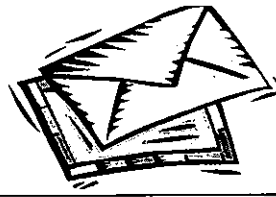


# NHTSA ccmMercury Routing Slip



CL-10348800-5408

Printed: 8/9/2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

**NHTSA #:** ES10-005386  
**XREF #:**  
**Delivery:** MESSENGER ENV.

**Rec'd Date:** 8/9/2010  
**Doc Type:** S10  
**Address To:** S1

**Referred By:** NPO-011  
**Doc Date:**  
**Due Date:**

**S10 #:** 100802-035

**DOT/I #:**

**RMP #:**

**Subject:** S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING BUICK PROBLEMS

**Ack Date:**  
**Sign Office:** ENFORCEMENT  
**Cleared Date:**  
**File Loc:**  
**Added By:** TROGERS x62870

**Ack By:**  
**Signature:** NRN  
**Cleared By:**  
**XREF File:**  
**Modified By:** TANAE.N.ROGERS

**Signed For:**  
**Cleared For:**  
**Closed Date:**

**Most Recent Comment:**

**Author:**

[REDACTED]

AUBURN, NY

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	8/9/2010		8/9/2010
NVS-010	INFORMATION	8/9/2010		8/9/2010

AUG 10 2010

RECEIVED-NHTSA  
2010 AUG -9 10:3  
EXED

NM  
081010  
TGW



**Office of the Secretary of Transportation  
Executive Secretariat**

**Control number:** S10-100802-035

**Action office:** NHTSA

**Document date:** 7/1/2010

**Due date:**

**Author(s):** [REDACTED]

**Subject:** Buick Problems

**Action:** Appropriate Handling

**Comments:**

<b>Date</b>	<b>Action</b>	<b>Action by</b>
8/2/2010	Folder Processed for Appropriate Handling.	AINGRAM
8/2/2010	DIST: P1,C1,I1	AINGRAM
8/2/2010	Updated Folder Information.	AINGRAM
8/2/2010	Work Folder Assigned to NHTSA.	LFORD
8/2/2010	Incoming File Uploaded.	LFORD
8/2/2010	Control Number Created.	LFORD

<b>Date</b>	<b>Note</b>	<b>Note by</b>
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U.S. Department of Justice  
Office of Consumer Litigation  
Civil Division  
Washington, DC 20530

July 27, 2010

[REDACTED]  
[REDACTED]  
Auburn, NY [REDACTED]

Re: Buick

Dear [REDACTED]

**ACTION**  
is assigned to  
NH75A  
S10-100802-035  
CONTROL NO.

This letter is in reply to your correspondence to the Attorney General, dated July 1, 2010, which was referred to this Office for consideration and response. Your letter concerns your complaint with the Buick Division of the General Motors Corporation. You are upset following the alleged "shorter than reasonable life span" of certain parts of your car and the replacement prices charged. Most recently, your muffler needed replacement. You feel that Buick is "attempting to avoid their responsibility and the basics of customer satisfaction." I note that you have also contacted the Attorney General for the State of New York, as well as Senators Schumer and Gillibrand, in regard to this matter.

Since your inquiry relates to a matter involving questions that do not come within the immediate jurisdiction of this Department, I am forwarding your letter to the agency indicated below for consideration.

I regret that we cannot be of direct assistance in this matter. I do hope you will be able to satisfactorily resolve this matter, which I know is of concern to you.

Sincerely yours,

Kenneth L. Jost  
Deputy Director  
Office of Consumer Litigation  
Civil Division

By: Sierra Forbes  
Consumer Affairs Specialist

Enclosure

cc:

U.S. Department of Transportation  
1200 New Jersey Ave, SE  
Washington, DC 20590

1905345  
re

ew/cr

July 1, 2010

Office of the Attorney General  
U. S. Department of Justice  
950 Pennsylvania Avenue, NW  
Washington, DC 20530-0001

Subject: Questionable Business Practices  
Buick Divn. – Case #71-806337077 2-24-10  
Buick Divn. – Case #71-844433184 6-30-10

Gentlemen:

As per the attached, the above reflects the second time this year that Buick Divn. Of General Motors Corp. has responded, only by phone, to valid concerns regarding engineering deficiencies prompting shorter than reasonable life span of those components necessitating repairs or replacement of those components at what can only be considered usurious Buick charges.

The most recent – need for muffler replacement is the most distressing. Buick's estimate to replace is \$500.00+. Buick advises that no mufflers are available and requires a pre-payment to order AND WAIT! At this point, what is the owner of a Buick supposed to do? Drive around with a roaring vehicle, risking ticketing for "noisy muffler" – that's not all that intelligent so, an "after market" muffler is the best second choice which now does not sound like a Buick. Now, by phone direction; Buick Divn. Wants the issue evaluated at a local Buick dealership (another fee – more out of pocket for nothing).

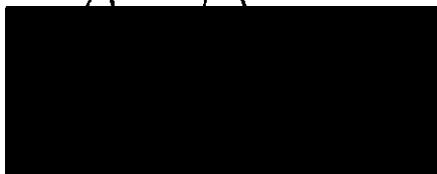
To my mind, it would appear that, in both attached instances, Buick is attempting to avoid their responsibility and the basics of customer satisfaction. The subject vehicle has less than 35,000 miles on the odometer and I strongly suspect that the evidenced quality or lack thereof is a major contributing factor for the significant influx of foreign produced automobiles.

CM - 11476  
JFA

All of Buick's actions may not be illegal however, to me, its highly suspect as to responsibility. It should also be noted that Buick has refused to respond in writing – only "E"-mail (which I don't have). No formal record in the hands of the consumer – no paper trail!

I hope you agree that Buick needs to come up with some valid answers to what appear to be very questionable business practices and since they won't respond in writing to me; maybe they'll respond to you.

Sincerely,

A large black rectangular redaction box covering the signature area.

Auburn, NY 

A black rectangular redaction box covering the address line.

cc: New York State Attorney General  
U.S. Senator Charles Schumer  
U.S. Senator Kirsten Gillibrand  
Congressman Michael Arcuri  
Council of Better Business Bureaus  
Consumer Product Safety Commission

February 18, 2010

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

Subject: 2003 Buick Park Avenue  
Vin, No. 1G4CW54K734 [REDACTED]

Dear Customer Service Representative:

First, the above subject has just under 34,000 miles as of the above date.

That having been stated, the problem of the past several months has been the view screen for the temperature/air direction which, on occasion, glows as it did originally but, mostly, it is barely legible.

A visit to my local Buick dealer's repair shop resulted in the response that repair (actually replacement) of that defect would cost me \$400.00 to \$500.00. Following the initial shock, I decided contact should be made directly with Buick Division as the vehicle, otherwise, is in perfect condition – it's been babied!

I know, it's out of warranty both by age and mileage however, the fact still remains; the vehicle has not been abused and, I feel, a component such as this should be reliable for a larger portion of the vehicle life – I hope you agree and can provide a more reasonable replacement solution.

This, being my eleventh Buick (two Park Aves, currently) I would hope that product loyalty accounts for something and your response will be of a positive nature.

Sincerely,

[REDACTED]  
Auburn, NY [REDACTED]  
[REDACTED]

June 25,2010

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

Subject: 2003 Buick Park Avenue  
Vin. No. 1G4CW54K734 [REDACTED]

Attention Customer Service Representative:

Since my communication of February 18, I have, without any assistance from Buick Division, replaced the temp-control on the above subject – and not for four or five hundred dollars as quoted by the local Buick dealership.

Today, I was advised that I needed to replace the muffler. Again, I was quoted an outrageous cost in excess of \$500.00 and to top this; I would have to prepay to order one as they are on back-order and God only knows when I could expect to get it.

So, the best “after market” muffler I could get has been installed and now my Buick Park Ave sounds more like a ten-year-old VW.

All I needed was an appropriate replacement muffler. Something that is, for the most part, a normal replacement item and, usually, at a more reasonable cost and availability. So, why not just ship me one?

I’d like to think, with my past loyalty to Buick (eleven previous with two Park Aves in the driveway) that you might think first of customer satisfaction before such usurious charges for a muffler that, apparently, can’t be produced by the after market trade so the Park Ave continues to sound like a Park Ave.

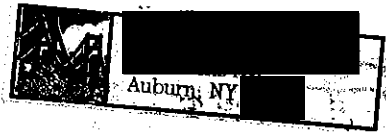
At this point, your prompt and favorable response is required.

Sincerely,

[REDACTED]  
Auburn, NY [REDACTED]  
[REDACTED]

MAIL REFERRAL UNIT  
14

0800 JUL 13 AM 8:58



SYRACUSE NY 132

08 JUL 2010 PM 1 L



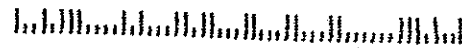
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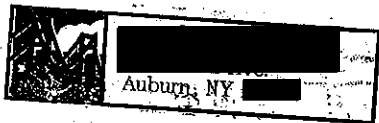
JUL 13 2010

DOJ MAILROOM

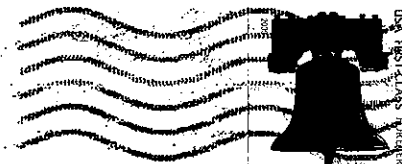
RECEIVED 3

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SYRACUSE NY 132  
08 JUL 2010 PM 1 L



**X-RAYED**  
JUL 13 2010

**DOJ MAILROOM INSPECTED 3**

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