

~~INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)~~



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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

In September 2013, I started driving the 2008 Buick Lucerne with 8400 miles. I noticed an intermittent issue with the passenger side seat belt buckle not latching. The problem continued to get worse.

On 11/9/15, I sent an email to Buick on their website about the seat belt problem. I requested the repair at no charge, especially since this is a safety issue and the car has so few miles. On Nov. 12, 2015 I responded to,

ATTACH ADDITIONAL SHEETS IF NECESSARY

(continued on pages 7&3)

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
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UNITED STATES



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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, ~~000000~~ NET-10

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Buick's request for VIN, current mileage, and preferred H/M dealer. Buick customer assistance gave me a service request # [REDACTED].

Between 11/13/15 and 11/14/15, Buick asked several times if I had any response from Hendrick Buick and I always responded no. On 11/14/15, Buick emailed that the issue would be forwarded to a senior advisor to contact and I would receive a response within 1 business day.

On 11/18/15 Buick called and said Hendrick would call me for an appointment. Hendrick called me on 11/19/15 and set up an appointment to check the seat belt on 11/20/15.

Hendrick looked at the problem and verbally said it would cost \$353.40 to replace the seat belt. However, the printed estimate for replacing the seat belt shows the cost to be \$391.84.

I called Buick and requested the repair at no charge. On 11/25/15 and 11/30/15, Buick called and said that they were still discussing the issue with Hendrick. On 12/1/15, Portia from Buick called

me to say that Hendrick was willing to discount the cost of the seat belt repair to \$280.00 plus tax.

Because an intermittent seat belt buckling issue is a major safety concern, it seems that this repair should be covered at no charge by Buick. In addition, the car's low mileage reinforces the expectation that the seat buckle should be completely functional all the time. I would appreciate Hendrick or Buick replacing the seat belt at no cost to me.

Buick & Hendrick Emails 11/9/15 – 11/19/15

-----Original Message-----

From: no-reply@gm.com [mailto:no-reply@gm.com]

Sent: Monday, November 9, 2015 3:41 PM

To: [REDACTED]

Subject: We Received Your Message

Email Confirmation - Do not reply to this address

Thank you for contacting Buick. We welcome the opportunity to individually review your e-mail and we will have a response to you very shortly.

If this is an urgent matter, please call us at 1-800-4ABUICK. Our hours of operation are Monday through Friday 8 am to 9 pm and Saturday 9 am to 6 pm Eastern Time.

-----Original Message-----

From: crc@buick.com [mailto:crc@buick.com]

Sent: Thursday, November 12, 2015 8:57 AM

To: [REDACTED]

Subject: [REDACTED] Thank you for contacting Buick Customer Assistance

Dear [REDACTED]

Thank you for contacting the Buick Customer Assistance Center. Please accept our sincere apologies for our delayed response to your email due to the high email volume. We appreciate the time you have taken to write us with regards to the intermittent seat belt buckle issue of your 2001 Buick Lucerne. We are extending our sincerest apology about the concern. We understand that you are checking for possible assistance to repair it at no charge. We would like to review your case to determine our next step.

In order to assist you better, we will need some additional information. Please contact us through email using the 'Reply with History' option to ensure that we have all the details needed for any follow-up. Please provide the following information:

Vehicle Identification Number

Current Mileage

Preferred GM Dealer

For more information about recalls with your vehicle, you can check our recall website, [REDACTED]

If you prefer to expedite the handling of your concern, please contact the Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Buick.

Leo

Buick Customer Assistance

Service Request: [REDACTED]

-----Original Message-----

From: crc@buick.com [mailto:crc@buick.com]

Sent: Thursday, November 12, 2015 2:19 PM

[REDACTED] – 2008 Buick Lucerne

Buick & Hendrick Emails 11/9/15 – 11/19/15

To: [REDACTED]
Subject: [REDACTED] Thank you for contacting Buick Customer Assistance

Dear [REDACTED]

Thank you for your previous contact with Buick Customer Assistance. We received a notification from one of my colleagues who assisted you regarding the seat belt buckle issue of your 2008 Buick Lucerne. We are glad that you are willing to work along with one of our dealerships for them to properly inspect the concern of your vehicle. We already notified the dealership and we will make sure that we will send a follow-up email for your convenience.

If at any point you need any further assistance please reply back to this email (please reply with history to this email for fastest response) or contact the Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Buick.

Leo
Buick Customer Assistance
Service Request: 8-1661470476

-----Original Message-----

From: crc@buick.com [mailto:crc@buick.com]
Sent: Friday, November 13, 2015 8:08 AM
To: [REDACTED]
Subject: [REDACTED] Confirming if CE Mgr contacted you
Dear [REDACTED]

I'm following up to ensure the Customer Experience Manager at Hendrick Buick GMC was able to get in contact with you regarding your 2008 Buick Lucerne.

Please contact us using the 'Reply with History' option to ensure that we have all the details needed for any follow-up. If your situation has been resolved to your satisfaction we will close you case. If you have not heard from anyone at Hendrick Buick GMC please contact us so we ensure that all your concerns are addressed and resolved promptly.

We are very thankful for your business with Buick. Please refer to the Service Request number assigned to your case, [REDACTED]

If you prefer to expedite the handling of your concern, please contact the Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Buick.

Leo
Buick Customer Assistance
Service Request: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Friday, November 13, 2015 2:27 PM
To: crc@buick.com
Subject: RE: [REDACTED] Confirming if CE Mgr contacted you

We have not received a call from Hendrick.

[REDACTED] – 2008 Buick Lucerne

Buick & Hendrick Emails 11/9/15 – 11/19/15

-----Original Message-----

From: crc@buick.com [mailto:crc@buick.com]

Sent: Friday, November 13, 2015 3:31 PM

To: [REDACTED]

Subject: [REDACTED] CE Mgr to contact you

Dear [REDACTED],

Thank you for your immediate response to my request.

Based on the information you have shared, I will follow-up your case to the Customer Experience Managers who will continue to work directly with you to resolve your concerns. Please expect a call from them within one business day.

If you should need to contact us in the future, please contact the Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Buick.

Leo

Buick Customer Assistance

Service Request: [REDACTED]

-----Original Message-----

From: crc@buick.com [mailto:crc@buick.com]

Sent: Saturday, November 14, 2015 7:35 AM

To: [REDACTED]

Subject: [REDACTED] CE Mgr to contact you

Dear [REDACTED],

I'm following up to ensure the Customer Experience Manager at Hendrick Buick GMC was able to get in contact with you regarding your 2008 Buick Lucerne.

Please contact us using the 'Reply with History' option to ensure that we have all the details needed for any follow-up. If your situation has been resolved to your satisfaction we will close your case. If you have not heard from anyone at Hendrick Buick GMC please contact us so we ensure that all your concerns are addressed and resolved promptly.

We are very thankful for your business with Buick. Please refer to the Service Request number assigned to your case [REDACTED]

[REDACTED]

If you prefer to expedite the handling of your concern, please contact the Buick Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Buick.

Leo

Buick Customer Assistance

Service Request: [REDACTED]

-----Original Message-----

From: [REDACTED]

Sent: Saturday, November 14, 2015 2:40 PM

To: crc@buick.com

Subject: RE: [REDACTED] CE Mgr to contact you

[REDACTED] – 2008 Buick Lucerne

Buick & Hendrick Emails 11/9/15 – 11/19/15

We haven't received any calls from Hendrick.

-----Original Message-----

From: crc@buick.com [mailto:crc@buick.com]

Sent: Saturday, November 14, 2015 4:06 PM

To: [REDACTED]

Subject: [REDACTED] Senior Advisor to contact you

Dear [REDACTED]

Thank you for your immediate response to my request.

Based on the information you have shared, I will forward your case to a Senior Advisor who will continue to work directly with you and the dealership to resolve your concerns. Please expect a call from them within one business day. If you should need to contact us in the future, please contact the Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Buick.

Leo

Buick Customer Assistance

Service Request: [REDACTED]

From: jamie.flees@hendrickauto.com [mailto:jamie.flees@hendrickauto.com]

Sent: Thursday, November 19, 2015 2:40 PM

To: [REDACTED]

Subject: Appointment Scheduled: New HENDRICK BUICK GMC CADILLAC CARY appointment on 11/20/2015 08:00 AM

If you are having trouble viewing this email, then please add our email address to your address book and opt to load/view images.

Appointment Confirmation

HENDRICK BUICK GMC CADILLAC CARY

Confirmation Code: [REDACTED]

Date and Time: **11/20/2015 08:00 AM**

Advisor: **DYLAN**

Vehicle: **2008 BUICK LUCERNE**

Dear [REDACTED]

Thank you for taking the time to schedule your appointment in advance. Your service appointment for 11/20/2015 08:00 AM has been created.

Click [Appointment Details](#) to manage your appointment directly. Visit us [online](#) for your general appointment taking needs.

Add this appointment to your Outlook calendar using the attached file, if present, or by clicking a link below:

[REDACTED] - 2008 Buick Lucerne

Buick & Hendrick Emails 11/9/15 – 11/19/15

 [Google](#) |  [Yahoo](#) |  [Windows Live/Hotmail](#)

We look forward to seeing you!

Sincerely,

HENDRICK BUICK GMC CADILLAC CARY
115 Team Hendrick Way
Cary, North Carolina 27511
(919) 380-6000

Directions:

115 Team Hendrick Way, Cary, North Carolina - 27511

[Map to Dealership](#)

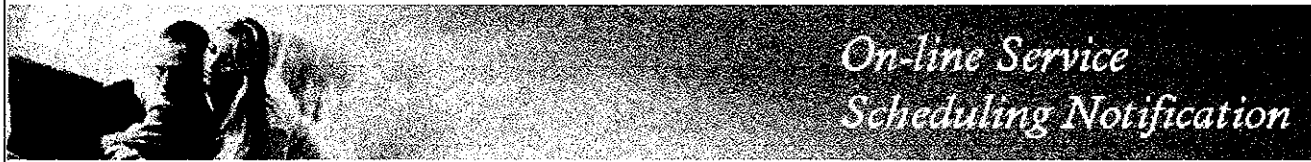
The following services have been selected for this appointment:

Repair Services:

TRIM / DIAG

Note: Repair times and costs vary based upon the nature of the repair, parts availability, your warranty status, and other factors. Once your vehicle is in the shop, we will diagnose your problem and contact you as soon as we can to provide details and specific time and cost estimate. Diagnostic and/or repair fees may apply if work to be performed is not covered under warranty.

Note: This is an automated message and please do not reply to it.



If you would like to stop receiving these emails, please click here to [UNSUBSCRIBE](#).



CARY

115 TEAM HENDRICK WAY • CARY, NC 27511 • 800-670-0752

SCHEDULE SERVICE 24 HOURS A DAY AT
HENDRICKBUICKGMCCADILLACCARY.COM

DYLAN PUTMAN 3772 1813 11/20/15
21,244 /

08/BUICK/LUCERNE/4DR SDN CXL V6

1 G 4 H D 5 7 2 7 8 U

11/20/15

MO: 21245

LABOR & PARTS

J# 1 02CDZ TRIM TECH(S):135 0.00
CUSTOMER STATES THAT PASSENGER SIDE SEATBELT INTERMITTENTLY
WILL NOT FASTEN. FASTENS AT TIMES BUT OTHERS WILL NOT STAY
UPON DIAGNOSES TECH FOUND SEAT BELT WORKING OK AT THIS TIME
TECH RECOMMENDS REPLACEMENT OF SEAT BELT KIT TO RESOLVE
INTERMITTENT SEAT BELT OPERATION.
ESTIMATE PROVIDED TO CUSTOMER FOR REPLACEMENT OF SEAT BELT
KIT. CUSTOMER DECLINED ESTIMATE.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00CDZSAFTEY MULTI POINT INSPECT TECH(S):135 0.00
PERFORM MULTI POINT INSPECTION
COMPLETE MULTI POINT INSPECTION
GIVE COPY OF RESULTS TO CUSTOMER

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

CC APPT created 2015-11-19 02:39:00pm taken by Ryan Ayers

TOTALS

ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO
THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR
SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY
AND WORRY FREE SERVICE EVERY VISIT !!

PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY
YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION..WE STRIVE
FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING
LESS.

TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS
SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM
YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME
HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM
OF HENDRICK BUICK GMC CADILLAC.
MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



CARY

115 Team Hendrick Way
Cary, NC 27511



Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Action Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

[REDACTED]
[REDACTED]
CARY, NC [REDACTED]
[REDACTED]

DYLAN PUTMAN
Service Consultant



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 1. CUSTOMER STATES THAT PASSENGER SIDE SEATBELT INTERMIDANTLY WILL NOT FASTEN. FASTENS AT TIMES BUT OTHERS WILL NOT STAY (FOUND SEAT BELT WORKING OK AT THIS TIME)
- ✓ REPLACE SEAT BELT KIT
- ✓ 2. PERFORM MULTI POINT INSPECTION



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
1. CUSTOMER STATES THAT PASSENGER SIDE SEATBELT INTERMIDANTLY WILL NOT FASTEN. FASTENS AT TIMES BUT OTHERS WILL NOT STAY		\$0.00		X
REPLACE SEAT BELT KIT (FOUND SEAT BELT WORKING OK AT THIS TIME)	Caution	\$342.15		
2. PERFORM MULTI POINT INSPECTION		\$0.00		X
Subtotal		\$342.15		
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$342.15	\$0.00	\$0.00
Misc Charge		\$26.59		
Sales Tax		\$23.10		
Estimate Total		\$391.84		