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Office of the Secretary
FOI

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.

NH
102110
TGW

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.

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

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,

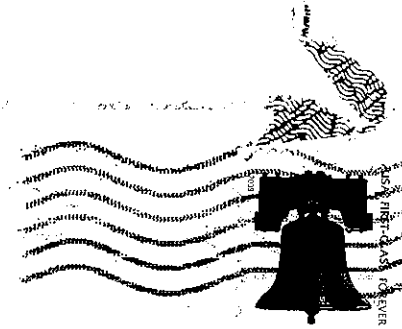
[REDACTED]
Auburn, NY [REDACTED]
[REDACTED]

ASL/HTSA



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