



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 241

Date Received

23-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

878799

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 bottom of dashboard on driver's side) 1G4NJ52M4TC402926	Vehicle Make BUICK	Vehicle Model SKYLARK	Vehicle Year 1996	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08500000	Part Name(s) ELECTRICAL SYSTEM:IGNITION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 15-JUL-2000 Mileage at Failure(s) 34000 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)

AT 24,000 MILES VEHICLE HAD AN INTERMITTENT RESTARTING PROBLEM. VEHICLE BEEN TO AN INDEPENDENT REPAIR SHOP ON TWO OCCASIONS, AND AT A DEALER SHOP ON TWO OCCASIONS, AND BOTH WERE UNABLE TO LOCATE CAUSE OF PROBLEM. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

CONTINUE ON BACK IF NEEDED

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 241	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 		Date Received 23-JAN-2001 OFFICE DEFECTS INVESTIGATION	
Vehicle Make BUICK		Od or rt_dt od_rt up_ltr	
Vehicle Model SKYLARK		Reference No. 878799	
Vehicle Year 1996		Work Number Home Num	
Current Odometer Reading 34,484		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.	
Signature of Owner 		Date 2/5/01	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1G4NJ52M4TC402926		Vehicle Make BUICK	
Vehicle Model SKYLARK		Vehicle Year 1996	
Purchase Date 1998 or 1999		Current Odometer Reading 34,484	
Dealer's Name Boyd Cadillac, Pontiac, Buick		Engine Size (CID/CC/L) No Cylinders	
City Hendersonville State NC Zip Code 28972		☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No	
Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag		Cruise Control ☒ Yes ☒ No	
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08500000		Part Name(s) ELECTRICAL SYSTEM:IGNITION	
Location ☐ Left ☐ Front ☐ Right ☐ Rear		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures 4 since 8/14/00		Date(s) of Failure(s) 15-MAY-2000, Aug 14	
Mileage at Failure(s) 34,000 - 28,000		Failed Part(s) Available? ☐ Yes ☒ No	
Vehicle Speed at Failure(s) 20-25 mph		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 0		Number of Fatalities 0	
Estimated Property Damage \$0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
AT 28,000 MILES VEHICLE HAD AN INTERMITTENT RESTARTING PROBLEM. VEHICLE BEEN TO AN INDEPENDENT REPAIR SHOP ON TWO OCCASIONS, AND AT A DEALER SHOP ON TWO OCCASIONS, AND BOTH WERE UNABLE TO LOCATE CAUSE OF PROBLEM. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK Purchased in 1998 in Hendersonville N.C. by my father at approximately 17,000 miles. Car given to me by my father before he died - mileage 22,072 (3/2000). When car was driven approx 20 miles, ignition turned off, & wouldn't start - alternator replaced. 12/26/00 Ignition service done by repair of leaking intake at Roger Dean Chevrolet			
CONTINUE ON BACK IF NEEDED			
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.			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Roger Dean

manifold gasket. 11/101 car wouldn't start. Taken to dealer who said it needed

new fuel system. 1/5/01 New Fuel system - car ~~started~~ 1/28 car wouldn't

start - taken to Dixie Buick - Computer installed 1/25. 1/28 car wouldn't

start. Returned to Dixie Buick where a "cluster" is now being repaired

Each incident of car not starting occurred after it had been driven
if the ignition turned off.

★ U.S.G.P.O. 1982-623-887/60086

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 7373 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

ANGE'S AUTO SERVICE & REPAIR

4719 S.E. 6th AVE.
CAPE CORAL, FL 33904



TELEPHONE
(941) 542-5488

NAME [REDACTED]
ADDRESS [REDACTED]
CITY [REDACTED]

AMT.	PART No.	NAME OF PART	SALE AMT.	DATE	CUST. ORDER NO.	WHEN PROMISED	PHONE
		Alternator	35.00	2/14/00			347-01
TOTAL PARTS							
ACCESSORIES - TIRES AND TUBES							
TOTAL ACCESSORIES							
ESTIMATES ARE FOR LABOR				I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my rate. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs therein. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.			

ANGE'S AUTO SERVICE & REPAIR

4719 S.E. 6th AVE.
CAPE CORAL, FL 33904



TELEPHONE
(941) 542-5488

NAME [REDACTED]
ADDRESS [REDACTED]
CITY [REDACTED]

AMT.	PART No.	NAME OF PART	SALE AMT.	DATE	CUST. ORDER NO.	WHEN PROMISED	PHONE
		Full Pump New	40.00	1/05/01			
		Full Filter	20.00				
TOTAL PARTS				420.00			
ACCESSORIES - TIRES AND TUBES							
TOTAL ACCESSORIES							
ESTIMATES ARE FOR LABOR				I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my rate. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs therein. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.			

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

PAY THIS AMOUNT

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA

CAPE CORAL, FLORIDA

CUSTOMER NO. 112712	ADVISOR TREVOR	CARD NO. 344	INVOICE DATE 12/26/00	INVOICE NO. CU0570517
	LABOR RATE 62.00	LICENSE NO.	COLOR GREEN/GRAY	STOCK NO.
	YEAR / MAKE / MODEL 96 / BUICK / SKOTCH DO	RELEASE IN 12/00	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1B4N J 2 2 B 4 1 0 4 0 2 2 6		SELLING DEALER NO.	PRODUCTION DATE
	E.F.E. NO.	P.O. NO.	R.O. DATE 12/26/00	
				RELEASE OUT

LABOR & PARTS

JO 1 01CVZ03-11P1 LUBE, OIL & FILTER HOURS: TECH 03/7/968

CUSTOMER STATES: PERFORM LOG. (P1P1)

SERVICE INCLUDES: LUBE, CHANGE OIL & FILTER, SAFETY INSPECTION.
PERFORM LGE SERVICE AS ABOVE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		25010792	HP FLTR 1-83A	7.51	8.00

JOB # 1 TOTAL PAID \$

JOB # 1 TOTAL LABOR & PARTS

J# 2 01CVZ27-P4 REPLACE AIR FILTER HOURS: . TECH(5):7368

CUSTOMER STATES: REPLACE AIR FILTER ELEMENT. (P4)

SERVICE INCLUDED: INSPECT & CLEAN AIR CLEANER HOUSING

NO NEED TO REPLACE THE AIR FILTER ELEMENT AT THIS TIME.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE--
1	1	1	1	1	1
2	1	2	2	2	2
3	1	3	3	3	3
4	1	4	4	4	4
5	1	5	5	5	5
6	1	6	6	6	6
7	1	7	7	7	7
8	1	8	8	8	8
9	1	9	9	9	9
10	1	10	10	10	10
11	1	11	11	11	11
12	1	12	12	12	12
13	1	13	13	13	13
14	1	14	14	14	14
15	1	15	15	15	15
16	1	16	16	16	16
17	1	17	17	17	17
18	1	18	18	18	18
19	1	19	19	19	19
20	1	20	20	20	20
21	1	21	21	21	21
22	1	22	22	22	22
23	1	23	23	23	23
24	1	24	24	24	24
25	1	25	25	25	25
26	1	26	26	26	26
27	1	27	27	27	27
28	1	28	28	28	28
29	1	29	29	29	29
30	1	30	30	30	30
31	1	31	31	31	31
32	1	32	32	32	32
33	1	33	33	33	33
34	1	34	34	34	34
35	1	35	35	35	35
36	1	36	36	36	36
37	1	37	37	37	37
38	1	38	38	38	38
39	1	39	39	39	39
40	1	40	40	40	40
41	1	41	41	41	41
42	1	42	42	42	42
43	1	43	43	43	43
44	1	44	44	44	44
45	1	45	45	45	45
46	1	46	46	46	46
47	1	47	47	47	47
48	1	48	48	48	48
49	1	49	49	49	49
50	1	50	50	50	50
51	1	51	51	51	51
52	1	52	52	52	52
53	1	53	53	53	53
54	1	54	54	54	54
55	1	55	55	55	55
56	1	56	56	56	56
57	1	57	57	57	57
58	1	58	58	58	58
59	1	59	59	59	59
60	1	60	60	60	60
61	1	61	61	61	61
62	1	62	62	62	62
63	1	63	63	63	63
64	1	64	64	64	64
65	1	65	65	65	65
66	1	66	66	66	66
67	1	67	67	67	67
68	1	68	68	68	68
69	1	69	69	69	69
70	1	70	70	70	70
71	1	71	71	71	71
72	1	72	72	72	72
73	1	73	73	73	73
74	1	74	74	74	74
75	1	75	75	75	75
76	1</				

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

J# 3 120VZMEBAPHR 4 INDUCTION SERVICE HOURC TECH(C)=7918

PERFORM FUEL SYSTEM INDUCTION SERVICE

PERFORMED INDUCTION SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	FUEL	CLEANER	23.90	23.90

33.70 33.70
JOB # 3 TUES PERIS

2008 年 5 月 10 日 星期五

JOB # 3 TOTAL LABOR & PARTS

J# 4+15CVZZ . ENGINE REPAIR HOURS: 6.00 TECH(S):7303

INTAKE MANIFOLD LEAKING COOLANT

FOUND INTAKE MANIFOLD GASKET LEAKING COOLANT

REPLACED INTAKE MANIFOLD GASKET.

PARTS	QTY	FF	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
1	1		1000	1000	1000	1000

DATE	QTY	UNIT	DESCRIPTION	UNIT PRICE	TOTAL PRICE
JOB # 4	1		GASKET KIT 3,270	29.88	29.88

JOB # 4	1	12480024	GASKET RI 3.270	8.90	8.90
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JOB # 4	1	12346141	ADHESIVE R.990	12.10	12.10
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JOB # 4	1	12378377	CLERK 8.800	5.16	5.16
JOB # 4	4	12378377	CLERK 8.800	5.16	5.16

JOB # 4	1	10346290	EDOLART 8.800	17.98	17.50
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JOB # 4 TOTAL PARTS

JOB # 4 TOTAL LABOR & PARTS

G.O.G. & SUPPLIES

JOB # 1 5.0 MOTOR OIL @ 1.290 /UNIT

TOTAL - 500

ESTIMATE

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

APPROVED REVISED ESTIMATE (W. 1) OF \$610.52 (+TAX) ON 12/26/00 AT 09:20AM

BY VOICE IN PERSON COMMENTS

COMMENTS

WAIT

TECHNICIAN CERTIFICATION

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA

CAPE CORAL, FLORIDA

CUSTOMER NO. 119712	ADVISOR TUM	7025	CARD NO. 352	INVOICE DATE 01/02/01	INVOICE NO. 1010000
	LABOR RATE 57.00	LICENSE NO.	34076	COLOR GREEN/GRAY	STOCK NO.
	YEAR/MAKE/MODEL 96/BUICK/SKYLARK			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 104NJS2N41C402926			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	R.O. DATE 01/02/01
PHONE	MILEAGE OUT				

JOB # 1 12692 FUEL SYSTEM HOURS: 1.00 TECH(S):7310
 CUSTOMER STATES WONT START TOWED IN
 FUEL PRESSURE TEST REVEALS OPEN CIRCUIT IN FUEL PUMP
 NEEDS FUEL PUMP MODULE
 CUSTOMER DECLINED REPAIRS AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS

JOB # 2 200V2TOWING TOWING CHARGES HOURS: 0.00 TECH(S):7310
 TOWED IN

JOB # 2 TOTAL LABOR & PARTS

SUBLET PO# VEND INV# INV DATE DESCRIPTION
 JOB # 2 93078 46362 01/02/01 TOWING

TOTAL - SUBLET

COMMENTS
 QUOTE \$752.00 PLUS TAX

TOTALS

LI CASH LI CHECK LI CREDIT CARD

 * THANK YOU *

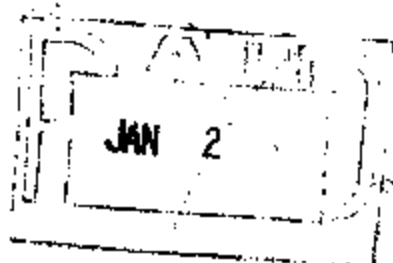


TOTAL LABOR.... 69.0
 TOTAL PARTS.... 0.0
 TOTAL SUBLET... 52.0
 TOTAL G.O.G.... 0.0
 TOTAL MISC CHG... 0.0
 TOTAL MISC DISC... 0.0
 TOTAL TAX..... 4.1

TOTAL INVOICE \$ 125.1

THANK YOU FOR YOUR PATRONAGE. IN THE NEXT FEW DAYS, GENERAL
 MOTORS WILL BE SERVING OUT A (CUSTOMER SATISFACTION SURVEY)
 IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED"
 PLEASE CONTACT ROGER DEAN CHEVROLET SERVICE DEPT. MANAGEMENT
 TEAM. 574-6301

CUSTOMER SIGNATURE



THE ABOVE MISC CHARGE REPRESENTS COSTS AND PROFITS TO THE
 MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS
 SHOP SUPPLIES AND/OR WASTE DISPOSAL.

Roger Dean CHEVROLET

DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FT. MYERS, FLORIDA 33912



SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS



STATE OF FLORIDA
REGISTRATION: MV-12598

FORT MYERS, FLORIDA

FORT MYERS, FLORIDA

CUSTOMER NO. 44947	ADVISOR ROR SANDERS	CARD NO. 073	INVOICE DATE 01/25/01	INVOICE NO. PUC3170
	LABOR RATE	LICENSE NO.	COLOR TEAL	STOCK NO.
		MILEAGE 31484	DELIVERY DATE	DELIVERY MILES
	YEAR/MAKE/MODEL 74/BUICK/2001 LARMA/1000 CUSTOM SECON		SELLING DEALER NO. RUT DIXIE	PRODUCTION DATE
	VEHICLE ID. NO. 1 6 4 4 1 5 2 1 4 7 1 0 2 9 2 6		R.O. DATE 01/23/01	
	P.T.E. NO.	P.O. NO.		

LABOR & PARTS
IN 1 1780Z

ENGINE TECH(S):70
CUSTOMER STATES INTERMITTENT NO START NOTE WILL CRANK BUT
WONT START POSS FUEL PROBLEM NOTE FULL SERVICE PAPERS IN CAR
SCAN CHECKED CODES, P1641, P1573 AND P1629
DIAGNOSED AND REPLACED PCM

PARTS	QTY	EP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	16211505	PCM REPAIR 2.470	
JOB # 1	1	16211509	LABOR RETURN	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

COMMENTS
CVR

TECHNICIAN CERTIFICATION
70

JAMES R GARRILL

AM. & GM CERT

TOTALS

NOTE: DIXIE BUICK, GMC IS A GOODWRENCH SERVICE PLUS DEALER.
CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY A LIFETIME
WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED
BY YOU MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE
PERFORMED BY DIXIE BUICK, GMC.

TOTAL LABOR	0.
TOTAL PARTS	0.
TOTAL SUBLET	0.
TOTAL G.O.G.	0.
TOTAL MISC CHG.	0.
TOTAL MISC DISC	0.
TOTAL TAX	0.
TOTAL INVOICE	0.

CUSTOMER SIGNATURE

January 29, 2001

To: John Smith CEO, President, & Chairman of the Board.
General Motors Corporation
101 Renaissance Center
Detroit, MI 48243 Fax: 313-556-5108

From: Elinx Dierauf-O'Leary
PO Box 101058
Cape Coral FL 33910

Subject: 1996 Buick Skylark Lemon 1G4NJ52M4TC402926

Before my Dad died, in April, he had been having problems with this car starting. Since I received the car, I, too, have been having similar problems plus others & it is becoming a very expensive car to run/own. I am frightened that it will not start when I am "over in the boonies." This car ~~has~~^{has} 84,000 miles on it!!

Presently the car is at Dixie Buick in Ft Myers, FL & I am driving a "loaner." In December 2000 & January 2001 it was at Roger Dean Chevrolet in Cape Coral, FL. Prior to this, it was at Boyd Cadillac/Pontiac/Buick in Hendersonville N.C. where it was purchased used by my Dad.

I spoke with the National Highway & Safety Transportation Board & am aware of the recall for retorqueing but am unaware of which mileage this was done for where it was done.

I unsuccessfully tried to contact Ed Hertz at GM Headquarters after speaking with the Chevrolet & Buick 800*. I ended up speaking person-to-person with Michael Thompson at great expense to me. I told him that I was not pleased & that service did not exceed my expectations (per Buick mission statement) throughout the purchase, ownership, service & repurchase experience.

I wish to know what GM plans to do w/ this Teal Lemon that involves no further expenses - emotional, monetary nor of my personal time.

Thankyou for your assistance.

Sincerely,

[Redacted Signature]

P.S. If any of the engineers at GM have any suggestions on how to get this car in tip top running condition, please have them call Rob Sanders at Dixie Buick

941-489-0600

January 31, 2001

John Smith CEO, President & Chairman of the Board
General Motors Corporation
101 Renaissance Center
Detroit MI 48243

Dear Mr. Smith,

I do not know if you received my fax of Jan 29 re: getting my car
1996 Buick Skylark Lemon 1 G4 NJ 52 1A4 TC 402926 in tip top
running condition at no further expense to me. Hence, this certified letter.

Today I was informed by Dixie Buick that my car needs a "cluster"
at a cost of 348⁰⁰ plus tax; this is another large out of pocket expense
to me on a car which has 34,000 miles on it. In addition to the current
"cluster" problem, the driver side door doesn't lock, the tickers do not work
consistently & the cruise control switch goes on by itself. This car has
a mind of its own!!

I would appreciate any guidance you can provide re: whether I
should pour more money into this car and answers to the following questions

Why can't I get through to the Executive office on an 800#?

Where & when was the retorquing done?

Is the retorquing related to any of the other myriad of
problems my car has had?

Were any of these problems evidenced before my Dad bought
the car?

Have GM experienced ongoing problems or similar problems
with this year, make & model car?

Why did GM stop making this car after this model year?

I am not an Engineer but understand that a retired GM engineer
just had problems with his new GM SUV. What is happening
at GM? I had a 1991 Buick Century (used) on which
I had 160,000+ miles before I traded it. It needed a new
computer when it started accelerating without my touching the
accelerator & also had an air conditioner that didn't work.

Please respond to me upon receipt of this letter.

Thanking you in advance, I remain