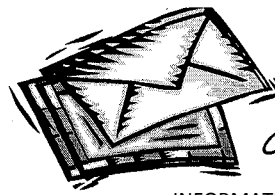


NHTSA ccmMercury Routing Slip



CL-10587865-8982

Printed: 6/13/2014

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

NHTSA #: ES14-002380	Rec'd Date: 6/11/2014	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 6/3/2014
Delivery: REG	Address To: DOT/I	Due Date: 7/10/2014
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR BOXER ON BEHALF OF CONSTITUENT [REDACTED] RE DEFECTIVE GM BUICK REGAL (ATTN: ERIC JOSE VIZCAINO)		
Ack Date:	Ack By:	Signed For:
Sign Office: ACTING DIR. GOVT. AFFAIRS	Signature: KRISTIN J. KINGSLEY	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

The Honorable BARBARA BOXER
UNITED STATES SENATE

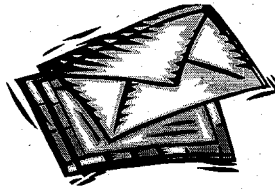
WASHINGTON, DC 20510
Tel: Fax: E-mail:

JUN 16 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NCC-110	COORDINATE	6/11/2014	7/10/2014	
NGA-110	SIGN	6/11/2014		
NOA-010	INFORMATION	6/11/2014		6/11/2014
NOA02	INFORMATION	6/11/2014		6/11/2014
NVS-200	REPLY	6/13/2014		
NVS-010	INFORMATION	6/13/2014		6/13/2014

NAM
6/16/14
SMD

NHTSA ccmMercury Routing Slip



Printed: 6/11/2014

NHTSA #: ES14-002380	Rec'd Date: 6/11/2014	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 6/3/2014
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Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: PAT.DICKSON	
Most Recent Comment:		

Author:

The Honorable BARBARA BOXER
UNITED STATES SENATE

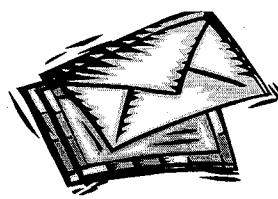
WASHINGTON, DC 20510

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NCC-110	REPLY <i>Card.</i>	6/11/2014	7/10/2014	
NGA-110	SIGN	6/11/2014		
NOA-010	INFORMATION	6/11/2014		6/11/2014
NOA02	INFORMATION	6/11/2014		6/11/2014

NVS-200 REPLY

NHTSA ccmMercury Routing Slip



Printed: 6/11/2014

NHTSA #: ES14-002380	Rec'd Date: 6/11/2014	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 6/3/2014
Delivery: REG	Address To: DOT/I	Due Date: 7/10/2014
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR BOXER ON BEHALF OF CONSTITUENT [REDACTED] RE DEFECTIVE GM BUICK REGAL		
Ack Date:	Ack By:	Signed For:
Sign Office: ACTING DIR. GOVT. AFFAIRS	Signature: KRISTIN J. KINGSLEY	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

2014 JUN 11 PM 4:02
OFFICE OF
CHIEF COUNSEL

Author:

THE HONORABLE BARBARA BOXER
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NCC-110	REPLY	6/11/2014	7/10/2014	
NGA-110	SIGN	6/11/2014		
NOA-010	INFORMATION	6/11/2014		6/11/2014
NOA02	INFORMATION	6/11/2014		6/11/2014

United States Senate

HART SENATE OFFICE BUILDING
SUITE 112
WASHINGTON, DC 20510-0505
(202) 224-3553
<http://boxer.senate.gov>

June 3, 2014

[REDACTED]
Granite Bay, CA [REDACTED]

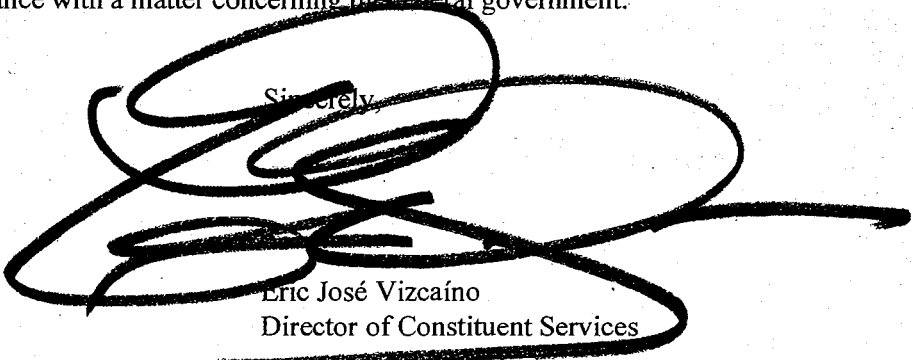
Dear [REDACTED]

Thank you for your recent correspondence to Senator Boxer. I apologize for the delay in responding to your request for assistance with your daughter's automobile.

I sympathize with your concern and understand your desire to have the issue that you were kind to bring to the Senator's attention resolved. However, the matter you have outlined does not appear to be under the Senator's jurisdiction. Therefore, I am forwarding your correspondence to the Director of the Department of Consumer Affairs, Denise D. Brown, and to the Deputy Administrator of the National Highway Traffic Safety Administrator, David Friedman, for their review and consideration.

Once again, thank you for writing. Please do not hesitate to contact Senator Boxer in the future should you require assistance with a matter concerning the federal government.

Sincerely,



Eric José Vizcaíno
Director of Constituent Services

EJV:mp

cc: Ms. Denise D. Brown
Mr. David Friedman

[REDACTED]
[REDACTED], Granite Bay, CA [REDACTED]
[REDACTED]

May 13, 2012

Dear Senator Boxer,

My daughter drives a GM vehicle which is stalling, the ignition shuts off while driving, and the power steering completely locks up. She drives two young children in this car every day. The other day she nearly crashed when she lost the ability to steer her car when it shut off on the freeway. The surprise to this story, is that her car is a model that has not been recalled by GM. It's a **Buick Regal**.

The reason I'm writing, is because during the Oversight Hearings, Congressman Green questioned GM's Ms. Barra about whether ANY OTHER models "like the **Buick Regal**" were having ignition problems. Ms. Barra said she wasn't aware of any issues "yet". He advised her you that a constituent's mother experienced similar problems with her Buick Regal. He asked "should she have her mother ... take her Regal back and have it checked by the dealer?" And Ms. Barra replied "Yes."

So, we took our Buick Regal to the GM Dealership today. Despite Ms. Barra's communications to the Oversight Committee that a Regal owner should take their car back in, our GM dealership has refused to cover the work. They provided a repair estimate citing "the ignition switch and lock cylinder" needed to be replaced and expected us to pay \$437.72 (see attached).

The vehicle is still sitting at the dealership. It's too dangerous to drive. I'm interested to know if you received any "follow ups" from Ms. Barra or the NHTS about widening the recall to include the Regals?

We've already filed a complaint with the NHTS, but to no end. And we aren't the only Regal owners on that website reporting these problems. Any assistance would be greatly appreciated. GM should not be allowed to do a partial recall when it clearly encompasses a much larger customer base. Please keep pushing them to do more.

Reliable



CUSTOMER #: 132302

344697

WORKORDER

PAGE 1

400 AUTOMALL DRIVE - ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433816

GRANITE BAY, CA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 437 GILBREATH, JEFFREY A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	95	BUICK REGAL	2G4WB52L6S1		73804/	T1245

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN14 DD			17:00 13MAY14		0.00	CASH	

R.O. OPENED: 13MAY2014 10:10
 BOOKED: [REDACTED]
 OPTIONS: DLR:? ENG:3.8_Liter_MFI_FLT

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A TIS ICSC TIRE INFLATION SERVICE PERFORMED INFLATED
 TO: RF LF RR LR

B DRIVE C VEHICLE IS SHUTTING DOWN WHILE DRIVING AND STEERING
 LOCKS UP. NO WARNING LIGHTS. HAS HAPPENED 3 TIMES IN
 3months. RESTARTS. DIAGNOSE AND REPORT

C 27 ICSC CERTIFIED SERVICE INSPECTION REPORT - COMPLEMENTARY

Preliminary Estimate: \$132.00

DMA

Ign Switch #437.72

Ign lock cylinder and keys #432.15

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

Revised Estimate Parts Labor Totals Phone #

Date Time FAX # BY

Revision Details E-mail In Person

Revised Estimate Parts Labor Totals Phone #

Date Time FAX # BY

Revision Details E-mail In Person

*I acknowledge notice and oral approval of an increase in the original estimated price.

(Signature or initials)

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

05/13/2014 6:50PM (GMT-04:00)

United States Senate

WASHINGTON, DC 20510-0505

OFFICIAL BUSINESS

Barbara Baker

U.S.S.

Mr. David Friedman
Deputy Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590



20590

