

CL-10582759-7550

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

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

21 May 2014

MAY 29 2014

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

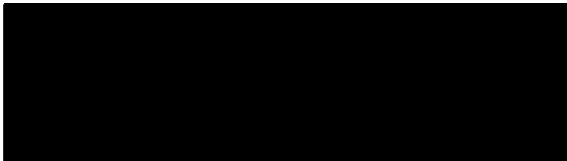
In my letter of 28 March 2014, I identified several ignition switch failures my wife and I experienced in our 2000 Buick Regal. The resulting loss of steering and braking boost resulted in a serious driving hazard. Our local Jerry Seiner Buick dealer readily identified problem and replaced the ignition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

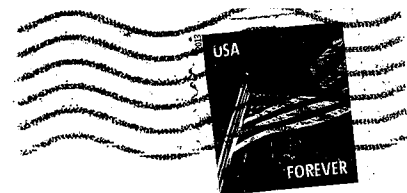

Bountiful, UT


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