

CL-10393276-8088 NNS-200

MAR 20 2011

EXECUTIVE SECRETARIAT

2011 MAR 22 P 12:15

RECEIVED - NHTSA

March 17, 2011

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.E.  
Washington, DC 20590

Dear Sir/Madam:

This correspondence is to report to you that General Motors Vice President Julian Dalcour (sp) refuses to give me a copy of the documentation showing that my car was repaired in accordance with the 2/24/04 recall ID# 56853 in the year 2001. I wasn't at home so my answering machine recorded it. This doesn't make any sense to me. He states that he will not be corresponding with me by mail. I feel he is dodging the issue. Our conversations have always been on the phone. I have told him that I am contacting you about this matter.

Enclosed is copies of all the documents I mailed to them with the first letter dated January 17, 2011. This will bring you up-to-date with the information which led me to believe that no repairs were completed on this recall and probably nothing done on the April 18, 2000 recall. I am unable to trace back to find previous owners due to the fact that the car salesman told me it had been a one-owner car. The Carfax document shows this to be incorrect information.

After I was told by Dalcour that the repairs had been made and that I didn't have a claim, I asked him to contact my mechanic, Leland Winkelbauer. He has his award from the National Institute for Automotive Excellence. He is well known here in Topeka and is highly recommended. Should you want to speak with him, his office phone is #785-266-1500; fax #785-266-1503. Dalcour told me that he was unable to reach Leland for two days and when I asked Leland about this, he said he never received any call. Then I called Dalcour once again to tell him what Leland said. Dalcour called Leland, then called me to say that Leland told him that the work he completed on my car didn't have anything to do with the recall. Again I spoke with Leland who told me that he did not say that to Delcour.

ET  
032411  
DW

As you can see, I am getting the run-around from this Vice-President, Julian Dalcour. He is a liar over and over again which I do not appreciate. Of course, I would like General Motors to pay me my expenses for the repairs completed by Leland on my car if they are unable to provide me with the proof that repairs were done elsewhere sometime after the recall was announced, not year 2001. My car now is in excellent condition.

I would appreciate very much your assistance in clearing up this matter. I strongly believe that General Motors has broken the law as to recalls on automobiles. Should you need to contact me, I have included my address and phone number in the signature line.

Thanking you in advance, I remain  
Sincerely yours,

[REDACTED]

Topeka, KS [REDACTED]

[REDACTED]

January 17, 2011

Michael J. Robinson, Vice President  
Environment, Energy & Safety Policy  
General Motors  
PO Box 33170  
Detroit, MI 48232-5170

RE: 1998 Buick Park Avenue Recalls

Dear Sir:

Since the late 80's I have been a proud owner of Buick Vehicles. I had a job whereby I traveled approximately 45,000 a year and needed a reliable car. All my previous Buicks only had the usual maintenance problems except one which had 200,000 plus miles and required replacement of transmission. The car I presently own is a previously owned 1998 Buick Park Avenue which I purchased April 20, 2006 from a local Chrysler Plymouth Dealer. I was told it was a one owner car and that they just wanted to get upgrade their car. It only had about 34,000 miles and felt it was a good deal because mine was a '92 Lesabre with 150,000 miles. I wanted a car that would last me for the rest of my lifetime. Later I discovered on Carfax.com that there had been 2 previous owners with no issues or recalls reported.

My car was leaking oil so on July 3, 2006 the dealer removed and replaced the intake gasket set. (invoice enclosed). In April and August I had repairs made and was noted that they couldn't see anything leaking. (invoices enclosed). Note that the 8/3/07 invoice shows odometer reading of 40,577, having driven 6,500 miles.

On July 10, 2009 I had to have the car towed to the shop and as you can see from the invoice, the catalytic converter and thermostat were replaced at a cost of \$395.91. Two months later the same problem was occurring so returned the car to same car technician (he moved to a different shop). This time it was a cost of \$535.30. This is when I began having doubts about the possibility of the car being a "lemon"; however since that time I haven't had any problems, only typical maintenance.

A friend had been experiencing problems with her car (not a Buick) and began researching online for recalls on her car. This then was when I decided to check out my car and found that it had been recalled for seat belt problems - Recall ID# 63308 on 4/18/00 and problems with fuel system - Recall ID# 56853 on 2/24/04. Both of these recalls were prior to my ownership of the Buick; therefore, due to the fact that I had to pay out-of-pocket, I would respectively ask that you reimburse me for these expenses. In both instances when I had to have the car towed, the problem was that the motor quit running and I was unable to start it.

My technician has attended classes to secure his certifications and a number of people in Topeka has told me that he is the best in town. I did not go talk to our local Buick car their repair technicians due to the fact that these recalls were prior to my ownership and assumed they would not be liable for these expenses due to my taking the car to my regular technician. I have enclosed copies of billing statements and other supporting documents for your review. My car continues to operate to my complete satisfaction and with the low mileage of 55039 am assured to keep the car until it has 100,000 plus miles.

Please review this information thoroughly and be in a position to refund my costs in the amount of \$931.21 which equals both Invoice #10451 - Barry's Automotive and Invoice #9138 Five Star Automotive totals.

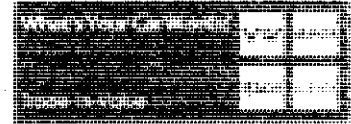
Awaiting your response, I remain  
Sincerely,

[REDACTED]

Topeka, KS [REDACTED]  
Encl.

Ask a Buick Mechanic Now 13 Buick Mechanics Are Online! Buick Problems? Get an Answer ASAP. [Buick Questions](#)  
 1998-2009 Buick Prices Get Prices for all New & Used 1998 to 2009 Buick Models. [www.NADAprices.com](#)  
 Auto Insurance Pricing Get a Quote for the Auto Insurance Policy You Need Online Today! [www.AmFam.com](#)

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Home » Used Cars » Buick » Park Avenue » 1998 Buick Park Ave » Ultra » Recalls

**1998 Buick Park Avenue Ultra Recalls**

Read 1998 Buick Park Avenue Ultra recall list reports, with detailed explanations of the car defects, problems, and solutions from the manufacturer. There are 2 recalls listed for this 1998 Park Ave Ultra so don't wait until the worst case scenario has happened! Be sure to check the latest used '98 Buick Park Ave Ultra Sedan recalls on a regular basis.

**'98 Park Ave Ultra Sedan Recall List**

<b>Overview</b>		SELECTED TRIM: Ultra Sedan
<b>Pricing</b>		Price Range: \$1,500 - N/A   Show Classifieds Ads
<b>Specs &amp; Options</b>		Value: N/A
<b>Photos</b>		Recalls: 2 Recalls
<b>Reviews</b>		<input type="checkbox"/> E-mail <input type="checkbox"/> Print <input type="checkbox"/> Share <input type="checkbox"/> RSS
<b>Safety</b>		Buick   Select Model   Zip <b>GO</b>
<b>Recalls</b>		<input type="checkbox"/> Get a Free Price Quote <input type="checkbox"/> Find a Local Dealer <input type="checkbox"/> Low Rate Financing <input type="checkbox"/> Free Credit Score

**Ownership Costs**  
 APR 18, 2000 | Recall ID# 63308 [Show Details](#)

**Comparisons**  
**Classifieds**  
 SEAT BELTS:FRONT:WEBBING  
 VEHICLE DESCRIPTION: PASSENGER VEHICLES. SOME OF THESE VEHICLES HAVE FRONT SEAT SHOULDER BELTS THAT MAY TWIST, ALLOWING THE WEBBING TO BECOME JAMMED IN THE RETRACTOR...more details

**Ads by Google**  
**Toyota Recall Updates**  
 Stay Informed on All Recall Topics. See Updated Messages on Toyota.com. [Toyota.com/Recall](#)

**Buick Regal Reviews**  
 Moment of Truth: Opinions by Those Who Matter. Consumers Like You. [www.MemoryOfBuick.com](#)

**All-New Chevrolet Cruze**  
 The New Chevrolet Cruze Is Here! See Plus, Specs, Features and More. [www.Chevrolet.com/Cruze](#)

**Buick Verano Unveiled**  
 Get Updates on the Verano: Buick's Compact Luxury Sedan of the Future. [www.Buick.com/Verano](#)

**Other '98 Park Ave Submodels | Other Buick Cars | Other Buick Bodystyles**

- 1998 Buick Park Avenue Base Sedan

**Related Photos | Related Videos | Similar Used Cars** [More Photos](#)

There are currently no photos available for 1998 Buick Park Avenue. Please try again later...

<p><b>Get Dealer Pricing</b>                  Get results from multiple participating dealers first. <a href="#">Click Here</a></p>	<p><b>Auto Loan Quote</b>                  Get a free quote on a loan with a competitive rate. <a href="#">Click Here</a></p>	<p><b>Insurance Quote</b>                  Find out how much you can save on your car insurance every year! <a href="#">Click Here</a></p>	<p><b>Free Credit Score</b>                  Get Unlimited access to your Credit Score online. <a href="#">Click Here</a></p>
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**Ads by Google**

**Ford Focus Recalls**  
 Check Recall Status of All Ford Vehicles at Official Ford Site. [Ford.com](#)

**1998-2009 Buick Prices**  
 Get Prices for all New & Used 1998 to 2009 Buick Models.

1. Get a New Car Quote
2. Free Auto Loan Quote
3. Insurance Price Check

**PROGRESSIVE**

Name Your Price®. Start saving today.

\$99

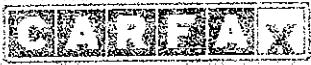
Enter ZIP Code:

Get Name Your Price

**PROGRESSIVE**

Collision Damage Waiver

Why Pay, Sedan?



**1998 BUICK PARK AVENUE**  
 1G4CW52K2W4  
 SEDAN 4 DR  
 3.0L V6 SFI 12V / FRONT WHEEL  
 DRIVE

**Hi-I'm the CARFAX Xpert™.** I'm here to help you better understand the data in this CARFAX Report. Did you know...  
 • We checked over 5 billion records from thousands of sources for this vehicle  
 • This vehicle qualifies for the CARFAX Buyback Guarantee  
 • The last reported odometer reading was 33,789

**SUMMARY**

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**OWNERSHIP HISTORY**

The number of owners is estimated by CARFAX

	1998	2005	2006
Year purchased	1998	2005	2006
Type of owner	Personal	---	---
Estimated length of ownership	7 yrs. 6 mo.	7 months	1 yr. 5 mo.
Owned in the following states/provinces	Kansas	Kansas	Kansas
Estimated miles driven per year	---	---	---
Last reported odometer reading	8	27,454	33,789

**TITLE PROBLEMS**

CARFAX guarantees the information in this section

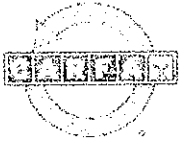
	1998	2005	2006
None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will...	No Problem	No Problem	No Problem
...	No Problem	No Problem	No Problem
...	No Problem	No Problem	No Problem

- None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will...

**OTHER INFORMATION**

Not all accidents or other issues are reported to CARFAX

	1998	2005	2006
No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
No structural / frame damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated	No Issues Indicated
No accidents reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Check with an authorized Buick dealer for any open recalls.	No Recalls Reported	No Recalls Reported	No Recalls Reported
Original warranty estimated to have expired. Interested in an...	Warranty Expired	Warranty Expired	Warranty Expired



**FIVE STAR AUTOMOTIVE**  
 320 SW 32nd St Terrace  
 TOPEKA, KS.. 66611  
 Phone - 785-266-5881 Fax - 785-266-3245

INVOICE  
**9138**  
 Org. Est. # 019360

**INVOICE**

Work Completed Date : 06/16/2009

Print Date : 07/10/2009

██████████  
 Topeka, KS ██████████  
 Home ██████████  
 Cust ID : 441

1998 Buick - Park Avenue  
 3.8L, V6, VIN (K)  
 Lic # :  
 Unit # :  
 Vin # :  
 Hat # :

Odometer In : 48161  
 Odometer Out : 48161

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
Thermostat - Regular 215	1.00	10.80	10.80	REPLACE CATALYTIC CONVERTOR	N/A	260.00
Thermostat Housing Seal 1077	1.00	2.72	2.72	THERMOSTAT - Remove & Replace	1.00	85.00
Shop Supplies		10.00	10.00	Hazardous Materials		0.68

[ Technicians : Wink, 2 ]

Org. Estimate \$332.35	Revisions \$111.41	Current Estimate \$ 443.76	Additional Cost	Revised Estimate	<b>Labor:</b>	<b>85.68</b>	
<small>06/16/2009 - 1:13 &lt;none&gt;          Parts: \$14.08 Labor: \$85.00 Sublet: \$0.00 Taxes &amp; Fees: \$12.33</small>				\$111.41	\$443.76	<b>Parts:</b>	<b>23.52</b>
						<b>Sublet:</b>	<b>260.00</b>
						<b>Sub:</b>	<b>369.20</b>
						<b>Tax:</b>	<b>26.71</b>
						<b>Total:</b>	<b>395.91</b>
						<b>Bal Due:</b>	<b>\$0.00</b>

[ Payments - Check - \$395.91 ]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 6 months or 6000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

March 3, 2011

Julian Dalcour  
General Motors  
PO Box 33170  
Detroit, MI 48232-5170

RE: 1998 Buick Park Avenue Recalls  
VIN #1G4CW52K2W4 [REDACTED]

Mr. Dalcour:

You will recall that on January 8, 2011 I sent you a letter with supporting documents as to the recall on my car, VIN # shown above. When you contacted me, I was under the impression that you were sympathetic to my problem. Now I have doubts as to your sincerity. I am now requesting that you mail to me your collective documentation showing that my car was repaired.

Due to your inability to provide me with honest statements by telephone, I wish any further contact with me be in writing.

Sincerely,

[REDACTED]

Topeka, KS [REDACTED]

# MOTOR VEHICLE PURCHASE CONTRACT

INV. \_\_\_\_\_

<b>DEALER'S NAME</b> <h2 style="text-align: center;">JOHN HOFFER</h2> <p style="text-align: center; font-size: small;">CHRYSLER-PLYMOUTH INC. • JEEP • EAGLE                  3220 SOUTH TOPEKA • TOPEKA, KANSAS 66611                  (785) 266-3333</p>	VEH STOCK NO. 7216A	ORDER NO.	ORDER DATE 04/20 20 06
ADDRESS CITY, STATE, ZIP TELEPHONE NO	FOR OFFICE INFORMATION ONLY SALESMAN <h3 style="text-align: center;">MIKE WRIGHT</h3>		
PURCHASER'S NAME	CITY STATE ZIP TOPEKA, KS		
PURCHASER'S STREET ADDRESS	RESIDENCE PHONE BUSINESS PHONE		

- USED**  
 **DEMO**  
 **NEW**

**LIENHOLDER:**

NAME Commerce Bank and Trust Company  
 ADDRESS 3035 S. Topeka Blvd.  
 CITY, STATE, ZIP Topeka, KS 66611

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE

	MODEL YEAR	MAKE	MODEL	BODY TYPE	COLOR	MILES	ENGINE	IDENTIFICATION NO.
Vehicle Purchased	98	Buick	Park Avenue	4 Doo	White	33789	V6, 3	1G4CW52K2W4
Vehicle Traded In	92	Buick	LeSabre	4 Doo	TAN	150028	V6, 3	1G4HP53L3NH

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.  
 PURCHASER HAS SEEN, READ, AND RECEIVED COPY OF FEDERAL BUYERS GUIDE.  
 DEALER MAKES NO EXPRESS WARRANTIES WITH RESPECT TO THE VEHICLE PURCHASED EXCEPT AS STATED ON THE FACE THEREOF. DEALER HAS MADE NO REPRESENTATIONS TO PURCHASER REGARDING THE VEHICLE PURCHASED EXCEPT AS STATED ON THE FACE HEREOF. Purchaser understands that this contract requires the acceptance of Dealer or his authorized agent by signing below and that this Contract is not binding until it is so accepted by Dealer or his authorized agent. In consideration of the mutual agreements of the parties herein, and in order to induce Dealer to enter into this Contract, Purchaser represents and warrants to Dealer that: (A) he or she is 18 years of age or older, (B) he or she has full power, right and lawful authority to make this Contract and to dispose of the above vehicle traded-in; (C) he or she will defend the above vehicle traded-in against all claims and said vehicle is free from all liens and encumbrances, (D) he or she will sign an official odometer (mileage) statement at time of trade-in; (E) he or she will furnish to Dealer at the time of trade-in a certificate of title to the above vehicle purchased in reliance upon these representations and warranties. Purchaser has read this Contract, understands it and hereby acknowledges receipt of a true and correct copy of this Contract.

**VEHICLE PURCHASED EQUIPMENT:**

TRANS / PS / PB / PW / PL / P-SEATS / CRUISE / TILT  
 RWD / TURBO / RADIO / OTHER - V6 / I4

**OTHER CONDITIONS OF SALE:**

- WARRANTY TRANSFER  
 DAMAGE DISCLOSURES

**Dealer Disclosure of Source of Used Car**

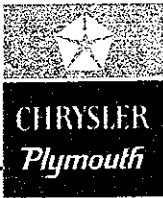
- Rental  Lease  Drivers Ed  Trade-In  
 Manufacturer Unit (i.e. — Executive, or Branch Unit)  
 If one of the above is marked check title to verify source.

Purchaser \_\_\_\_\_ Salesman \_\_\_\_\_  
 "The seller of this vehicle HAS NOT performed a title search for the motor vehicle being sold for purposes of determining the accuracy of the mileage shown on the odometer or for any other purpose. Purchaser acknowledges the receipt of this disclosure."

(Purchaser)

BASE CASH PRICE OF VEHICLE SOLD	\$ 9845.50
Dest. Charge	\$ N/A
	\$ N/A
HAIR DAMAGE	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
	\$ N/A
1. TOTAL CASH PRICE	\$ 9845.50
2. GROSS USED VEHICLE ALLOWANCE	\$ 800.00
3. TRADE DIFF (1 LESS 2)	\$ 9045.50
4. SERVICE CONTRACT	\$ N/A
5. AFTERMARKET PRO PAK LINES	\$ N/A
6. AFTERMARKET - Other Additions	\$ N/A
7. ADMINISTRATION FEE	\$ 99.00
8. SUB. TOTAL (3 + 4 + 5 + 6 + 7)	\$ 9144.50
9. SALES TAX	\$ 681.27
10. INSURANCE CL / AH	\$ N/A
11. KS. EXCISE TIRE TAX - 50c / TIRE NEW VEHICLES ONLY	\$ N/A
12. SUB. TOTAL (8 + 9 + 10)	\$ 9825.77
13. BALANCE DUE ON TRADE	\$ N/A
14. LESS CASH DOWN PAYMENT OF	\$ N/A
15. LESS REBATE	\$ N/A
16. DUE ON DELIVERY (11 + 12 - 13)	\$ 9825.77
<b>FOR 30 DAY PERMIT (CASH) Pay Separate</b>	<b>\$ 3.00</b>

PURCHASER'S SIGNATURE ACCEPTED BY DEALER OR AUTHORIZED AGENT AUTHORIZED SIGNATURE	DATE SIGNED 04/20/2006 DATE SIGNED	SPECIFIED DELIVERY DATE
-----------------------------------------------------------------------------------------	---------------------------------------	-------------------------



# JOHN HOFFER

3220 S. TOPEKA BLVD. TOPEKA, KS 66611  
(785) 266-3333 1-800-280-3333 www.johnhoffer.com



R.D. 28235	VIN 1G4CW52K2W4	[REDACTED]		DATE IN 07/03/06
YEAR 1998	MAKE BUICK	MODEL PARK	COLOR [REDACTED]	TIME IN 08:27
MILES IN 34421	MILES OUT 34421	FIRST USE 00/00/00	USC. TOPEKA KS	CLOSED 07/03/06
SEE ALSO	RES H: [REDACTED]	W: ( ) -	WRITER 3545	RP RICK

(1) CUSTOMER COMPLAINS OF OIL LEAK  
LEAK FROM AROUND INTAKE...REMOVED AND  
REPLACED INTAKE GASKET SET

Labor	T14 40	234.00
EN1020	(GASKET SET)	1 61.14
5066386AA	(COOLANT)	1 16.15
Total Repair (Internal ).....		311.29

(Tech:14) A

*John Hoffer*  
*John Hoffer*

Next Service OCT '06 Lube-Oil-Filter	TERMS	W/C	INT.	CUSTOMER
<b>DISCLAIMER OF WARRANTIES</b> Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	No returns on electrical or special order items. A 25% restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.	.00	234.00	Labor .00
		.00	77.29	Parts .00
		.00	.00	Sublet .00
		.00	.00	Msc Mat & Ha .00
		.00	.00	Oil/Grease .00
		.00	311.29	Sub Total .00
		.00		Tax .00
Page 1 of 1 Job 28235		.00	311.29	Total .00
<b>28235 Customer Copy</b>				

Jopoka, KS



Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.E.  
Washington, D.C. 20590