

January 27, 2015

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

[REDACTED]
Mission Viejo, CA [REDACTED]

FEB - 4 2015

Buick Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

SUBJECT: Defective Ignition Switch- Anti Theft Wiring

Dear Sirs:

I own a 1999 Buick LeSabre (VIN 1G4HP52K1XH [REDACTED]) and had to have my ignition switch replaced on December 5th, 2014 at a cost of \$414.63. Examination of the defective assembly revealed that one of the anti theft wires was broken and the second wire had the protective insulation coating cracked through to the copper wire. As the pictures show, the chaffed wire was adjacent to the outboard edge (closest to the key) of the lock housing and the broken wire broke adjacent to the inboard edge of the lock housing. It would appear that the rotation of the cylinder has, over time, chaffed and compromised the integrity of both wires and caused the security dash light to stay illuminated and the car to not start. There was no prior warning of a problem. I could have been driving or out in a remote area!

At the time of the complete inability of the car to start, the dashboard security light came on as it normally does, but then it would not go out. The tow truck operator spent a half hour trying to diagnose the malfunction. The whole incident was quite unsettling as the vehicle had to be towed and I had my two young children with me. This would seem to be a design problem and as such, I would appreciate the reimbursement of my \$414.63 repair cost.

Sincerely,

[REDACTED]

ENC: 1) Repair invoice DTD December 5th, 2014.
2) Photos of defective ignition switch.

Cc: National Highway Traffic Safety Administration Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

NAM
2515
END

ACTION AUTOMOTIVE
 23761 VIA FABRICANTE SU. C
 Mission Viejo, CA. 92691
 Phone - 949-837-8473 Fax - 949-837-4956
 WE FIX IT RIGHT THE FIRST TIME!

INVOICE
 B.A.R. # ARD00271311
 E.P.A. # CAL000311392

INVOICE

CUSTOMER Print Date : 12/05/2014

Mission Viejo, CA
 Cellular
 Cust ID :

1999 Buick - LeSabre Limited - 3.8L, V6 (231CI)
 Lic # :
 Unit # :
 Vin # : 1G4HP52K1XH
 Hat # :
 Odometer In : 140376
 Odometer Out : 140376
 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
DELCO TUMBLER WITH KEY BLANK D1454C	1.00	86.78	86.78	SECURITY LIGHT IS FLASHING & ENGINE WONT CRANK. CHECK & ADVISE--NEEDS NEW KEY TUMBLER WITH SENDER & NEW CHIP KEYS *****	0.00
COMPUTOR CHIP KEY CUT TO NEW TUMBLER # 3 KEY--680 OHMS # 3 680 OHM	2.00	44.40	88.80	REPLACE IGNITION KEY & TUMBLER ASSEMBLY SAVE OLD PARTS!!!!!!	225.00

ACTION AUTOMOTIVE
 23761 VIA FABRICANTE
 MISSION VIEJO CA 92691
 949-837-8473
 Terminal ID: 01142968
 12/5/14 4:11 PM
 CREDIT SALE
 UID: REF #: 1165
 BATCH #: 041119 AUTH #:
 AMOUNT \$414.63
 APPROVED
 CUSTOMER COPY

Org. Estimate \$ 0.00	Revisions \$ 504.62	Current Estimate \$ 504.62	Labor: 225.00
Revision # 1, Previous Estimate Amount: 0.00, Additional Cost: 318.72, Revised Estimate: 318.72, Parts: \$86.78 Labor: \$225.00 Sublet: \$0.00 Taxes & Fees: \$6.94 Authorized by - , Date - 12/4/2014, Time - 4:15 PM, Initiated By - Shop, Written By - Waterhouse, Jim, Reason - KEY & TUMBLER, Phone Number - Cellular: Revision # 2, Previous Estimate Amount: 318.72, Additional Cost: 90.00, Revised Estimate: 408.72, Parts: \$0.00 Labor: \$90.00 Sublet: \$0.00 Taxes & Fees: \$0.00 Authorized by - , Date - 12/4/2014, Time - 4:15 PM, Initiated By - Shop, Written By - Waterhouse, Jim, Reason - KEY & TUMBLER, Phone Number - Cellular: Revision # 3, Previous Estimate Amount: 408.72, Additional Cost: 95.90, Revised Estimate: 504.62, Parts: \$88.80 Labor: \$0.00 Sublet: \$0.00 Taxes & Fees: \$7.10 Authorized by - , Date - 12/5/2014, Time - 11:24 AM, Initiated By - Shop, Written By - Waterhouse, Jim, Reason - KEYS, Phone Number - Cellular:			Parts: 175.58
			Sublet: \$0.00
			Sub: 400.58
			Tax: 14.05
			Total: 414.63
			Bal Due: \$0.00

[Payments - \$414.63]

BUILDING CUSTOMERS FOR LIFE

I hereby authorize the above repairs to be done along with the needed material & grant you & your employees permission to operate the vehicle herein described on street, highways or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Warranty on new parts is one year or 12,000 miles Warranty on labor is 90 days. Warranty work has to be done in our shop & cannot exceed the original cost of repair. All parts new unless stated used or reman

Signature _____ Date _____ Time _____

Written By: Waterhouse, Jim - Technicians : Graham, Rusty 1

2 of 3

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Ignition switch

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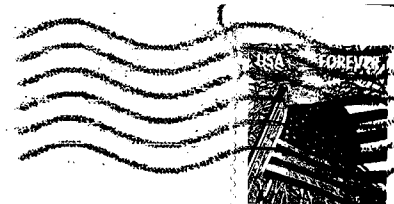
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28 JAN 2015 PM 3 L



W48-226

NATIONAL HIGHWAY TRAFFIC SAFETY ADM HEADQUARTERS
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON, DC

20590

E85-115?

20590

