

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 479

Date Received

30-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

551670

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4GD2218S4712171	BUICK	RIVIERA	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09117000	Part Name(s) LIGHTING:SWITCH:MULTI-FUNCTION SWITCH:TURN SIGNAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 01-OCT-2099 Mileage at Failure(s) 4531E Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE EXPERIENCED WINDSHIELD WIPER PROBLEMS, THE WIPERS WOULD NOT TURN OFF AND WOULD STICK ON THE DELAY MODE, MUTLTI-FUNCTION SWITCH REPLACED IN ORDER TO CORRECT STICKING PROBLEM. *MJS

CONTINUED ON BACK (REVERSE)

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.

MAY - 5 1999

NSA-10.01/gmh
Ref. #551670

Thank you for your correspondence which was received March 24, 2000, concerning your 1995 Buick Riviera. Your correspondence was referred to this office by Department of Justice, Consumer Protection Division. We regret any inconvenience our delay in responding to your correspondence may have caused.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects or in noncompliance with a Federal Motor Vehicle Safety Standard in their design, construction, or performance. In order for the agency to initiate a safety defect or noncompliance investigation, sufficient data must exist to warrant the expenditure of the agency's limited resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you have provided. Reports from motorists are a very important source of information for our investigations. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted. A review of our data relative to the windshield wiper problem you described revealed one other report. Therefore there is insufficient evidence to warrant a safety defect trend investigation. However, the information you provided has been entered into our data system. It will be used with other reports to identify safety-defect trends which require our attention.

If you have not done so, we suggest you contact your local Consumer Protection Agency, Better Business Bureau, and the Office of the Attorney General in your state regarding your problem. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your request.

You may contact our toll-free DOT Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236) and our contact representatives may be able to assist you on matters concerning vehicle safety defect recalls or to obtain safety information. If our telephones are busy, or during non working hours, you may leave your name, telephone number and subject on our recording system. A contact representative will return your call.

Additionally, we have an Internet Web Site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire form is available on this site at <http://www.nhtsa.gov/ivoq>. This form is for vehicle owners to report safety-related complaints about their motor vehicle and motor vehicle equipment. The reports submitted are electronically added to our complaint file and are used to identify safety-related defect trends that require our attention. Summary listings of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can also be obtained at this site at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

Alberto A. Jimenez, Chief
Information Management Staff
Office of Defects Investigation
Safety Assurance

Enclosure (s)

THOMAS J. MILLER
ATTORNEY GENERAL



Department of Justice

March 10, 2000

551670

Re: Buick Motor Division File # [REDACTED]

Dear Mr. [REDACTED]

We have received and reviewed your letter about the above referenced matter. From the information you provided, it appears your inquiry may be more appropriately reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was forwarded to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit without the assistance of a private attorney if your claim is within the monetary limit for small claims court jurisdiction. In Iowa that limit is \$4,000.00. If your small claims lawsuit is to be filed in another state, you may wish to consult the appropriate clerk of court in that state.

If your search for an attorney is difficult, you may wish to ask friends for recommendations. In addition, the Iowa State Bar Association operates a Lawyer Referral Service. You may call that service at 800-532-1108 (Iowa only) or 515-280-7429 for more information. As another option, telephone directories typically have listings for lawyers in the yellow pages section under "Attorneys." Thank you for contacting us regarding this matter.

Sincerely,

Stephen Smith
STEPHEN SMITH
Investigator

cc: National Highway Safety Administration
400 7th Street SW
Washington, DC 20590

COPIED

CONSUMER PROTECTION DIVISION
HOOVER BUILDING
DES MOINES, IOWA 50319
TELEPHONE: 515-281-5926
TELEFAX: 515-281-8771

EXECUTIVE SECRETARIAT
MAR 21 A 9 29
NATIONAL HIGHWAY
SAFETY ADMINISTRATION

RECEIVED
MAR 29 10 00 AM
OFFICE
OF THE
ATTORNEY GENERAL

Consumer Protection Complaint Form

Tom Miller
Attorney General of Iowa

Consumer Protection Division
Hoover State Office Building
1300 E. Walnut, Des Moines, Iowa 50319
515-281-5926
E-mail: consumer@max.state.ia.us

Instructions. To help us handle your complaint:

- 1. Please print or type. Answer all questions fully and correctly.**
- 2. Include photocopies of any documents that may relate to your complaint claim (contracts, advertisements, correspondence, proof of payment, etc.)**
- 3. Return the information to the Consumer Protection Division (address above)**

**PLEASE NOTE IMPORTANT OPEN RECORDS INFORMATION
ON THE SECOND PAGE OF THIS FORM.**

YOUR NAME AND ADDRESS:

Name _____

Address _____

City _____

Home Phone _____

Your Age 64

NAME OF BUSINESS OR PERSON THE COMPLAINT IS AGAINST:

Name Buick Division, General Motors Corporation

Address (via) Customer Relations, 902 East Hamilton Avenue

City Flint State MI Zip 48550

Phone Number 1-800-521-7300 (for Customer Relations) Fax Number _____

For motor vehicle complaints, list the Vehicle Identification# (VIN) 1G4GD2218S4712171

Product or service involved: Replaced Faulty Windshield Wiper Switch

Product new or used? New switch Date of purchase or contract: Oct 1, 1999

Amount of purchase or contract: \$465.15 Actual amount paid: \$465.15

How did you pay? (check, credit card, etc.): Credit Card

Have you contacted the business or person? No Yes Please explain in the summary

Have you contacted an attorney? ☒ No ☐ Yes When: _____

Name of attorney contacted: _____

What do you think should be done to resolve your complaint fairly? _____

 I want a complete OFFICIAL disclosure of the history of problems that Buick as generally encountered regarding this particular wiper switch part. If the records indicate that this GM/Buick part has a history of failures (as told by Buick Technical Assistance to Criswell Chevrolet), then I want a reimbursement of all my costs. _____

Summary of Your Complaint:

 (Complete history/communications to date are attached.) In summary, while on business in Maryland, the wiper switch on my 1995 Buick failed. Criswell Chevrolet, communicating with Buick Technical Assistance, learned that Buick has, in general, had a HISTORY OF PROBLEMS with this part. Customer Relations of Buick denied my request for reimbursement of the cost of the switch. I then requested a disclosure of the history of problems with this GM/Buick part. This request was also denied and the response was evasive and contradictory in its content. If a history of problems does exist, I want a total reimbursement of all my costs. _____

I understand that the Attorney Generals Office is not my private attorney but represents the public in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice.

Please sign here:

Signature _____ Date _____ January 18, 2000 _____

Notes: Complaints are Open Records Under Iowa law, complaint forms or letters are "open records." The public has the right to review or obtain copies of open records. Also, copies of complaints are routinely sent to the person or business the complaint is directed against.

Please call or write the Consumer Protection Division if you have questions about the open records law.

ATTACHMENTS

1. History of Wiper Switch Problems While on Business Trip in Maryland
2. Copy of October 14 Letter to Customer Relations, Buick Motor Division, General Motors
3. Copy of November 1 Telephone Message from Customer Relations, Buick Motor Division
4. Copy of November 2 Letter to Customer Relations, Buick Motor Division
5. Content of December 15 Telephone Message from Buick Motor Division
6. Copy of Bill Incurred at King Pontiac-Buick
7. Copy of Bill Incurred at Criswell Chevrolet

ATTACHMENT 1

HISTORY OF THE WINDSHIELD WIPER PROBLEM ON MY 1995 BUICK RIVIERA

Arthur E. Oldehoeft

(I am a consultant for the Federal Government and was temporarily living in Gaithersburg, MD when the problem with the windshield wipers occurred.)

Monday, September 27, 1999

I discovered, on my way home from work, that I could not turn off the windshield wipers on my 1995 Buick Riviera. All wiper speeds seemed to work correctly but, with the switch in the off position, the wipers continued to operate in a "delayed mode."

Tuesday, September 28, 1999

I arranged to take the automobile to Criswell Chevrolet, 503 Quince Orchard Road, Gaithersburg, Maryland (301-948-0880). The appointment was scheduled for the next day. I selected Criswell because it was located two blocks from my place of work and, being a member of the General Motors family, I felt the personnel were qualified to deal with the problem.

Wednesday, September 29, 1999

Following procedures outlined in their service repair manual, the Service Department at Criswell Chevrolet first checked circuit board and then checked the wiper motor. Both were functioning properly. Chris Lauer (in service department) said that their technician then called GM Technical Assistance and was advised that the problem would likely be the "multi-function switch" because Buick had a history of malfunctions with this particular part.

Criswell Chevrolet quoted a price of \$375 for a replacement switch. The labor was quoted as approximately \$112. Feeling that nearly \$500 was an inappropriate price to pay for fixing a windshield wiper that would not turn off and, seeking relief, I called GM Technical Assistance of the Buick Division of General Motors (1-800-521-7300).

The Buick Division assigned File Number 990096001 to my case. I was asked for and supplied the VIN (1G4GD2218S4712171). After several telephone transfers, I talked with (Buick representative) "Sharon" of Metro Detroit. I was asked as to why I had not taken the automobile to a Buick dealer for diagnosis and repair. I explained that the nearest Buick dealer was approximately five miles from my workplace whereas Criswell Chevrolet was about 2 blocks away and, because Chevrolet was a member of the GM family, I thought they would be qualified to diagnose and fix the problem. After several interim discussions with her supervisor and return calls to me, Sharon eventually informed me that I would be required to take the car to a Buick dealer for diagnosis. She provided me with the name of the Buick dealer in Gaithersburg (approximately 5 miles away) - King Pontiac-Buick, 16200 Frederick Road, Gaithersburg, MD (301-948-9111). I expressed my concern of already having incurred charges at Criswell Chevrolet for the diagnosis of the problem. If went to another dealer, I would have to pay for the another diagnosis. I told Sharon of my discussion with Criswell Chevrolet and that General Motors Technical Assistance had advised them that the wiper switch had a history of malfunctions. Sharon noted that there had not been a general recall on this part, that I was not the first owner of the automobile, and that the warranty had expired. I told her that, regardless of these facts, I believed we were dealing with a manufacturing defect.

I called King Pontiac-Buick and spoke with the service manager Bob Paolucci. He scheduled an appointment for Friday, October 1. He also told me that he could not provide any relief for the cost of diagnosis because he had to pay his personnel. He also told me that he could not provide relief for the malfunctioning part, but would be willing to call Buick on my behalf. I retrieved my automobile from Criswell Chevrolet, paying them \$37.50 for their diagnosis.

Friday, October 1, 1999

I took the automobile to King Pontiac Buick. I spoke with Bob Paolucci and gave him a history of the Criswell Chevrolet diagnosis, my communication with the Buick Corporation, and my Buick Division File Number. Several hours later, I was called by Mike (301-948-9111, Ext. 237). The diagnosis was precisely the same as that of Criswell Chevrolet. The estimated cost of the wiper switch and labor was \$487. Mike said that they could offer a 10% discount, but I felt that I should seek greater relief from the Buick Division of General Motors. Mike said that, under those circumstances, the 10% discount would not apply. I told Mike to replace the wiper switch and that I would independently take up the matter with the Buick Division of General Motors.

I called Sharon at the Buick Corporation and provided her with an update on the case. Sharon said she would call King Pontiac Buick to see if a better deal could be negotiated.

Sharon called again later in the afternoon and said that she talked with King Pontiac Buick and arrived at an offer of a 20% discount on parts and labor. I reemphasized my feelings that the wiper switch should not be malfunctioning at 45,000 miles. And, it should not cost even \$400 (80% of \$500) to fix a windshield wiper that would not turn off. I stated that I preferred to request reimbursement from the Buick Division. Sharon checked one more time with her supervisors and then said that the 20% offer was the best that the Buick Division could do. She provided the following address for correspondence: BCRC, P.O. Box 5039, Troy, MI 48007-5039.

King Pontiac Buick replaced the wiper switch and now I can turn the wipers off.

Monday, October 11, 1999

After returning to my home in Iowa, I constructed this letter, attaching this history to the letter.

ATTACHMENT 2

October 14, 1999

Customer Relations
Buick Motor Division
General Motors Corporation
902 East Hamilton Avenue
Flint, MI 48550

My spouse and I are presently the owners of two Buicks - a 1995 LeSabre and a 1995 Riviera. We are the first owners of the LeSabre and the second owners of the Riviera. The latter was purchased with 27,900 miles (the previous owner traded the automobile in on a new Park Avenue). We have previously owned a 1986 Buick Skyhawk that we recently gave to our daughter.

For all three automobiles, the single serious problem that I feel cannot be explained as normal wear and tear was the recent failure of the windshield wiper switch on the Riviera. The complete history of my experiences in getting this part replaced is attached to this letter. At the time, the automobile had approximately 45,000 miles. The total cost for parts and labor was \$465.15 (including a goodwill discount of \$26.86 that I did not negotiate for).

While I realize that the Buick Division of General Motors has not issued a recall on this part, that I am a second owner, and that the warranty on the vehicle has expired, I am seeking reimbursement for the above amount for several reasons:

- 1) An infrequently used part should not have to be replaced after only 45,000 miles.
- 2) The technician at Criswell Chevrolet (in Gaithersburg, MD), who first diagnosed the problem, was advised by GM Technical Assistance that there is a history of failures with this particular part.
- 3) The expense of nearly \$500 is too much to pay for fixing windshield wipers that will not turn off.

All of our Buicks have generally provided good performance to date and we presently feel inclined to purchase Buicks in the future. Given the circumstances of this particular case, we are hopeful that the Buick Division of General Motors will provide us with the requested relief.

Thank you for your attention to this matter.

Sincerely,



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King Pontiac Buick replaced the wiper switch and now I can turn the wipers off.

Monday, October 11, 1999

After returning to my home in Iowa, I constructed this letter, attaching this history to the letter.

KING**PONTIAC BUICK GMC, INC.**

16200 Frederick Road
P.O. Box 7340
Gaithersburg, Maryland 20898-7340

Web Address kingauto.com
E-mail Address kingpontiac@erols.com

Telephone

Sales & Service 301-948-9111
Parts 301-948-6597
Fax 301-926-1482

"WE RECOGNIZE CUSTOMER LOYALTY TO BE THE TRUE MEASURE OF OUR SUCCESS."**We want your business.**

NO REFUNDS WITHOUT THIS INVOICE

RECEIVED BY:

REPAIRS CHARGED FOR WERE NEEDED AND WERE PERFORMED.

LIMITED EXPRESS WARRANTY 12 MONTH OR 12,000 MILES, WHICHEVER COMES FIRST. ALL ADJUSTMENT WORK MUST BE PERFORMED AT KING PONTIAC, INC. MONTGOMERY COUNTY REG. NO. 614.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Authorized Signature

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 4733 ADV: 352 TURBOWAN INVOICE: PRELIM CUS C MA VIN 1G4GD2218S4712171 LICENSE NUMBER: [REDACTED]
TAX RULES: NYMAN INVOICED AT: 10/01/99 15:24:15 95 BUICK RIVIERA 2DR CPE RED
ODOMETER IN: 45316 DIST: 164 DATES INSERVICE: 010395
DATES BEGIN: 10/01/99 DONE: 10/01/99

CONCERN 41 OK W/WIPERS-WON'T SHUT OFF-OPERATES IN DELAY MODE WHEN TURNED OFF OPERATION TECH AMOUNT
CORRECTION TEST W/WIPER CIRCUIT-REPLACE THRM STIMUL SWITCH CAN 490 79.00
399 C 55.30

PART NUMBER	POS	NOTE	DESCRIPTION	QTY	1ST	2ND	AMOUNT
000 025062938			*SWITCH	18	375.00	327.25	327.25
FACTORY TECH: 490 - HUDSON, JOEL P. CERT#: A14567							
TECH: 399 - LOVE, DENNIS CERT#: A1-8L1T146							

SUBTOTAL

PARTS	327.25
MECHANICAL LABOR	134.30
GOODWILL DISC	26.86
TOTAL CHARGE FOR CONCERN	465.15

TYPE: C

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C82378

PARTS	327.25
SUPPLIES	13.43
MECHANICAL LABOR	134.30
LAB DISCOUNT	26.86
SUB-TOTAL	448.12
AD TAX	17.03
TOTAL CHARGE	465.15

PAYMENT DISTRIBUTION FOR INVOICE C82378

TOTAL CHARGE	465.15
CASH DUE	465.15

PAID*Visa*

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MICHAEL TURBOWAN

*****VALUED CUSTOMER*****

PLEASE PARDON OUR DUST AS WE RENOVATE OUR FACILITY TO BETTER ACCOMMODATE YOU, AS PART OF OUR GROWING CUSTOMER BASE, WE WILL CONTINUE TO PROVIDE YOU WITH THE WONDERFUL SERVICE YOU HAVE COME TO

ONLINE SERVICE INVOICING BY

01973 1457

TO REORDER FORMS OR SUPPLIES CALL 1-800-998-8346 EXT. 8350

LAST PAGE

ATTACHMENT 3

Text of Phone Message from Sharon
(Left on Voice Recorder Answering Machine on November 1, 1999)

This message is for Mr. Oldhoeft.
Hello, there! This is Sharon from Buick Customer Relations.

I just received your, got your, letter regarding the windshield wipers. I just wanted you to know that GM's position is no manufacturer's warranty is unlimited and I know you were given 20% off although, you know, GM or the dealership did not have to provide that assistance for you, they did. So, that, any further assistance is not forthcoming.

Thank you very much for your letter and have a nice day. Bye bye!

ATTACHMENT 4

November 2, 1999

Customer Relations
Buick Motor Division
General Motors Corporation
902 East Hamilton Avenue
Flint, MI 48550

Yesterday, I received a phone message (left on my voice recorder) from Sharon in Buick Customer Relations. A copy of the text of her message is attached to this letter. I presume this is the "same" Sharon that I had talked with on several previous occasions. I had intended for my case to be reviewed by higher authorities since I was appealing the decision regarding the faulty windshield wiper switch. In an attempt to make that happen, I even sent my letter of October 14, 1999 to a "different address" than that originally suggested to me by Sharon.

This letter is sent to clarify some misinformation and to request additional information.

First of all, the content of Sharon's telephone message is not completely correct. I DID NOT receive a 20% discount on the cost of replacing the malfunctioning wiper switch. I was OFFERED a 20% discount but it was my understanding that to accept it would be to forfeit my rights to a more complete investigation of the underlying issues. A small "goodwill" discount of \$26.86 (about 5%) was applied to my bill (see the billing attached to the letter of October 14, 1999), but I DID NOT REQUEST THIS DISCOUNT AND MADE NO AGREEMENTS because of the discount. In fact, I informed the dealership that I planned to discuss the matter further with the Buick Division personnel and GM Corporate personnel. At that time, I would have been inclined to close the case by paying the cost of labor to the dealership if a replacement switch would have been provided at no cost.

At this point, I am requesting from you a "complete disclosure" of the history of the problems encountered regarding this wiper switch part. This should include the total number of switches installed in vehicles and the total number that have been replaced, along with a summary account of the types of malfunctions. Also, I wish to know if the replacement switch has been modified in any way in an attempt to alleviate the problems.

Thank you very much for your attention to this matter. I am looking forward to your response.

Sincerely,



Text of Phone Message from Sharon
(Left on Voice Recorder Answering Machine on November 1, 1999)

This message is for Mr. Oldehoeft.
Hello, there! This is Sharon from Buick Customer Relations.

I just received your, got your, letter regarding the windshield wipers. I just wanted you to know that GM's position is no manufacturer's warranty is unlimited and I know you were given 20% off although, you know, GM or the dealership did not have to provide that assistance for you, they did. So, that, any further assistance is not forthcoming.

Thank you very much for your letter and have a nice day. Bye bye!

ATTACHMENT 5

Content of Telephone Message from Buick Division, December 15, 1999
(in response to my letter of November 2, 1999)

This is an account of the telephone discussion I had with Buick in December 1999. I was sick during that entire week and consequently did not record the precise date until later. My recollection is that it occurred late in the day (around 6:00 p.m.) on Wednesday, December 15.

The call was in response to my letter of November 2. I did not get the name of the caller, but he said that he was from a Buick Division Office that handled customer complaints and that my letter had been referred to him. During the discussion, he paused often as if to take copious notes, so if the caller's name ultimately becomes important, then surely Buick will have a record of having referred my letter of November 2 to him.

The caller seemed to be unaware of previous correspondence with the Buick Division (other than my letter of November 2). The focus of the discussion was on my request for "disclosure of the problems that Buick has had in general with the particular wiper switch."

I felt that the caller was evasive, contradictory in his responses, and in general gave me the "runaround":

1. He first suggested that I get information of "faulty wiper switches" from the dealer in Maryland who replaced the switch. I responded that any particular dealer would NOT have general knowledge of the failures of this particular wiper switch part. I told him that the technician at Criswell Chevrolet in Gaithersburg had been informed by GM Technical Assistance that Buick had a history of malfunctions with this particular part.
2. He then said that the Buick Division did not have information on failures of this particular wiper switch part. I responded that I felt that Buick did keep such data on failure of parts because such information served as a database to improve the design and manufacturing of subsequent parts and it served as a basis for possible recall.
3. He then reiterated that I should be talking to the dealer and I repeated my previous response (stated above).
4. He then said that this information was "proprietary" and could not be released by the Buick Division of General Motors. I responded that I did not believe this to be true given the information that this part, in general, had a history of failures.
5. He then told me that there was nothing he could do for me! I responded that further communication would be forthcoming from either me or from my representatives.

ATTACHMENT 6

KING**PONTIAC BUICK GMC, INC.**

16200 Frederick Road

P.O. Box 7340

Gaithersburg, Maryland 20898-7340

Telephone

Sales & Service

301-948-9111

Parts

301-948-6597

Fax

301-926-1482

Web Address

kingauto.com

E-mail Address

kingpontiac@erols.com

"WE RECOGNIZE CUSTOMER LOYALTY TO BE THE TRUE MEASURE OF OUR SUCCESS."**We want your business****NO REFUNDS WITHOUT THIS INVOICE**

RECEIVED BY:

REPAIRS CHARGED FOR WERE NEEDED AND WERE PERFORMED.

LIMITED EXPRESS WARRANTY: 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. ALL ADJUSTMENT WORK MUST BE PERFORMED AT KING PONTIAC, INC. MONTGOMERY COUNTY REG. NO. 514.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Authorized Signature

FOR OFFICE USE: TAG: 4733 ADV: 352 TURNBOW, M INVOICE: PRELIM CUS C MA VIN 1G4G02218S4712171 LICENSE NUMBER [REDACTED]
 TAX RULES: NYNMM INVOICED AT: 10/01/99 15:24:15 95 BUICK RIVIERA ZOR OPE RED
 ODOMETER IN: 45316 DTST: 104 DATES INSERVICE: 010395
 DATES BEGIN: 10/01/99 DONE: 10/01/99

CONCERN 41 CK W/WIPERS-WON'T SHUT OFF-OPERATES IN DELAY MODE WHEN TURNED OFF
 CORRECTION TEST W/WIPER CIRCUIT-REPLACE TURN SIGNAL SWITCH

OPERATION	TECH	AMOUNT
720	490	79.00
	399	0 55.30

PART NUMBER	POB	NOTE	DESCRIPTION	QTY	1ST	SP1	
000 026062938			*SWITCH	18	375.00	327.25	327.25
FACTORY TECH: 490 - HUDSON, JOEL P. CERT#: A14567							
TECH: 399 - LOVE, DENNIS CERT#: A1-8LIT146							

SUBTOTAL

PARTS	327.25
MECHANICAL LABOR	134.30
GOODWILL DISC	26.86
TOTAL CHARGE FOR CONCERN	485.15

TYPE: C

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 082878

PARTS	327.25
SUPPLIES	13.43
MECHANICAL LABOR	134.30
LAB DISCOUNT	26.86
SUB-TOTAL	448.12
MD TAX	17.03
TOTAL CHARGE	465.15

PAYMENT DISTRIBUTION FOR INVOICE 082878

TOTAL CHARGE	465.15
CASH DUE	465.15

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MICHAEL TURNBOW

*****VALUED CUSTOMER*****

PLEASE PARDON OUR DUST AS WE RENOVATE OUR FACILITY TO BETTER
 ACCOMMODATE YOU. AS PART OF OUR GROWING CUSTOMER BASE, WE WILL
 CONTINUE TO PROVIDE YOU WITH THE WONDERFUL SERVICE YOU HAVE COME TO

PAID
Visa

ONLINE SERVICE INVOICING BY

PAGE 1

LAST PAGE

ATTACHMENT 7

CRISWELL



Lotus
Lamborghini

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

CUSTOMER NO. 16907	ADVISOR CHRISTOPHER S LAUE 505	TAG NO 1711	INVOICE DATE 08/28/99	INVOICE NO. CVC580833
	LABOR RATE	LICENSE NO.	COLOR BURGL	STOCK NO.
	YEAR / MAKE / MODEL 95BUICK/RIVERA/2 DOOR HATCHBACK	MI/AGE 45238	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G46D2218S4212171		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	A.O. DATE 08/28/99	
COMMENTS				

LABOR & PARTS
J# 1 20CV22 ELECTRICAL REPAIRS HOURS: 0.50 TECH(S):512 37.50
WIPERS WHEN OFF WILL SWEEP ONE TIME EVERY 10 SEC OR SO
OWNER NEEDS TO TAKE CAR TO BUICK
DONE

JOB # 1 TOTAL LABOR & PARTS 37.50

J# 2 24CV22 ACCESSORIES HOURS: TECH(S):512 0.00
L/F TIRE SLOW LEAK
NEEDS NEW TIRE OWNER ADVISED
DONE

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$37.50 (+TAX)

TOTALS

PLEASE TAKE TIME TO REVIEW YOUR REPAIRS AND CHARGES SO
YOU HAVE A COMPLETE UNDERSTANDING OF THEM. IF FOR SOME
REASON YOU DO NOT UNDERSTAND THEM, PLEASE SEE YOUR ASST.
SERVICE MANAGER FOR AN EXPLANATION. PARTS DESIGNATED WITH
AN (*) INDICATES LIFETIME GUARENTEE APPLIES FOR CUSTOMER
PAY ONLY.

THANK YOU FOR VISITING CRISWELL CHEVROLET

* DATE () CASHIER () *
* CASH () CHK AMT () APPR# () *
* CHECK () MC () AM EX () *
* VISA () *

N.C. REG. #01875

CUSTOMER SIGNATURE

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS: CASH ON DELIVERY
Prices are based on list rate material unless specified
otherwise. Mechanical check out time on vehicles will
be a minimum of one half hour at the current hourly
rate if work is declined on vehicle.

SHOP MATERIAL: A CHARGE EQUIVALENT TO 10%
OF TOTAL REPAIR ORDER LABOR CHARGES IS
INCLUDED FOR MATERIALS USED ON YOUR
VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS,
BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT,
RAGS, TOWELS, BATTERY CLEANERS, ETC.

ENVIRONMENTAL CONCERNS, AS WELL AS
FEDERAL AND STATE REGULATIONS GOVERNING
DISPOSAL HAVE FORCED US TO CHARGE FOR THE
EXPENSE INCURRED TO PROPERLY STORE AND
ARRANGE DISPOSAL AND/OR RECYCLING OF OIL,
TIRES, COOLANT, BATTERIES, METAL PARTS AND
CLEANING SOLVENTS USED IN THE REPAIR AND
MAINTENANCE OF YOUR VEHICLE.

WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW
G.M. PARTS, 4,000 MILES OR 90 DAYS ON NEW
NON-G.M. PARTS, NO WARRANTY ON USED PARTS.

X
CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CASH
CHECK
VISA/MC
By Estoye Date 9/29