



CHRIS CHRISTIE

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



JOHN J. HOFFMAN
Goading Attorney General

KIM GUADAGNO
Lt. Governor

February 21, 2014

CL-10568381-8362

ERIC T. KANEFSKY
Director

National Highway Traffic Safety Administration
US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

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

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

MAR - 5 2014

Re: [REDACTED]
File Number: 02-06-14G0000106862

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

TD

AM
3514
SMD



OFFICE OF
CONSUMER PROTECTION

New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

259478 FEB -4 ±

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME

ADDRESS

CITY: Hutley

STATE: 979

ZIP CODE: [REDACTED]

HOME TELEPHONE NUMBER: [REDACTED]

WORK TELEPHONE NUMBER: n/a

* E-MAIL ADDRESS: [REDACTED]

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: General Motors

ADDRESS: P.O. Box 33136

CITY: Detroit

STATE: Michigan

ZIP CODE: 48232

TELEPHONE NUMBER (1): 1536

(include area code)

TELEPHONE NUMBER (2): _____

(include area code)

For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- Automotive
- Automotive Repairs
- Banking
- Credit Card
- Charity
- Direct Mail/Sweepstakes
- Home Repair
- Internet/Cyberspace
- Professional Service
- Stocks/Securities
- Telemarketing
- Telecommunications
- Bingo/Raffle
- Health Club
- Warranty
- Advertising
- Wheelchair Lemon Law
- Weighing/Measuring Devices
- Used Car Lemon Law
- New Car Lemon Law
- Furniture
- Other (specify) _____

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used
- b. Purchased Leased
- c. Purchase Price \$31,469 Current Mileage 99,337
- d. Date of Purchase 3/26/03 With Warranty With Service Contract As Is
- e. Make Buick Model Le Sabre Year 2003

3. Name of company you dealt with: McGuire Auto and Buick Corporation. State letter to GM

4. Name and title of company agents or employees you dealt with: McGuire - Tom Service Manager & Buick - Alessio Adriani - Customer Service

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

My husband and I had the lower intake manifold gasket replaced at McQuire Buick Service Dept. in 2009 at 50,000 miles. We were very surprised to have engine problems at that mileage. Now again in 2014 at 79,000 miles McQuire Service tells us we must replace the lower intake manifold gasket. After 4 1/2 years to have the same engine problem at 79,000 miles. Our Buick is serviced regularly i.e. oil changes etc., garage kept and driven by a female senior citizen. In no way is this vehicle abused. We believe there is a problem with this GM engine as we have learned several other Buick owners had this same problem and had to do the same repairs again. This vehicle has definitely not lived up to our expectations. Have you had similar complaints from Buick owners? (over)

6. The amount of loss involved in this complaint: \$ 1095 plus tax (see estimate) Please provide a breakdown of these losses.

Cost to repair/replace lower intake manifold gasket again.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint

 in any way that is necessary.

1/30/14
Date

* This certification must be signed by the person completing the form.

I realize at some point we must purchase a new automobile, but for now I must repair our Buick as we do not have a second car. My husband and older brother are handicapped, my younger brother is disabled and my mom is 92, so I need transportation. He would appreciate your assistance in resolving this matter.

[REDACTED]
Nutley, N. J. [REDACTED]
January 23, 2014

Ms. Mary Barra, CEO
General Motors Corporation
P.O. Box 33136
Detroit, Michigan 48232-1536

Dear Ms. Barra:

My husband and I have owned three Buick LeSabres over the period of thirty-five years. The two previous LeSabres were excellent vehicles and served us well.

Our current Buick was purchased new in 2003 from McGuire Auto in Little Falls, N. J. It is a very comfortable and attractive automobile. I receive many compliments on the condition of the car. It is garage kept and serviced regularly.

On January 14, 2014 I took the automobile to McGuire to locate a noise problem in rear when going over bumps in the road.

McGuire's mechanic found the noise was due to a faulty level ride compressor and also stated we needed to replace the lower intake manifold gasket. This surprised us due to the fact that McGuire's service department replaced the lower intake manifold gasket in August of 2009.

We were very upset that there was an engine problem at 51,000 miles but once the repair work was done assumed the problem was resolved. Now four years later at 99,000 miles the problem is back. Is it only our auto or do all LeSabres have this defect?

I wrote to General Motors in August, 2009 (letter enclosed) stating we were thinking about getting a new second car. Well the second car we were planning to replace, a 1993 Toyota Camry is still running with 135,000 miles. The new Buick that we purchased in 2003 continues to have engine and various other problems.

We cannot afford to keep repairing the engine on this car and now the compressor as well. The dealer offered to give us a 10% discount on the repairs but that is still over \$2,000. Over the past two years we have replaced the fuel level sensor in the gas tank, water pump, fuel pump, struts, air shocks and tires. The reason being we had no thoughts of replacing this car at this time.

As an engineer would you purchase a new Buick with continuous engine problems or new Toyota Camry that just keeps on running. I assume you know what we will be doing shortly. Not going to a Buick showroom!

I understand you are interested in selling GM automobiles in Europe and China is that because the American market has become aware of what a poor product you are marketing?



McGuire

BUICK GMC TRUCK

1625 Route 46 East • Little Falls, N.J. 07424
(973) 785-2220 • FAX (973) 785-2230

CUSTOMER NO 15488	ADVISOR ANN MARIE HEMPHILL	TAG NO 86 2693	INVOICE DATE 01/14/14	INVOICE NO BUCS156852
	LABOR RATE	LICENSE NO	COLOR SILVER BLUE	STOCK NO
		MILEAGE 99,027	DELIVERY DATE 03/26/03	DELIVERY MILES 10
	YEAR / MAKE / MODEL 03/BUICK/LESABRE/4DR CUST SDN	VEHICLE I.D. NO. 1 G 4 H P 5 2 K 7 3 4	SELLING DEALER NO. 10	PRODUCTION DATE 11/07/02
	F.T.E. NO.	P.O. NO.	R.D. DATE 01/14/14	
RESIDENCE PHONE	BUSINESS PHONE 000-000-0000	COMMENTS C# 4HP69 F# 136		MO: 99027

LABOR & PARTS
J# 1 02BUZ01 INTERIOR TRIM UNITS: 1.00 TECH(S):154 120.93
Customer States NOISE IN TRUNK OVER BUMPS
SOUNDS LIKE RIGHT REAR
NEEDS LEVEL RIDE COMPRESSOR 915.00 PLUS TAX
JOB # 1 TOTAL LABOR & PARTS 120.93

J# 2+208UZ000001 DECLINED MAINTENANCE UNITS: TECH(S):154 0.00
CUSTOMER HAS ELECTED TO DECLINE THE SERVICES RECOMMENDED AT
THIS TIME AND MILEAGE
LOWER INTAKE MANIFOLD GASKET 1095.00 PLUS TAX.
PLUGS AND WIRES 515.00 PLUS TAX, COOLANT FLUSH 149.95
PLUS TAX, TRANSMISSION SERVICE 189.95 PLUS TAX (-60,000)
JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

***** WE WOULD LIKE TO EXPRESS OUR THANKS FOR CHOOSING MCGUIRE AUTO GROUP AS YOUR SERVICING DEALER. SHORTLY YOU'LL BE RECEIVING FROM GM A SURVEY REGARDING YOUR SERVICE VISIT. THE SERVICE DEPT WOULD GREATLY APPRECIATE YOU TAKING THE TIME TO FILL OUT THIS SURVEY "COMPLETELY SATISFIED". IF FOR ANY REASON YOU FEEL YOU CAN'T RETURN IT "COMPLETELY SATISFIED" PLEASE DO NOT HESITATE TO CALL ME IN THE SERVICE DEPT AT 1-888-5-MCGUIRE. THANK YOU, TOM BAUER, FIX OPERATION MANAGER *****	TOTAL LABOR.... 120.93 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 8.47 TOTAL INVOICE \$ 129.40
---	--

CASH [] CHECK [] AMEX []
DISCOVER [] VISA [] M/C []

CUSTOMER SIGNATURE

Handwritten signature and initials

MCGUIRE AUTO GROUP
1625 ROUTE 46 E
LITTLE FALLS, NJ 07424
973-785-2220

TERMINAL ID.: 203600
MERCHANT #: 16797954950003

██████████ ##/## SWIPED

SALE
BATCH: 000568 INU: 000005
Jan 14, 14 11:27
RRN: 05680005 AUTH: 05733P
TRACE #: HCKHHA2VR0114

AP

DESCRIPTION

TOTAL \$129.40

██████████

X.....
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
MERCHANT AGREEMENT IF CREDIT VOUCHER

Thank you!
Have a nice day!
Please come again!

CUSTOMER COPY

[REDACTED]
Nutley, N. J. [REDACTED]
August 5, 2009

Mr. Frederick Henderson, CEO
General Motors Corporation
300 Renaissance Center
Detroit, Michigan 48265

Dear Mr. Henderson:

March of 2003 my husband and I purchased a new Buick LeSabre because we had excellent service from our two previous LeSabres.

This auto was purchased from McGuire in Little Falls, N. J. The sale went smoothly and we have been very satisfied with this product.

On the 4th of July I pulled the car out of our garage to take out our patio furniture for a barbecue. When my husband returned the car to the garage a few minutes later he found a puddle where the car had been parked.

Monday July 6th we took the LeSabre to our mechanic Riverside Tire & Auto, Belleville, N. J. Our mechanic advised us that the intake manifold was leaking. He put a clamp on it and gave us an estimate to have it repaired.

I called the Buick Division and spoke to a John Wesley Cruz who gave me case number 71-740517618. Mr. Cruz advised us to take the Buick to an authorized dealer to verify that this was the problem and if it may be a manufacturers defect. He also stated that General Motors might give some sort of assistance to facilitate the repair.

I made an appointment with McGuire and they confirmed that the intake was indeed leaking and gave me an estimate of \$800 to repair it. Of course they felt this was normal wear and tear on the LeSabre and not a defect.

A Mr. Liano contacted me a few days later and stated since I did not have the Buick serviced at McGuire no assistance would be given for the repair.

The Buick has been garage kept since our purchase, has had regular mechanical maintenance which I have the documents to prove, as well as exterior maintenance. The car is in excellent condition except for the engine.

We have purchased General Motors products for over thirty years and they have served us well. In fact last month we were thinking of buying a LaCrosse as a second car, but never again will we purchase a General Motors automobile.

If your brand new car engines cannot last more than 50,000 miles without needing

major repair I don't know who would be interested in purchasing them certainly not us.
They are throw away automobiles with high prices.



Cc: Consumer Protection

McGuire

PONTIAC BUICK GMC TRUCK

1625 Route 46 East • Little Falls, N.J. 07424
 (973) 785-2220 • FAX (973) 735-2230

CUSTOMER NO 15488	ADVISOR ANN MARIE HEMPHILL	TAG NO. 86	INVOICE DATE 08/27/09	INVOICE NO BUCS121897
[REDACTED] NUTLEY, NJ [REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 51,859	COLOR SILVER BLUE
	YEAR / MAKE / MODEL 03/BUICK/LESABRE/4DR CUST SDN			DELIVERY DATE 03/26/03
	VEHICLE ID NO 1 G 4 H P 5 2 K 7 3 4 [REDACTED]			DELIVERY MILES 10
	F.T.E. NO.			SELLING DEALER NO 10
BUSINESS PHONE 000-000-0000		COMMENTS CF 4HP69	EP L36	MO: 51859

TOTALS

 WE WOULD LIKE TO EXPRESS OUR THANKS FOR CHOOSING MCGUIRE
 AUTO GROUP AS YOUR SERVICING DEALER. SHORTLY YOU'LL BE
 RECEIVING FROM GM A SURVEY REGARDING YOUR SERVICE VISIT.
 THE SERVICE DEPT WOULD GREATLY APPRECIATE YOU TAKING THE
 TIME TO FILL OUT THIS SURVEY "COMPLETELY SATISFIED". IF FOR
 ANY REASON YOU FEEL YOU CAN'T RETURN IT "COMPLETELY SATISFIED"
 * PLEASE DO NOT HESITATE TO CALL ME IN THE SERVICE DEPT AT
 1-888-5-MCGUIRE.

TOTAL LABOR....	195.00
TOTAL PARTS....	49.97
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.35
TOTAL MISC DISC	0.00
TOTAL TAX.....	17.15
TOTAL INVOICE \$	269.47

THANK YOU,
 KEN FISCHER, SERVICE DIRECTOR

 CASH [] CHECK [] AMEX []
 DISCOVER [] VISA [] M/C []

CUSTOMER SIGNATURE

McGuire

PONTIAC BUICK GMC TRUCK

1625 Route 46 East • Little Falls, N.J. 07424
(973) 785-2220 • FAX (973) 735-2230

CUSTOMER NO. 15488	ADVISOR ANN MARIE HEMPHILL	TAG NO 86	INVOICE DATE 08/27/09	INVOICE NO. BUCS12189
[REDACTED] NUTLEY, NJ	LABOR RATE	LICENSE NO	MILEAGE 51,859	COLOR SILVER BLUE
	YEAR / MAKE / MODEL 03/BUICK/LESABRE/4DR CUST SDN			DELIVERY DATE 03/26/03
	VEHICLE ID NO. 1G4HP52K734			DELIVERY MILES 10
	F.T.E. NO			SELLING DEALER NO 10
BUSINESS PHONE 000-000-0000		COMMENTS CP 4HP69	E# L36	MO: 5185

LABOR & PARTS
J# 1 10BUZ ENGINE/MECHANICAL UNITS: 3.10 TECH(S):46 155.00
SPLIT WARRANTY = 50.00% CUSTOMER = 50.00% WARRANTY
REPALCE INTAKE GASKET 50/50
GASKET LEAKING
REPLACED LOWER INTAKE GASKET

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	89017554	GASKET KI	3.270	25.50	25.50
		SPLIT WARRANTY = 50.00%	CUSTOMER = 50.00%			WARRANTY
JOB # 1	1	12346290	COOLANT	8.800	12.54	12.54
		SPLIT WARRANTY = 50.00%	CUSTOMER = 50.00%			WARRANTY
JOB # 1	1	12378556	CLEANER	8.800	3.87	3.87
		SPLIT WARRANTY = 50.00%	CUSTOMER = 50.00%			WARRANTY
JOB # 1 TOTAL PARTS						41.91
JOB # 1 TOTAL LABOR & PARTS						196.91

J# 2 20BUZ001 FREE MULTI POINT UNITS: TECH(S):46 0.00
FREE MULTI POINT INSPECTION
INSPECT VEHICLE
PERFORMED MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

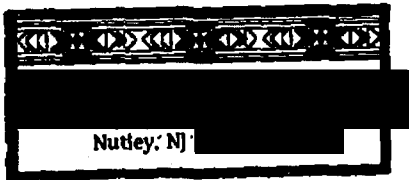
J# 3+11BUZ02 ENGINE/COOLING UNITS: 0.80 TECH(S):46 40.00
SPLIT WARRANTY = 50.00% CUSTOMER = 50.00% WARRANTY
THERMOSTAT HOUSING LEAKING
LEAKING
REPLACED THERMOSTAT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	24505924	THERMOSTA	1.246	8.06	8.06
		SPLIT WARRANTY = 50.00%	CUSTOMER = 50.00%			WARRANTY
JOB # 3 TOTAL PARTS						8.06
JOB # 3 TOTAL LABOR & PARTS						48.06

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A		EV EPA WASTE CHARGE		7.35
TOTAL - MISC				7.35

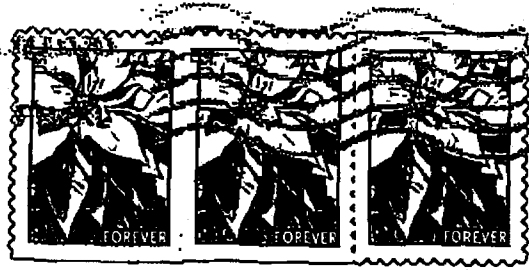
ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

Receipt From: NJ Car Services, Inc. (607) 885-0650 10878 (6/03)



DW. DANIELS

31 JAN 2014



Division of Consumer
Affairs
P.O. Box 45025
Newark, N.J. 07101

07101802525

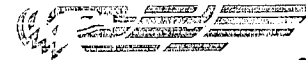


NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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