

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 1058	
		Date Received 01-JUL-2015 SEP 02 2015		Repository ☐ Reference No. 10731086	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
ODESSA	FL				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1G4CW52K7X4		BUICK	PARK AVENUE	1999	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders 6	Gas	
Original Owner	Dealer's City	State	Zip Code		
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTOMATIC	☐ Cruise Control	FRONT WHEEL DRIVE	2	28-JUL-2003	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAILO PIPE				Failure Mileage	Failure Speed
				31766	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).					
1999 BUICK PARK AVENUE. CONSUMER WRITES IN REGARDS TO DEFECTIVE PLASTIC MANIFOLDS AND REQUESTS REIMBURSEMENT FOR TWO ENGINE REPAIRS. *SMD THE CONSUMER STATED ON JULY 28, 2003, THE VEHICLE STOPPED RUNNING AND AGAIN ON NOVEMBER 13, 2014. THE CONSUMER STATED BOTH TIMES, THE MANIFOLD HAD TO BE REPLACED. *JB					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

S.M. case # [REDACTED]
per Latocha Jackson.
She could not help.

[REDACTED]
[REDACTED]
Odessa, FL [REDACTED]

Ms. MARY BARRA, CEO
GENERAL MOTORS
- 300 RENAISSANCE CENTER
DETROIT, MI 48265

28 APRIL 2015

THIS IS A HEADS UP REGARDING A BUICK
DIVISION "POLICY". I THINK THIS IS SOMETHING
YOU SHOULD KNOW!

I SUBMITTED A REQUEST TO BUICK DIVISION FOR
REIMBURSEMENT FOR ENGINE REPAIRS AT CENTURY BUICK,
TAMPA, FL.

AFTER ONLY 31,766 MILES MY 1999 BUICK PARK
AVENUE STOPPED RUNNING. CENTURY BUICK REPLACED THE
PLASTIC MANIFOLDS.

LAST FALL AFTER ANOTHER 43,107 MILES MY BUICK
PARK AVENUE AGAIN STOPPED RUNNING. CENTURY BUICK
AGAIN REPLACED THE PLASTIC MANIFOLDS.

MY REQUEST FOR REIMBURSEMENT WAS ISSUED
A BUICK CASE # [REDACTED]

I WAS INFORMED BY A BUICK SENIOR ADVISER
THAT SHE COULD NOT APPROVE MY REIMBURSEMENT BECAUSE
MY BUICK PARK AVENUE IS OVER SEVEN YEARS OLD.

THAT BUICK DOES NOT RECOGNISE ANY BUICK
OWNER WITH A BUICK OVER SEVEN YEARS OLD.

WHAT IS G.M.'S GOAL WITH THIS "POLICY"??

THIS POLICY MAY BE SAVING A FEW THOUSAND DOLLARS,
BUT IN REALITY LOSING G.M. CUSTOMERS.

IT SEEMS TO ME THAT IF YOU INSTALL ENGINE
PARTS THAT ARE DEFECTIVE AND ARE RECALLED OR
SHOULD BE RECALLED YOU SHOULD AT LEAST
CONSIDER REIMBURSEMENT OF COST INCURRED FOR
ENGINE REPAIRS, NOT JUST SAY YOUR BUICK
IS OVER SEVEN YEARS OLD AND IT IS OUR
POLICY NOT TO CONSIDER REIMBURSEMENT
FOR REPAIRS ON VEHICLES OVER SEVEN YEARS OLD.

I CAN NOT BELIEVE THAT GENERAL MOTORS
WILL SPEND MANY MILLIONS ON ADVERTISING TO GET
NEW CUSTOMERS, BUT WILL NOT ADMIT TO USING
DEFECTIVE PLASTIC MANIFOLDS AND WILL NOT

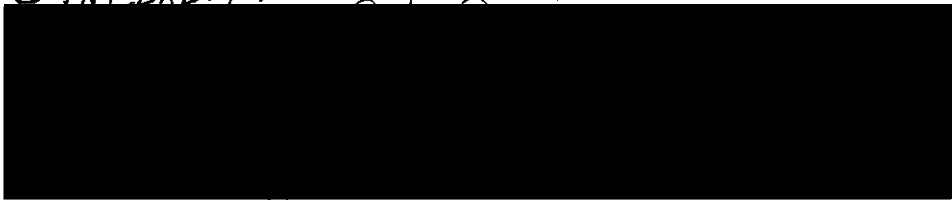
REIMBURSE A LOYAL CUSTOMER FOR ACTUAL COSTS
INCURRED FOR REPAIRS OF THESE FAULTY MANIFOLDS.

THIS BUICK PARK AVENUE IS MY SIXTH
GENERAL MOTORS VEHICLE.

BUICK DIVISION NEEDS TO STAND BEHIND THEIR
VEHICLES, NOT FORGET THEM AND THE OWNERS AFTER SEVEN
YEARS.

I hope you find this HEADS UP
INFORMATIVE.

SINCERELY:



^{Seymore}
Donna phoned me 20 or 21 Mar late afternoon
left this number to call her back
1-866-790-5600 ext. 31534

[REDACTED]
ODessa, FL [REDACTED]

GENERAL MOTORS

11 MARCH 2015

ATTN: BUICK DIVISION

P.O. Box 33170

DETROIT, Michigan 48226

GENTLEMEN:

REFERENCE BUICK CASE # [REDACTED]

AND MY LETTER FOR REIMBURSEMENT, DATED 4 DECEMBER 2014.

BUICK ADVISOR "ED" FORWARDED MY REQUEST FOR
REIMBURSEMENT TO A SENIOR ADVISOR FOR PROCESSING.

SENIOR ADVISOR "DONNA" INFORMED ME, VIA TELECON,
THAT SHE COULD NOT APPROVE MY REIMBURSEMENT BECAUSE
MY BUICK PARK AVENUE IS OVER SEVEN YEARS OLD. IT IS
AGAINST THEIR "POLICY" TO ALLOW ANY CLAIMS ON VEHICLES
OVER SEVEN YEARS OLD. REALLY!!!

I INFORMED DONNA THAT EVEN THOUGH MY BUICK PARK AVENUE
IS OVER SEVEN YEARS OLD IT HAD LESS THAN 75,000 MILES ON IT.
THAT IS EQUAL TO A SIX YEAR OLD VEHICLE.

I ASKED DONNA TO CONNECT ME WITH SOMEONE WITH
"AUTHORITY" TO OVER RULE THIS SEVEN YEAR "POLICY". SHE GAVE
ME THIS ADDRESS TO WRITE TO AND SAID IT WAS BUICK'S
EXECUTIVE OFFICES.

I CAN NOT BELIEVE THAT GENERAL MOTORS WILL NOT
ADMIT TO USING DEFECTIVE PLASTIC MANIFOLDS AND REIMBURSE

OVER

A LOYAL CUSTOMER FOR ACTUAL COSTS INCURRED FOR
REPAIRS OF THESE DEFECTIVE PARTS.

I BELIEVE WE ALL KNOW THAT PLASTIC MANIFOLDS
ARE NOT A QUALITY ENGINE PART FOR BUICK'S BEST
VEHICLES.

I HEREBY REQUEST THAT SOME EXECUTIVE WITH
AUTHORITY AT BUICK DIVISION REVIEW MY REQUEST
FOR REIMBURSEMENT AND ACT ACCORDINGLY. POLICIES
ARE ONLY POLICIES, NOT HARD AND FAST RULES. TWENTY-ONE
YEARS OF MILITARY SERVICE HAS TAUGHT ME THAT.

THANK YOU FOR YOUR REVIEW AND UNDERSTANDING
IN THIS MATTER. USE YOUR AUTHORITY TO CORRECT THIS
WRONG. I LOOK FORWARD TO YOUR APPROVAL OF MY
REQUEST FOR REIMBURSEMENT.

SINCERELY



P.S. I TRULY EXPECTED MORE FROM GENERAL MOTORS.

I EVEN THOUGHT BUICK DIVISION WOULD PARK A NEW
BUICK LACROSSE IN MY DRIVEWAY AND CHARGE IT
TO GOOD WELL. OH WELL!

Odessa, FL

Ph. [REDACTED]

4 DECEMBER 2014

Buick

P.O. Box 33136

DETROIT, MI 48232-5136

Buick Case # [REDACTED]

Gentlemen,

Ph. # 800-521-7300

Subject: VIN #1G4CW52K7X4 [REDACTED] Repairs.

Be informed that less than the first 75,000 miles, I had to have my Buick Park Avenue (which I love very much) repaired twice because of faulty plastic manifolds and related parts. See attached Century Buick service invoices for dates, mileage, and prices charged.

WHEREAS: On July 28, 2003, my Buick Park Avenue stopped running. I had it towed to Century Buick for repair. The total price was \$951.08. (See attachment #1).

WHEREAS: On November 4, 2014, I again had my Buick Park Avenue towed to Century Buick for repair. This cost me \$50. (See attachment #2).

WHEREAS: On November 13, 2014, I again had Century Buick repair my Buick Park Avenue

for the same problem. I was charged \$1,568.24 for repairs this time. [It appears to me that aluminum manifolds, in lieu of plastic, would be a better product]. (See attachment #3).

THEREFORE: I hereby respectfully request reimbursement for costs incurred totaling \$2,569.32 for both repairs.

NOW THEREFORE: Should General Motors fail to reimburse me, I will exhaust all of my legal remedies including complaining to interested state and local agencies: Florida State Division of Consumer Services, Motor Vehicle Repair consumer complaints (this division provides specific protection under the law for the elder and for veterans [I am [REDACTED] and a retired military veteran]. Florida State Attorney General, consumer complaints Division. Also the local BBB. Further, I will take this dispute to Small Claims Court. [Hopefully all of this will not be necessary].

Your prompt reply will be appreciated.

3 Atch:

1. Century Buick invoice #951.08.
2. Benfield Wrecker invoice #5000.
3. Century Buick invoice #1,568.24.

Sincerely,

[REDACTED]

LOT LOCATION:

CUSTOMER #:

INVOICE

DUPLICATE 3
PAGE 1



BUICK GMC
3308 West Hillsborough Avenue
Tampa, FL 33614
(813) 872-7746
MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-15459

ODESSA, FL
HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 164 WENDELL POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	99	BUICK PARK AVENUE	1G4CW52K7X4		74873/74873	T757
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN99	DD		18:00 14NOV14		0.00	PC
R.O. OPENED	READY	OPTIONS: ENG:3.8_LITER_V6_MFI				

07:40 05NOV14	15:04 13NOV14	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

LINE OPCODE TECH TYPE HOURS

A CUST STATES; CHECK OVERHEATING AND COOLANT LEAK AND ADVISE

MM REPLACED PLENUM GASKET SET/INTAKE GASKET

SET/VALVE COVER GASKET AND BATTERY

776 CPC

1 89017272 (S) MANIFOLD KIT	160.02	880.00	880.00
1 89017816 (S) GASKET KIT	83.30	160.02	160.02
1 89017554 (S) GASKET KIT	58.67	83.30	83.30
2 25532619 (S) GASKET	34.96	58.67	58.67
1 24503423 (S) PIPE	21.56	34.96	69.92
1 12565082 (S) PIPE	8.96	21.56	21.56
1 24505924 (S) THERMOSTAT	27.34	8.96	8.96
1 12346290 COOLANT	19.20	27.34	27.34
1 88864346 SEALANT	15.72	19.20	19.20
5 12345615 OIL	4.00	15.72	15.72
1 19210336 (S) FILTER KIT	5.00	4.00	20.00
1 10409635 (S) CAP	22.10	5.00	5.00
2 12338017 (S) CLAMP	7.51	22.10	22.10
1 88863834 18 MONTH FREE	99.95	7.51	15.02
1 BT STATE DISPOSAL BATTERY FEE	1.50	99.95	99.95
1 BATD DEALER DISPOSAL BATTERY FEE	1.00	1.50	1.50
		1.00	1.00

B** REPLACE TEMP SENSOR

MM MISC MECHANICAL REPAIR

776 ISP

1 19151900 (S) SWITCH

(N/C)
(N/C)

SHOP SUPPLIES

50.00

WE APPRECIATE YOUR BUSINESS!
OUR TEAM STRIVES FOR EXCELLENCE. IF YOU ARE
NOT COMPLETELY SATISFIED, PLEASE CALL
GUY K. DENIG AT
813-574-6842

WARRANTY DISCLAIMER: PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IS IN ACCORDANCE WITH THIS ESTIMATE AND OR REPAIR ORDER WILL CORRECT ANY PROBLEMS SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, DAMAGE CAUSED BY THEFT, FIRE OR ACTS OF NATURE, OR ANY OTHER INCIDENTAL DAMAGES. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

*SHOP SUPPLY COSTS: WE HAVE ADDED A CHARGE EQUAL TO 8% OF THE TOTAL COST OF LABOR, NOT TO EXCEED \$50.00, TO THE REPAIR ORDER. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (S.403.718), AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (S.403.7185).

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU WERE NOTIFIED OF AND AUTHORIZED THE DEALERSHIP TO PERFORM THE SERVICES/REPAIRS ITEMIZED IN THE INVOICE AND THAT YOU RECEIVED (OR HAD THE OPPORTUNITY TO INSPECT) ANY REPLACED PARTS AS REQUESTED BY YOU. THE VEHICLE IS BEING RETURNED TO YOU IN EXCHANGE FOR YOUR PAYMENT OF THE AMOUNT DUE.

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	880.00
PARTS AMOUNT	626.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	52.50
TOTAL CHARGES	1559.26
LESS INSURANCE	100.00
SALES TAX	108.98
PLEASE PAY THIS AMOUNT	1568.24

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

BENFIELD WRECKER SVC
4406 N THATCHER AVE
TAMPA, FL. 33614
813-412-9516

COPY

11/04/2014 17:48:33

Sale:

Transaction # 4
Card Type: Visa
Acc: *****
Exp. Date: **/**
Entry: Manual
Invoice # 488
Amount: 50.00

Reference No.:

Auth. Code:
Response: EXACT MATCH
AUS Resp.: Y
CUU2 Resp.: M
Sequence Number: 0004

CUSTOMER COPY

BENFIELD'S WRECKER SERVICE, INC.

4406 N. Thatcher Ave.
TAMPA, FLORIDA 33614

Phone (813) 879-3331

Fax (813) 877-2451

bentfieldswrecker@gmail.com

PAID
CC
11-4-14

DATE 11/4/14	TIME 12:30	A.M. P.M.	REQUESTED BY PRIVADO
LOCATION OF VEHICLE [REDACTED] T.F.L. [REDACTED]			
ADDRESS [REDACTED] ZIP [REDACTED]			
MILEAGE		SERVICE TIME	
FINISH		FINISH	
START		START	
TOTAL		TOTAL	
YEAR 99	MAKE/MODEL/COLOR BUICK white	DRIVER [REDACTED]	
STATE FL	VEHICLE NO. 1G4CW52K7X4	[REDACTED]	
☐ SLING/HOIST TOW ☐ WHEEL LIFT ☒ FLAT BED/RAMP ☐ START ☐ LOCK OUT		☐ FLAT TIRE ☐ OUT OF GAS ☐ WRECK ☐ RECOVERY	
SPECIAL EQUIPMENT ☐ SINGLE LINE WINCHING ☐ DUAL LINE WINCHING ☐ SNATCH BLOCKS ☐ SCOTCH BLOCKS ☐ DOLLY			
VEHICLE TOWED TO Swifury Buick			
REMARKS [REDACTED] Disarm + military [REDACTED] Dobson		MILEAGE CHARGE TOWING CHARGE = 50 LABOR CHARGE STORAGE CHARGE Fuel Surcharge	



MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-15459

CENTURY BUICK
4400 N. Dale Mabry/P.O. Box 22002
Tampa, FL 33622
(813) 872-7746

SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 7/28/2003 7:03 DATE/TIME OUT: 7/28/2003 15:06
TAG# [REDACTED] SA: ANTHONY MARTIN DOC COUNT: 1 PAGE: 1

[REDACTED] 02 1G4CW52K7X4 [REDACTED]
ODESSA FL [REDACTED] ENGINE: L36 3.8LV6
[REDACTED] MILES IN/OUT 31766 / 31770

LINE 1 TOWED IN--WONT START

REPAIR 1 CK COMPRESSION ,REPLACE PLENTUM ,CLEAN CYLINDERS
OPCODE: MISC SALE TYPE: CASH - GM \$304.00
PRIMARY TECH: 149

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	17113136 MANIFOLD	N	1	295.580	CASH - GM	\$295.58
GM	12346290 COOLANT	N	1	14.950	CASH - GM	\$14.95
GM	403 BRAKE CLE	N	1	4.950	CASH - GM	\$4.95

NET ITEM: T Benfield Towing - Buick SALE TYPE
PO#: 53114 CASH - GM \$60.00

LINE TOTAL \$679.48

LINE 2 FUEL INJECTOR SERVICE

REPAIR 1 FUEL INDUCTION SERVICE
OPCODE: FUEL SALE TYPE: CASH - GM \$68.00
PRIMARY TECH: 149

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	2038K INDUC.KIT	N	1	41.950	CASH - GM	\$41.95

LINE TOTAL \$109.95

LINE 3 TUNE ENGINE 6 CYL PLATINUM

REPAIR 1 TUNE ENGINE WITH PLATINUM PLUG
OPCODE: TUPB SALE TYPE: CASH - GM \$74.05
PRIMARY TECH: 149

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	12568387 SPARK PLU	N	6	8.550	CASH - GM	\$51.30

LINE TOTAL \$125.35

LINE 4 MR. GOODWRENCH QUICK LUBE PLUS

A charge representing cost for items such as shop supplies and/or waste disposal has been applied to this bill. This charge represents 8% of labor not to exceed \$20.00. All parts and labor are guaranteed for 12 months or 12,000 miles unless otherwise specified. All replacement parts are new unless otherwise specified.

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-15459

CENTURY BUICK
4400 N. Dale Mabry/P.O. Box 22002
Tampa, FL 33622
(813) 872-7746

SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 7/28/2003 7:03 DATE/TIME OUT: 7/28/2003 15:06
TAG# [REDACTED] SA: ANTHONY MARTIN DOC COUNT: 1 PAGE: 2

02 1G4CW52K7X4 [REDACTED]

REPAIR 1 GOODWRENCH SERVICE PLUS OIL CHANGE
OPCODE: QLP
PRIMARY TECH: 149

SALE TYPE: CASH - GM \$5.00

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	5.570	CASH - GM	\$5.57
GM	12345621 OIL10W30B	N	5	1.877	CASH - GM	\$9.38

LINE TOTAL \$19.95

PLEASE VISIT US ON THE WEB AT WWW.CENTURYAUTOMALL.COM

CUSTOMER SIGNATURE _____

LABOR	\$451.05
LABOR DISCOUNT	\$30.40
PARTS	\$423.68
PARTS DISCOUNT	\$31.55
NET ITEMS	\$60.00
HAZD MATERIALS	\$20.00
TAX (Hillsborough Co)	\$8.33
TAX (Florida Sales T)	\$49.97
CUSTOMER TOTAL	\$951.08
PAYMENT (VISA)	\$951.08

A charge representing cost for items such as shop supplies and/or waste disposal has been applied to this bill. This charge represents 8% of labor not to exceed \$20.00. All parts and labor are guaranteed for 12 months or 12,000 miles unless otherwise specified. All replacement parts are new unless otherwise specified.

Disclaimer of Warranties

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