

CL-10201406-3931

NVS 08-11

[REDACTED]
Short Hills, NJ

Tel. [REDACTED]

email: [REDACTED]

2007 AUG 23 AM 6:41

August 16, 2007

Re: Design Flaw/Safety Hazard
2007 Buick Lucerne

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

Dear Sirs:

Please refer to the attached letter of 7/22/07 on the above subject. A Buick Customer Service representative called me on 8/2/07 and informed me Buick was aware of my problem and there was a fix. She told me to contact my dealer's service department (Douglas Motors, Summit, NJ), which I did. They researched the problem and notified me that a Service Bulletin # 06-08-49-021A-(12/05/2006) was issued in response to customer complaints. The fix was to replace the Instrument Panel Cluster due to "insufficient color contrast in the IPC display". Vehicles manufactured after VIN Breakpoint 7U145934 have the improved IPC. My 2007 Lucerne (VIN 7U[REDACTED]) should have the improved IPC.

Nevertheless, the instrument panel is still difficult or impossible to read in bright sunlight. To correct this safety problem, the instrument panel back lighting needs to be ON all the time while driving, even in bright sunlight. Please take the necessary action to fix this problem.

By copy of this letter I am advising the National Highway Transportation Administration of a safety defect.

Very truly yours,

[REDACTED]

Life Member,
Society of Automotive Engineers

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cc: Administrator, NHTSA
400 Seventh Street
Washington, DC 20590

NAR
8/23/07
CC

[REDACTED]
[REDACTED]
Short Hills, NJ [REDACTED]

Tel. [REDACTED]

email: [REDACTED]

July 22, 2007

Re: Design Flaw/Safety Hazard
2007Buick Lucerne

Buick Motor Division
902 E. Hamilton Ave.
Flint, MI 48550-001

Dear Sirs:

I recently purchased a 2007 Buick Lucerne CXL (VIN 1G4HD57267U [REDACTED]), after having owned Buicks for the past two decades. I believe there is a design flaw and safety hazard in the instrument panel lighting system. Driving in sunlight with the Exterior Lamp Switch set for Auto, it is very difficult or impossible to read the numerals on the recessed speedometer because the numerals are not illuminated. Not knowing your speed can result in accidents or driving infractions. The only way I have found to illuminate the numerals during daylight is to turn the Lamp Switch to Parking Lamps or Headlamps position, thus defeating the advantages of the auto day/night (DRL) feature. I have never had a problem reading the speedometer on my Park Avenues nor have I seen this problem on competitive brands.

Please let me know if there is a hardware or software fix for this problem.

Very truly yours,

[REDACTED]

Life Member,
Society of Automotive Engineers

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