

[REDACTED]
Belchertown, MA [REDACTED]

October 14, 2014

OCT 21 2014

Jeffrey Boyer
Vice President-Global Vehicle Safety
Buick
P.O. Box 909989
Milwaukee, WI 53209-9989

Re: Recall # 14299

I preface this letter with some vital statistics about myself. I am an [REDACTED]-year-old widow under the care of several doctors. I live alone in a rural area.

My 2008 Buick Lucerne was towed to Bertera in Palmer, Massachusetts on July 28, 2014. The car stalled and lost power steering and brake capability on a narrow country road, much traveled at the commuter hour.

I waited since July 28, 2014 for my car to be returned with a new catalytic converter. On August 5, 2014, I was told a part came in but was faulty. Finally, I had to ask, on my own, about a rental. Bertera would pay the daily rental but would not pay for gas and other extras. I received a Nissan Versa, hardly a replacement for my car!

With all the bad press GM is now receiving, it seems that customer service should be paramount.

I purchased, for cash, this 2008 Lucerne in December 2007 and have always had it serviced at Balise in Springfield, MA. Even there, I had to call attention to the Vice President that I was not getting the kind of service due my car. Finally, Stephen Whalen came as the new Manager. I was then treated quite professionally. I expected the same treatment at the Palmer Balise.

Being without a car necessitated my dependence on relatives and friends to drive me to doctor appointments on numerous occasions.

In short, I am more than distressed and disappointed in a situation with seemingly no end. My car was deemed ready August 7, 2014. I had no horn and a hesitation of power after accelerating from a stopped position. In starting

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the car the spark failed to ignite on the first try. I have never been offered another rental since returning the first one, despite the fact the repair was faulty. On my own, I contacted Mr. Whalen at Springfield Balise on September 22 and was immediately given an appointment to fix my horn at a cost of \$7.30. An appointment in West Hartford, Connecticut on September 24, 2014 would necessitate my traveling on highway routes 91 and 84. With no audible means of communication this drive could present a safety issue.

On August 21, 2014, I received a letter notifying me of a recall because of ignition malfunction. I was instructed to remove the fob and any other keys and only use the ignition key. It seems very coincidental that the problem which I had in July had the same effects as were cautioned in the letter about the faulty ignition. An accident could have had a tragic outcome. As of now there are no parts available to remedy an unsafe situation.

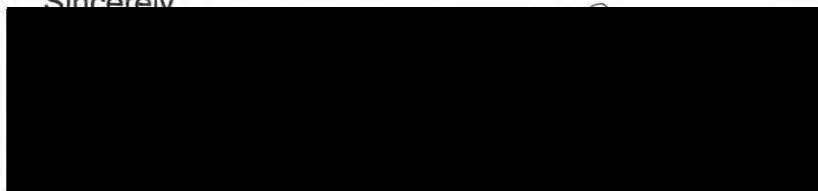
It seems to me that GM should gladly reimburse me for my horrible experiences and for all experiences of a rental car until my vehicle is repaired satisfactorily.

I called Bertera of Palmer on August 25, 2014 to respond to a post card stating they had tried to reach me for the rating of their service. When I called, I asked for the dates my phone number was called and none was after the faulty repair. It is now October 14, 2014, and I have received no answer to my messages and requests. Is this the type of professional attention GM wants to give to its loyal customers?

I ask that this situation be resolved voluntarily and immediately as an act of good will. If not, I will be forced to seek legal redress.

I am forwarding this letter to my lawyer, Attorney Thomas C. Moran and a copy to Bertera, Palmer, Massachusetts, and to the Administrator, National Highway Traffic Safety Administration.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

cc Bertera, Palmer
Attorney Thomas C. Moran
Administrator, National Highway Traffic Safety Administration

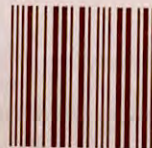


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