

CL-10582775-6515

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

[REDACTED]  
POINT PLEASANT NJ [REDACTED]

NATIONAL HIGHWAY TRAFFIC SAFETY ADM.  
1200 NEW JERSEY AVE SE  
WASHINGTON DC  
20590

TO WHOM IT MAY CONCERN:

I WROTE TO GM CONCERNING AN IGNITION  
PROBLEM I HAD WITH MY 2003 BUICK REGAL. I THOUGHT THIS MODEL  
MAY BE EXPERIENCING THE SAME PROBLEM THE OTHER GM CARS HAD  
AND THAT THEY WOULD BE INTERESTED IN CHECKING IT OUT.

COPIES OF THESE LETTERS AND THEIR  
RESPONSE ARE ENCLOSED.

APR -9 2014

THEIR RESPONSE OF "A FINAL RESOLUTION  
WAS REACHED "APPEARS TO BE DUCKING THE ISSUE. IF THIS MODEL  
ALSO HAS A DEFECTIVE IGNITION, OTHER DRIVERS MAY BE AT RISK.

YOURS TRULY

[REDACTED]  
APRIL 1, 2014

NAM  
4114  
SMD

[REDACTED]  
POINT PLEASANT NJ [REDACTED]

MR ALAN BALEY PRES. NORTH AMERICA GM  
GENERAL MOTORS CORP  
P.O. BOX33170  
DETROIT MI 48232

DEAR MR.BALEY :

YOU MAY WANT TO CHECK THE 2003 BUICK REGAL FOR  
FAULTY IGNITION SWITCH.I HAD A NEAR COLLISION WHEN MY REGAL  
CUT OUT ON A BUSY ROAD.

AFTER MUCH CHECKING THE REPAIR SHOP DISCOVERED  
THE PROBLEM TO BE THE IGNITION SWITCH..

MY CAR HAS ABOUT 33000 MILES AND HAS GIVEN ME  
GOOD SERVICE UNTIL THIS OCCASION.I HAVE ENCLOSED A COPY OF THE  
SERVICE BILL WHICH DESCRIBE S THE WORK DONE

THOUGHT YOU WOULD BE INTERESTED.

[REDACTED]  
FEB 26,2014

GM CALLED 3/4 AM  
WILL BE CHECKING

Bridge Ave  
 Point Pleasant Beach, NJ 08742  
 (732) 295-2424  
 www.ststire.com  
 Rep Fac.

PT PLEASANT, N.J.  
 Home:

SAME

Work Order: 518663  
 Cust ID: STS-62133  
 In Date: 02/19/2014  
 Out Date: 02/21/2014  
 Tech ID: G86  
 Promised Date/Time:  
 Customer Waiting

Customer Requests/Order Comments:

Vehicle Serviced:

Year: 2003  
 Make: BUICK  
 Model: REGAL  
 Eng: V6-3800 3.8L  
 VIN: 2G4WB52K931  
 Unit:  
 Color:  
 License:  
 State: NJ  
 Odom In: 32978  
 Odom Out: 32978  
 PO:

DESCRIPTION	ITEM	QTY	PRICE	EXT PRICE
<b>Misc. Service</b>				
LABOR	<b>DEFAULT</b>			
CAR DIED WHILE DRIVING STARTED UP AFTER SHORT TIME	60053A	1	\$0.00	\$576.71
75C EXIDE BATTERY				\$0.00
BATTERY ADJUSTMENT ignition switch nat.	75C	1	\$125.95	\$125.95
LABOR	60444	-1	\$25.00	-\$25.00
BATTERY INSTALLATION SVC	60053	1	\$176.28	\$176.28
COMPUTER FAULT CODE REVIEW	60021	1.9	\$105.00	\$199.50
Service Package Savings	65803	1	\$16.95	\$16.95
		1	\$105.00	\$105.00
		1	-\$21.97	-\$21.97

Invoice Summary:

Reman=Remanufactured Part / Reb=Rebuilt Part

Parts	Labor	Shop Fee	Other	Subtotal	Sales Tax	Invoice Total
\$ 277.23	\$ 321.45	\$ 19.29	\$ 0.00	\$ 596.00	\$ 41.72	\$ 637.72

I understand that, unless otherwise specified, all labor charges are based on flat rate manuals and not actual time. If not otherwise specified, replacement parts will be new. I have a right to receive replaced parts if, but only if, I make a written request for such return prior to picking up my serviced vehicle. I expressly acknowledge the existence of a mechanic's lien on the vehicle securing the cost of all repairs made to the vehicle, and I agree that the title to the replacement parts and other merchandise described above remains with the Company until such time as all obligations noted herein are satisfied by me and paid in full. I understand that all potential warranty claims must be raised first with the manager at the Company location that originally performed the work; and I acknowledge that I will not be reimbursed for duplicate or corrective work performed elsewhere. I understand that all lug nuts on custom and alloy wheels must be re-torqued after 25 miles, and I understand that the Company will perform such service at such time for free if I bring the vehicle to the store where the original service was performed.

Payment Method	Payment Amount
VMDD	\$637.72
	\$637.72

Thank You For Your Business!

Please contact our Employee-Owners at  
 (732) 295-2424 with any questions or concerns.

Customer Signature:

Signature On File

[REDACTED]  
POINT PLEASANT N. J. [REDACTED]

MR ALAN BAILEY PRES.NORTH AMERICA GM  
GENERAL MOTORS CORP  
PO BOX 33170  
DETROIT MI 48232

DEAR MR BAILEY:

I HAD WRITTEN YOU ON FEB 27 CONCERNING MY 2003 BUICK REGAL. AND I RECEIVED A PHONE CALL FROM YOUR CUSTOMER DEPT ADVISING THAT A CASE NUMBER HAD BEEN ASSIGNED TO THIS PROBLEM.

A FEW DAYS BEFORE THE OCCASION I WROTE ABOUT „THE CAR WOULD NOT START AND I HAD ROAD SERVICE JUMP START IT . I THEN STARTED TO EXPERIENCE STALLING AND BROUGHT IT TO THE REPAIR SHOP. THEY ADVISED IT WAS NOT THE BATTERY BUT THE DAYCO K-BELT AND INSTALLED IT .

I CONTINUED TO HAVE STALLING PROBLEMS AND EXPERIENCED THE FINAL PROBLEM I DESCRIBED IN MY LETTER OF FEB.26.

I HAVE ENCLOSED THE BILL FOR THE BELT IN ORDER THAT YOU HAVE THE COMPLETE STORY.

YOURS TRULY,

[REDACTED]  
MARCH 12, 2014

Point Pleasant Beach, NJ 08742  
 (732) 295-2424  
 www.ststife.com  
 Rep Fac:

PT PLEASANT, NJ  
 Home: ( )

Out Date: 02/18/2014  
 Tech ID: S03  
 Promised Date/Time: Customer Waiting

**Customer Requests/Order Comments:**

battery was dead had to jump

**Vehicle Serviced:**

Year: 2003  
 Make: BUICK  
 Model: REGAL  
 Eng: V6-3800 3.8L  
 VIN:  
 Unit:

Color:  
 License:  
 State: NJ  
 Odom In: 32978  
 Odom Out: 32978  
 PO:

DESCRIPTION	ITEM	QTY	PRICE	EXT PRICE
<b>Courtesy Check (CC)</b>				
battery checked out good	PCC QUICK	1	\$0.00	\$0.00
<b>Oil and Filter Service / Conventional</b>				
QS SAE 5W-30 (QT) 550024135	LOF 550024135	1		\$33.20
OIL FILTER	QS3387A	1	\$4.00	\$4.00
LABOR	62057A	1	\$14.45	\$14.45
ROTATE TIRES (STD WHL)	65032	4	\$3.95	\$15.80
ROTATE TIRES (STD WHL)	65032	-4	\$3.95	-\$15.80
Service Package Savings		1	\$-1.75	\$-1.75
<b>Misc. Service</b>				
DAYCO K-BELT 5060918	DEFAULT 5060918	1	\$63.22	\$63.22
LABOR	60053	1	\$31.50	\$31.50
Service Package Savings		1	\$-4.73	\$-4.73

**Invoice Summary:**

Reman=Remanufactured Part / Reb=Rebuilt Part

Parts	Labor	Shop Fee	Other	Subtotal	Sales Tax	Invoice Total
\$ 83.72	\$ 45.95	\$ 2.76	\$ 0.00	\$-6.48	\$ 8.82	\$ 134.77

I understand that, unless otherwise specified, all labor charges are based on flat rate manuals and not actual time. If not otherwise specified, replacement parts will be new. I have a right to receive replaced parts if, but only if, I make a written request for such return prior to picking up my serviced vehicle. I expressly acknowledge the existence of a mechanic's lien on the vehicle securing the cost of all repairs made to the vehicle, and I agree that the title to the replacement parts and other merchandise described above remains with the Company until such time as all obligations noted herein are satisfied by me and paid in full. I understand that all potential warranty claims must be raised first with the manager at the Company location that originally performed the work; and I acknowledge that I will not be reimbursed for duplicate or corrective work performed elsewhere. I understand that all lug nuts on custom and alloy wheels must be re-torqued after 25 miles, and I understand that the Company will perform such service at such time for free if I bring the vehicle to the store where the original service was performed.

Payment Method	Payment Amount
VMDD	\$134.77
	\$134.77

**Thank You For Your Business!**

Please contact our Employee-Owners at  
 (732) 295-2424 with any questions or concerns.

Customer Signature: \_\_\_\_\_



March 24, 2014

[REDACTED]  
Pt Pleasant, NJ [REDACTED]

Dear [REDACTED]

Thank you for your recent letter regarding the dissatisfaction you have experienced. At Buick, our commitment to customer satisfaction is a top priority and we sincerely apologize for any concerns you may have experienced.

Buick works to ensure each customer concern is handled in a way that reflects our values and we have carefully reviewed the facts surrounding your case. A review of our records indicates this matter was reviewed by Buick and a final resolution was reached.

We hope you understand our position as it relates to the manufacturer's obligation. We appreciate the opportunity to review this matter. If you have future questions, please don't hesitate to email us using the Contact Us link at [Buick.com](http://Buick.com) or call us at 1-800-521-7300.

Sincerely,

Buick Customer Assistance Center  
Service Request: 71-1284534629



Point Pleasant Boro, NJ



NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN  
1200 NEW JERSEY AVE SE  
WASHINGTON DC  
20590

Faulty  
Ignition  
Problems

ODI  
Office of Defects  
Investigations

