



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 04-FEB-2008 PM 2:07

Repository []

Reference No. 10216856

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City OMAHA State NE Zip Code [redacted]

Daytime Telephone Number [redacted]
Evening Telephone Number [redacted]
E-mail Address [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO
Signature of Owner [redacted] Date 2/11/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WC582981 [redacted]
Make BUICK Model LACROSSE Model Year 2008
Date Purchased 27-DEC-07 Dealer's Name and Telephone Number SID DILLON CHEVROLET BUCIK AND PONTIAC 402-721-2233
Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner [X] Dealer's City FREEMONT State NE Zip Code 68025
Transmission Type AUTOMATIC [X] Antilock Brakes [X] Cruise Control
Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-DEC-2007 Failure Mileage 12 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [redacted] Tire Model (Name or Number) [redacted] Tire Size (Example P215/65R15) [redacted]
DOT No. (Example: DOTM19ABC036) [redacted]
[] Original Equipment [] Prior Repair Failure Location: [redacted]
Tire Component Code [redacted] Tire Failure Type [redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [redacted] Date Manufactured: [redacted] Model No./Name: [redacted]
Seat Type: [redacted] Installation System: [redacted]
Child Seat Component Code: [redacted] Failed Part: [redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash [] Yes [X] No Fire [] Yes [X] No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2008 BUICK LACROSSE. THE PASSENGER SIDE AIR BAG HAS AN INDICATOR LIGHT THAT REMAINS DIM WHEN A PASSENGER IS SEATED IN THE SEAT. THE LIGHT ILLUMINATES WHEN AN OCCUPANT IS SEATED IN THE SEAT. THE DEALER STATED THAT THE PASSENGERS ARE NOT HEAVY ENOUGH AND SHOULD WEIGH AT LEAST 80 LBS. THE CONTACT STATED THAT HIS WIFE WEIGHS MORE THAN 80 LBS. THE DEALER STATED THAT NOTHING COULD BE DONE TO CORRECT THE DEFECT. THE FAILURE MILEAGE WAS 12 AND CURRENT MILEAGE WAS 1,500.
WHEN THE PASSENGER SEAT IS OCCUPIED, THE AIRBAG INDICATOR LIGHT IS "ON" AT TIMES, AND "OFF" AT OTHERS

IS EITHER OFF OR ON WHEN

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

[REDACTED]
[REDACTED]
OMAHA, NEBR. [REDACTED]
[REDACTED]

February 4, 2008

Mr. James Bunnell, G.M.
General Motors, Inc. Buick Division
P. O. Box 33136
Detroit, Mi 48232-5136

Dear Mr. Bunnell:

On December 27, 2007, we purchased a 2008 Buick Lacrosse
CX VIN 2G4WC582981 [REDACTED] from Sid Dillon Buick in Fre-
mont, Ne.

We are experiencing a very serious safety issue. The
passenger airbag indicator light shows "OFF" at times
when my wife occupies the seat.

We returned to the dealer and asked them to repair it.
They informed us there was nothing wrong after checking
the codes. They explained she probably did not weigh
enough for the sensor to activate (she weighs 130 pounds)
and should eat more Big Macs. This is ridiculous and
ludicrous at best. After two subsequent calls, they
still say there is nothing they can do.

We did report it to your customer assistance department
file [REDACTED]. All they did was ask the dealer-
same answer.

When I ask all these people if they would be comfort-
able riding with their spouse in this situation, they
say "NO".

What can be done to repair this problem? Please advise.

Thank you in advance.

Yours very truly,
[REDACTED]
[REDACTED]

cc: Mr. Richard Wagner