

Buick Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

10130207

July 6, 2005

Gentlemen:

Now that we have owned our new 2005 Buick LaCrosse for approximately three months and have driven it some 5350 miles, we feel it is time to make our concerns a matter of record.

While we feel that our treatment by the salesman and by Allen Tillery, the dealer, was adequate and were given an opportunity to briefly test drive a similar model, there is a fault, which is inherent in the design, which we did not notice until we had driven the car for several days. In general, we are still very pleased with our purchase, although we wonder whether the car is equal to the '97 Century we traded for the new one.

The problem lies in the presence of a horizontal chrome strip across the full width of the dashboard, chrome surrounds on instrument panel cluster dials, chrome surround on the gear shift lever panel, chrome detailing on light and radio control knobs, the chrome logo in the middle of the steering wheel and in the use of a hard-surfaced shiny plastic finish on all of the panels of the dashboard and at the gear shift lever. With an abundance of glass and the severe slope angle of the windshield on these new models, there are reflections at all times of day and with the vehicle oriented in almost any direction, which can be blinding.

We note that this is most distracting either near our home in an area of winding hilly residential streets or on the open road where sun location may be relatively constant for long periods. We also note that the problem occurs for both the driver and any front seat passenger.

This problem has been verbally reported to Allen Tillery Buick representatives, who expressed surprise since no similar comments had been received. At a later first maintenance appointment however, a service representative acknowledged a blinding moment as the vehicle was being relocated around the shop.

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A solution to this problem has not yet become clear to us, but we are convinced that one must be found. Not only are these sudden flashes and/or continuous reflections of sunlight annoying and distracting -- they may be disastrous. Under such circumstances, should accidents or worse occur, the responsibility and liability of Buick and General Motors seem apparent.

On long drives, where reflections may be consistent for a period of time, some relief has been obtained by draping paper napkins or a small hand towel over the offending element, but this hardly qualifies as a permanent fix.

As recommended by page 7-10 of our new Owner's Manual, we are, by copy of this letter, notifying the NHTSA of a condition which we believe to be a safety hazard .

Your acknowledgement of receipt of this letter and your attention toward finding a resolution to the problem will be most appreciated. Your response may be directed to me at :

[REDACTED]
Hot Springs Village

[REDACTED]
Telephone [REDACTED]

cc: NHTSA, U S DOT
Washington, D.C. 20590