Seventh Street, SW, Washington, DC 20590

Enc: 1 copy Service Work Paper
2 copies Recall Notices

NM
2:56
5/4/09
NLT

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
 PARKERSBURG, W. VIRGINIA 26102 - 1304

www.mathenymotors.com
 service@mathenymotors.com
 (304) 485-4418

INVOICE NUMBER: **79010**SERVICE ADVISOR: **803 MIKE RUMER**CUSTOMER NUMBER: **8638523**

Home: [REDACTED] Bus: [REDACTED]
 Cell: [REDACTED] Pager: [REDACTED]

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN		UNIT#
MED_RED_PE	00	BUICK LESABRE		1G4HP54K8YU		41130		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
18JAN01			WAIT 25NOV08			CASH	24NOV08	
R.O. OPENED		READY		OPTIONS:				
13:49 18NOV08		13:46 24NOV08		STK: DLR: ENG:K AXL:173 2 =FOL				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			MATHENY CUSTOMER OIL CHG SPECIAL / /				
			FOL MATHENY CUSTOMER OIL CHG SPECIAL				
			270 CCAR 0.40			0.00	0.00
			1 12490147 FILTER	9.95	9.95	9.95	9.95
			5 GW5W30 GOODWRENCH	3.10	0.00	0.00	0.00
PARTS:			9.95 LABOR: 0.00 OTHER: 0.00			TOTAL LINE A:	9.95

B ELECTRICAL COMPLAINT / CHECK BATTERY /
 CAUSE: BAD BATTERY

CBATTERY BATTERY COMPLAINT

270 CCAR 0.30

1 88860424 BATTERY

CORE CHARGE C

-1 88860424 CORE RETURN

PARTS: 136.11 LABOR: 21.00 OTHER: 0.00 TOTAL LINE B: 157.11

CORRECTION/ CHECKED AND TESTED BATTERY, 12.4 VOLTS 521 CCA, SAYS
 REPLACE. ON MIDTRONICS TESTER. INSTALLED NEW BATTERY

C** ENGINE COMPLAINT / INTAKE MANIFOLD GASKETS LEAKING /
 CAUSE: INTAKE GASKETS LEAKING

CENGINE ENGINE COMPLAINT

270 CCAR 4.00

1 89017816 GASKET KI

1 89017554 GASKET KI

1 89017272 MANIFOLD

1 24503423 PIPE ASM-

1 12346290 COOLANT

PARTS: 229.84 LABOR: 280.00 OTHER: 0.00 TOTAL LINE C: 509.84

CORRECTION/ DRAINED RADIATOR, DIASSEMBLED TOP OF ENGINE. CLEANED
 ALL SURFACES. INSTALLED NEW GASKETS AND BYPASS HOSE. INSTALLED NEW
 UPPER PLENUM AND GASKETS. REFILLED WITH ANTIFREEZE. TEST DROVE OK.

SERVICE DEPT. HOURS:

MONDAY - FRIDAY 7:30 AM TO 6:00 PM
 SATURDAY 7:30 AM TO NOON
 Phone: (304) 485-4418

BODY SHOP HOURS:

MONDAY - FRIDAY 7:30 AM TO 5:00 PM
 Phone: (304) 485-4419

DISCLAIMER OF WARRANTIES

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

CUSTOMER SIGNATURE

X

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

SHOP SUPP/ENV FEES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

Customer Copy

CUSTOMER COPY

Jan. 21, 2004



BUICK®

Inspection
oil changerecall - for
possible engine coolant
leakB03034
July, 2003

Dear Buick Customer:

This notice is sent to inform you that Buick Motor Division is conducting a voluntary customer satisfaction program that affects certain 2000-2003 Buick Regal, LeSabre, and Park Avenue model vehicles equipped with 3800 Series II (L36) V6 engines.

We have learned that your vehicle may develop an engine coolant leak at the upper intake manifold to throttle body gasket, or at the lower intake to upper intake gasket. This condition may result in a low engine coolant level and higher engine temperatures.

What We Will Do: To prevent this condition from occurring, your Buick dealer will replace the engine throttle body fasteners with redesigned fasteners, and add cooling system sealant to the radiator tank. This service will be performed for you at no charge through July 31, 2005.

What You Should Do: We recommend that you contact your dealer to arrange a service date. Presenting the attached card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please check the appropriate box and provide the new owner information, if available.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition. Reimbursement requests are to be submitted by July 31, 2004.

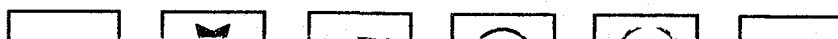
If you have any questions or need any assistance, just contact your dealer or the Buick Customer Assistance Center at 1-866-608-8080. The deaf, hearing impaired, or speech impaired should call 1-800-832-8425 (Utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

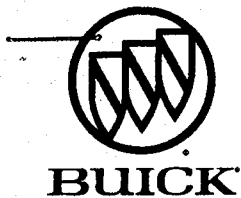
If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Buick Motor Division
General Motors Corporation

Enclosure





Recd 10-1-04

June 2004

Dear Buick Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 model year Buick LeSabre vehicles equipped with a 3.8L V6 engine. These vehicles have a much higher than usual rate of fuel pressure regulator diaphragm leaks. A leak can allow fuel to enter the intake manifold through a vacuum line. In low battery conditions, if the engine does not start when cranked, the fuel from the leaking regulator and a mistimed spark can cause a backfire. The backfire can rupture the intake manifold, causing a loud bang. The rupture of the intake manifold can displace a fuel line, pulling an injector out of place, and causing a fuel leak. If there is an ignition source, a fire can result.

Slow engine cranking and difficulty starting the engine could indicate a low battery. Poor driveability or a check engine light could indicate a fuel pressure regulator leak. If you experience these conditions, have your dealer check and repair your vehicle.

If your vehicle does not start and you hear a loud bang, there could be a fuel leak. Do not try to start it again. Contact your dealer for assistance.

What Will Be Done: Your Buick dealer will inspect the engine fuel rail and, if necessary, replace the fuel pressure regulator. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This inspection and service correction will take approximately 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Buick dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Buick dealer be unable to schedule a service date within a reasonable time, you should contact the Buick Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.866.608.8080. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.832.8425.

If, after contacting the Buick Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.