

NHTSA
U S Dept of Transportation
Washington, DC 20590

16 July 2014

JUL 28 2014

Re: Ignition Switch Failure on 2000 Buick Regal

I have sent two letters to Buick Customer Relations Center regarding the failure of the ignition switch and the resulting loss of power steering and brakes on my 2000 Buick Regal (I sent copies of both letters as info to your office and copies are attached here-in for your reference.) The only response I have received from Buick was by telecon that no recall has been issued on the 2000 Buick Regal ignition switch.

Since that telecon (initiated by me in late May), several more General Motors vehicles have had recalls added for the 2000 model year vehicles. I must assume that the ignition switches have similar or identical design throughout the entire year 2000 and subsequent General Motors American vehicle production.

What history has the NHTSA accumulated for the Ignition Switch for the 2000 Buick Regal? I am confident that the failure on my Buick was not an isolated event. Have there been accidents reported as a result of the difficult steering and braking caused by failed ignition switches? Have there been any fatalities? Is there a failure trend?

I would appreciate any information your organization has developed on this problem for the 2000 Regal - - specifically in regards to the above questions. (One more question - - should I be concerned that the ignition switch on my 2005 GMC Yukon will also fail ??)

Thank you for your action on this matter.

Sincerely,

[Redacted Signature]

Bountiful, UT

[Redacted Address]

Atch: Copies of letters to Buick

Cpy to: Buick Customer Relations Center
P O Box 33136
Detroit, Mich 48232-5136

NAM
8414
SMD

Buick Customer Relations Center
P O Box 33136
Detroit, Mich
48232-5136

21 May 2014

Re: Follow-up on my Letter 28 March 2014 (Case #71-1297494466)

In my letter of 28 March 2014, I identified several ignition switch failures my wife and I experienced in our 2000 Buick Regal. The resulting loss of steering and braking boost resulted in a serious driving hazard. Our local Jerry Seiner Buick dealer readily identified problem and replaced the ignition switch at a cost of \$472.23. I requested a reimbursement for that amount.

About the middle of April, I received a telephone message that your office had received the subject letter and that I would receive a phone call the next day. (I believe the caller was "Carlos".) Since I did not hear from him within about one week, I contacted your office and was given the subject case number and was told I would hear from "Carlos". I have not heard further.

I am firmly of the opinion that the ignition switch malfunction I reported was due to an inherent defect in its design and/or manufacture. As a retired aerospace engineer, I find it surprising that such a failure path could be encountered. Of course, the resulting loss of steering and braking power assist from the ignition switch malfunction is a significant safety problem. As such, I find it curious that this switch has not been subject to recall as has switches in other GMC products.

My intent of this letter is not to request a recall (that is up to GMC and NHTSA), but to request a reimbursement of the \$472.23 cost for which I feel is justified. Your prompt action in my behalf would be appreciated.

Sincerely,

[REDACTED]
Bountiful, UT [REDACTED]
[REDACTED]

Cpy: NHTSA
U S Dept of Transportation
Washington, D C 20590

170
Send to new
address 15 Apr
PO Box 33136
Detroit, Mich
48232-5136

Buick Customer Relations Center
P O Box 5039
Troy, MI 48007-5039

28 Mar 2014

Re: Defective Ignition Switch Malfunction on 2000 Buick Regal LS
Request for reimbursement of replacement costs

Approximately Jan 15, 2014, my wife was driving her 2000 Buick Regal (with about 93,000 miles) on US Highway 89 in Bountiful, Utah when the engine stopped. She described the panic of having her engine quit while driving and the difficulty she had in turning off the highway and stopping her car. She was still partially in the right hand lane of the four lane highway. All of the instrument lights were flashing. It was very frightening. When she got home, we switched cars and I tried all types of maneuvers to see if I could duplicate what she had experienced. Everything worked fine.

After this incident, she was afraid to drive her Buick so she drove our Yukon. I continued to use her car and on the 14th of February, the engine died at a stop sign. A few miles later, it died as I was turning off the highway. The steering and braking required considerable strength. As I stopped, the ICONS on the dash were all flashing on and off. This was an alarming experience, one which could have been catastrophic at freeway speeds.

As I drove about four miles back home, the Buick stopped two more times. I called Jerry Seiner Buick and made an appointment for Monday, Feb 17th. On that day, they diagnosed the ignition switch to be the problem and replaced it. Because of newspaper and TV coverage I had seen about defective ignition switches on other GMC vehicles, I asked if they had received a recall notice or shop alert on the 2000 Buick Regal and I was told "no".

From what I have read in newspapers and seen on TV, it appears that GMC may have an earlier safety problem of defective ignition switches than reported by the news media. I believe this to be the case. (In any event, it is obvious that the ignition switch in my Buick was defective.) Thus, I request reimbursement for the \$472.23 cost of replacing my defective ignition switch. (Please see the attached copy of the invoice for the work accomplished.)

Thank you for your interest in and prompt action on this request.

Sincerely,

Atch: Invoice

Bountiful, U

Cpy: NHTSA
U S Dept of Transportation
Washington, D C
20590

70721

CUSTOMER #: 154489

362106

Making friends to last a lifetime.
JERRYSEINER



957 North 400 East
 North Salt Lake, UT 84054
 (801) 693-7100
 Fax (801) 693-7063
 www.gmguy.com

The GM Guy

INVOICE

PAGE 1

BOUNTIFUL, UT

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1041 BURKE CHRISTENSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	00	BUICK REGAL	2G4WB52K1Y1		93104/93104	T5790	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN00 IS			17:00 17FEB14			CASH	17FEB14
R.O. OPENED		BOOKED	OPTIONS: ENG:3.8_Liter_V6_MFI				

10:27 17FEB14 15:52 17FEB14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE STALLS WHILE DRIVING-REFIRES

ST DIAGNOSIS/REPAIR OPERATION

138 CGM

285.84 285.84

1 M26068757 SWITCH

183.83 183.83 183.83

MISC 10% OFF

PO#SENIOR

COU

-50.16 -50.16

FC: SENIOR

93104 Found a concern in the ignition switch that would
 intermittently cause vehicle to stall. Removed and replaced ignition
 switch. All checks ok

B CUSTOMER STATES VEHICLE HAS OIL LEAK

ST FOUND OIL PAN LEAKING/MOUNT SOAKED

138 CGM

0.00 0.00

93104 Advise replacement of oil pan gasket.

NON-ITEMIZED SHOP MATERIALS &/OR FLUIDS

23.48

GO TO WWW.GMGUYSERVICE.COM TO MAKE YOUR NEXT
 SERVICE APPOINTMENT, SHOP FOR ACCESSORIES,
 ORDER PARTS & PRINT MONEY SAVING COUPONS!

Goodwrench Service Plus

DISCLAIMER OF WARRANTIES

The only warranties applying to any replacement part or parts are those that may be offered by the manufacturer. 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.

LIMITED WARRANTY

G.M. parts have a minimum 12 month or 12,000 mile guarantee against failure caused by defects. Jerry Seiner guarantees labor for 90 days or 4,000 miles whichever comes first.

Customer Signature

Date

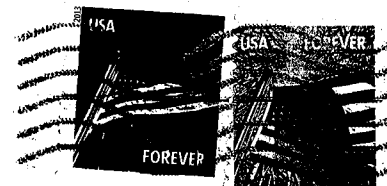
X

DESCRIPTION	TOTALS
LABOR AMOUNT	285.84
PARTS AMOUNT	183.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-26.68
TOTAL CHARGES	442.99
LESS INSURANCE	0.00
SALES TAX	29.24
PLEASE PAY THIS AMOUNT	472.23

Bountiful, UT

SALT LAKE CITY UT 840

17 JUL 2014 PM 2 L



NHTSA

U S Dept of Transportation
Washington, DC 20590

20590

