

RE: GM case [REDACTED]  
04/15/21

NHTSA # 11405509 3-29-2021  
JUL 9 '21 10:45AM

Dear Attorney General / NHTSA

CRD NEF 189 MAIL

I own a 2003 Buick Century, with a VIN # of 2G4WS52JX [REDACTED] that I believe has safety defects and I am outside a warranty and I believe that the repairs should be covered by the manufacturer. My vehicle has been affected by safety defects where the manufacturer states, "that my vehicle is not part of a recall." The car has recurring issues and they are being overlooked by GM. Similar vehicles to mine have had recalls and my vehicle is having those same issues.

I have given GM an opportunity to remedy the problem, but to no avail. Since there are known defects recognized by NHTSA and my vehicle has recalls listed on their website (see attachment); GM should cover the cost of any necessary repairs of the vehicle (at no cost to me), since there are known manufacturer defects that can lead to serious accidents and or injuries.

Recalls are issued because the vehicle and or its components do not comply with Federal standards or when there is a defect in the vehicle is safety related. NHTSA defines a safety defect as "a problem that exists in a motor vehicle or item of motor vehicle equipment that poses an unreasonable risk to motor vehicle safety and may exist in a group of vehicles of the same design or manufacturer." Some of the safety related defects that was reported to GM with my 2003 Buick and that the manufacturer has refused to replace and or repair after several reasonable attempts are:

- *fuel pump system problems (NHTSA Recall # 07E021000, 3/12/2007) – other; storage: tank assembly: pressure relief devices with a consequence of FUEL MAY LEAK, POSSIBLY RESULTING IN A FIRE which can cause injury or death.*
- *Steering knuckle (NHTSA recall # 09E005000 2/17/2009)- a potential material design or defect could result in the steering knuckle breaking in the Hub area. Dangerous defect presents life threatening risks. Prone to failure can cause death or injury. A broken steering knuckle could result in loss of steering control and a possible crash without warning.*
- *Suspension - popping clicking noise when wheel's turned - wheel bearing (see estimate)*
- *Electrical (see codes read from auto store)*
- *Computer related issues (see codes read from auto store)*

My vehicle has safety defects that GM is denying that they are a part of any recall and the vehicle has failures that have been made known to GM that should be covered by the manufacturer, but isn't.

Vehicle safety defects can cause serious or fatal accidents that can result in severe injuries or death. GM has been known to have serious defects within their vehicles that injured or killed hundreds of people and have been known to conceal these defects for their own personal greed and lack of integrity. They knew about the problems and did nothing about it and tried to cover it up. Such as the GM ignition switch defect, that caused vehicles to stall and ignition to turn off, also, if in an accident, the airbags wouldn't deploy.

Automakers are responsible to know about such defects at the time vehicles are being manufac-

tured and before they lead to serious accidents and injury.

GM's refusal to replace or repair my vehicle has caused me suffering and potential financial harm for repairs for out of pocket expenses, that should be made by the manufacturer because of the known multiple defects. GM's disregard for the truth and is guilty of fraudulently concealment, breach of implied warranty, concealment of true safety and quality of vehicle, if I had been made aware of the defects, I would have paid considerably less for the vehicle or not have purchased at all.

The only solution GM has offered, was a "loyalty certificate" for \$2,000 to purchase a new of leased vehicle or a possible reimbursement of \$500 for repairs made at a dealership, but not a definite reimbursement. Neither of those solutions were a satisfactory remedy for me. What I want is either \$3,500 in a cashier's check, or in the form as a trade in a certificate for a "used vehicle" and or the vehicle repaired from the dealership, at no cost to me. Please let me know what you can do to satisfactorily resolve this matter. Thank you.

[REDACTED]  
Clayton, IL  
[REDACTED]

enc (4)  
Recall info  
codes  
estimate

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