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EXECUTIVE SECRETARIAT

HeTotes, TX  
Sept. 15, 2007

National Highway Traffic Safety Administration  
U.S. Department of Transportation  
Washington, D.C. 20590

Dear Sir:

Attached is a copy of a letter I am sending to the Buick Customer Assistance Center detailing problems I have had with my 2005 Buick LaCross. There are definite safety issues with this car that are not being addressed.

Thank you for your attention to this matter.

Sincerely,

[REDACTED SIGNATURE]

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NM  
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[REDACTED]  
Helotes, TX [REDACTED]  
Sept. 15, 2007

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

RE: Buick LaCrosse, VIN # 2GAWE537651 [REDACTED], purchased from Cavender Buick, 17811 San Pedro Ave, San Antonio, TX 78232; delivered to us Feb. 25, 2005 and which has 21,000 miles on it.

We took delivery of our Buick LaCrosse on Feb. 25, 2005. Shortly afterward I heard on the news that GM was recalling these cars and contacted our dealer who told me that they had no information on a recall and to wait for a recall notice. In April our recall notice came and to my surprise we had been driving our car for nearly TWO MONTHS with defective brakes which when "pushing on the pedal will not apply the brakes and a vehicle crash could occur without prior warning". (See attached letter from GM) This is a life-threatening situation. Unfortunately this was at a time when my sister was dying in Illinois and we were planning to leave to go there. I immediately called the dealer to make an appointment to have the repairs made but was told that it would be at least two weeks before they could schedule repairs because so many were scheduled and I would just have to wait my turn. I explained our situation to Bobby Cavender who told me they didn't have the parts but they were due in soon and he would move us to the top of the list, which he did. No, I didn't get to Illinois before my sister died but we did make it in time for the funeral, thanks to Bobby Cavender.

About the same time, we stopped at the dealership because the lights on the Driver's Information Center were dim most of the time and sometimes disappeared all together. We waited about an hour and a half and were told that they could find nothing wrong. As we were driving out of the parking lot the lights disappeared completely. My husband looked at the display and he also could see nothing but a blank spot where the information should be displayed. I drove around the lot to go back and report it, but by the time I got to the doorway the lights came back on. They worked for about two weeks before they started dimming again and I figured that the dealer would never be able to fix them unless they could see for themselves. I have not been able to show them because the lights go from bright to dim to blank so quickly that I would have to be right at the dealer's lot when it happened.

About 10% of the time the lights are bright, as they should be; about 10% of the time the lights do not show up at all; and about 80% of the time they are dim enough that you can't read them if you are wearing sunglasses--a necessity in Texas. We asked them to check again Sept. 7, 2007 after having a problem on our most recent trip and they say it is "normal occurrence for interior illumination to dim/brighten due to voltage demand and/or ambient light conditions." This does not address why they blank out!!! (See attached statement from Cavender Buick dated 9-7-2007) Clearly there is a problem either with a short circuit in the electrical system or with a computer chip or with the battery voltage.

While annoying, it isn't life-threatening unless the Driver's Information Center is trying to tell you that there's a dangerous problem and YOU CAN'T SEE IT!

And now for our most recent life-threatening problem. We just returned from a 3,500 mile trip during which the power steering went out with no warning on Friday evening, Aug. 24th. My husband was at the dealer's (Tom Sparks Buick of DeKalb) at 7:00 am Saturday morning to try to get it repaired. Of course, the mechanics were not there until Monday when a diagnosis could be made but Mr. Sparks was very cooperative and had the mechanic check it out first thing Monday. It turned out that the hose leading into the power steering pump was leaking and the power steering pump needed to be replaced. A part had to be ordered and work was started on Tuesday morning but a special tool to remove the flywheel could not be located in the Chicago or Rockford areas so it had to be overnighted in to finish the job on Wednesday. A car with only 19,000 miles on it should NOT have this problem. This caused us to spend five extra days in DeKalb even though Mr. Sparks and his mechanics gave us the highest priority and got the car fixed as soon as possible. We certainly appreciate their efforts to get us back on the road. We cannot speak highly enough about this dealership. (See attached statement from Tom Sparks Buick dated 8-29-07. Note the statement that the hose was leaking due to poor manufacturing. Such honesty is refreshing!)

If we had been driving 65 mph in heavy traffic on the tollway in Chicago, as we had been doing two days before and this problem had occurred without warning, we would likely be dead and perhaps other people would be dead as well.

I have checked the National Highway Traffic Safety Administration's web site and found 75 complaints from customers on the Buick LaCrosse. Our car has experienced almost all of these complaints as well as those listed above. Five of those complaints concerned the DIC lights not working properly. When GM has had multiple complaints about a single problem they should find a fix for it instead of saying they can't duplicate it. There were also 57 technical service bulletins issued, none of which was communicated to the customers. This is no way to do business.

To sum up:

1. This car has had 2 opportunities to kill us.
2. We are currently checking out cars from other companies.
3. After two life-threatening problems with this car, the only thing GM could do for us that would EVER get us to purchase another GM product is to buy it back from us.

Sincerely, but very disgustedly,

[REDACTED]

Copy to NHTSA



April 2005

Dear Buick Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2005 model year Buick LaCrosse vehicles. The clip that secures the brake pushrod to the brake pedal arm pin could have been bent when it was installed. A bent clip may come off, allowing the brake booster pushrod to separate from the brake pedal. If this happens, pushing on the pedal will not apply the brakes and a vehicle crash could occur without prior warning.

**What Will Be Done:** Your Buick dealer will install a new brake pedal pushrod bushing and retaining clip and, if the clip was missing, a new brake pedal arm assembly. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** It will take approximately 20 minutes to install the bushing and retaining clip. If the brake pedal arm assembly requires replacement, another 40 minutes will be necessary. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your Buick dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Buick dealer be unable to schedule a service date within a reasonable time, you should contact the Buick Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.866.608.8080. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.832.8425.

If, after contacting the Buick Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).