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2007 SEP 25 PM 1:41

Inverness, FL

September 15, 2007

Vehicle Safety Hotline
Administrator, NHTSA
400 Seventh Street, SW
Washington, D.C. 20590

RE: Safety Defect - 2007 Buick Lucerne CXL

Dear Sirs:

On July 3, 2007, I accepted delivery of a 2007 Buick Lucerne CXL from Mr. Robert Haas of Eagle Buick in Homosassa, Florida. Since that time, I have driven this car over 4000 miles, thus giving it a more than fair test.

My initial driving experience with this vehicle was on an extremely overcast day; therefore, the instrument panel was fully lighted and quite visible. The next day was a completely different experience. In bright sunlight that same instrument panel faded to black and was virtually unreadable. The speedometer was difficult to see if not totally obscured, the message board below the speed indicator faded in and out with the compass indicator being invisible most of the time, and the fuel gauge was impossible to read. Since all of these instruments, especially the rate of speed, should be immediately visible to the driver, this is indeed a safety concern.

After expressing these concerns to Eagle Buick, their service department spent 2 1/2 hours examining the vehicle on July 9, 2007, and determined that the dash instruments were working within GMC specifications. This did not satisfy me as I still did not have full visibility in bright sunlight. Obviously, the GMC standards have not been set high enough for complete safety.

On July 9, 2007, I also contacted General Motors Corporation's Customer Relations Department, spoke to Mina Welch, and was assigned Case # [REDACTED]. During my conversation with Miss Welch, I was told that she could not help me but that someone from the Design Department would contact me in regard to my complaint. As of this date, I have heard from no one!

On July 16, 2007, I again contacted Eagle Buick about this problem and talked to the Service Manager, Guy Dennehy. Again I was informed that nothing could be done short of tinting the windows at additional expense to me.

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Not being able to read the instrument panel AT ALL TIMES is a serious safety defect in the 2007 Buick Lucerne CXL. GMC should be ashamed of this design flaw and take immediate steps to rectify it before there are serious accidents. They, however, do not seem particularly interested in the problem.

As not only a customer but also as a stockholder, I am appalled at the way GMC is handling this serious safety issue. Please respond.

Sincerely yours,

A large black rectangular redaction box covering the signature and name of the sender.

ESB/hs

CC: Buick Customer Assistance Center
Buick Motor Division