



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

Repository ☐

06-FEB-2008

Reference No.

10217092

2008 FEB 25 PM 3:07

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City MCKEES ROCKS State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 2/12/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

2G4WE56765 [REDACTED]

Make

BUICK

Model

LACROSSE

Model Year

2005

Date Purchased
06-SEP-05

Dealer's Name and Telephone Number
1 COCHRAN 712-488-4444

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner
☒

Dealer's City
PITTSBURGH

State
PA

Zip Code
15205

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 20

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-MAR-2007

Failure Mileage
14000

Failure Speed
0

DIGITAL & Analog gauges too dim to read when driving - need to take eyes off road for too long to read.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ 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 2005 BUICK LACROSSE. THE INSTRUMENT PANEL AND THE DRIVER INFORMATION CENTER ARE DIFFICULT TO READ DURING THE DAY OR EARLY MORNINGS BECAUSE THE SENSORS ARE DIM. THE DEALER REPLACED THE LIGHT CLUSTER SWITCHES AND STATED THAT THE INSTRUMENT PANEL AND INFORMATION CENTER WERE DESIGNED WITH DIM LIGHTING; THEREFORE, REPLACEMENTS WOULD NOT CORRECT THE FAILURE. THE CURRENT MILEAGE WAS 15,500 AND FAILURE MILEAGE WAS 14,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When headlights come on automatically during morning or evening hours, DRIVER INFO CENTER is too dim to be read at a glance. You must take your eyes off road and stare at it for an unsafe amount of time to attempt to read DIC or gauges. Also, there is insufficient lighting in dash during daylight to safely read gauges due to deep inset and no lighting. It is a serious distraction and a safety hazard. After several repair visits dealer says sees problem but it is working as designed. Unsafe design needs ~~re~~engineered.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

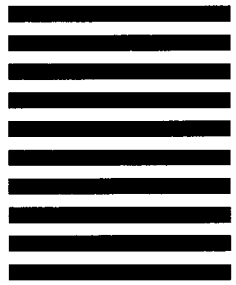
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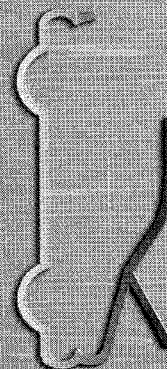
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has a safety defect?**



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Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



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**Document ID# 1968698
2005 Buick LaCrosse**

Feedback

Print

Subject: I/P Is Difficult To See At Dusk Or Dawn - keywords
backlighting cluster control gages hvac instrument panel
#PIC4493 - (05/03/2007)



Models: 2005-2007 Buick LaCrosse and Allure (Canada Only)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

The customer may comment that the I/P is difficult to see at dusk or dawn.

Recommendation/Instructions:

Cause:

The ambient light sensor may sense that it is sufficiently dark under these conditions that the BCM will activate the automatic headlamps. When this happens, normal I/P dimming occurs, causing the customer concern.

Correction:

This is normal operation of the vehicle and there is no correction for this concern. Engineering is evaluating this feature but it is unclear at this time if any change will be possible.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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**Document ID# 1968698
2005 Buick LaCrosse**

Feedback

Print

- Revised power steering tightening specifications.
- 52 TSB No.: 4011 NHTSA No.: 10020881 TSB Date: January 1, 1901
Failing Component:
 Air Bags
Description of Summary:
 Air bag indicator light is on.
- 53 TSB No.: 060941008 NHTSA No.: 10021111 TSB Date: January 1, 2007
Failing Component:
 Air Bags
Description of Summary:
 Airbag readiness light on with dtc B0081 or B0092 set in passenger presence system (pps) sdm.
- 54 TSB No.: 060601014 NHTSA No.: 10021117 TSB Date: January 1, 2007
Failing Component:
 Engine And Engine Cooling:Engine
Description of Summary:
 L36, i67, i26, i32, i41, b9, mn7, m15. Ticking or knocking type noise coming from the engine or transmission area.
- 55 TSB No.: 4493 NHTSA No.: 10021694 TSB Date: January 1, 1901
Failing Component:
 Digital Instrument Panel
Description of Summary:
 I/p is difficult to see at dusk or dawn.
- 56 TSB No.: 4484 NHTSA No.: 10021943 TSB Date: January 1, 1901
Failing Component:
 Engine And Engine Cooling:Engine
Description of Summary:
 May not start or may not stay running intermittently.
- 57 TSB No.: 060232009 NHTSA No.: 10022924 TSB Date: August 1, 2007
Failing Component:
 Steering
Description of Summary:
 Overview of steering system noises.
- 58 TSB No.: 4553 NHTSA No.: 10022423 TSB Date: January 1, 1901
Failing Component:
 Seat Belts:Front
Description of Summary:
 Passenger seatbelt light on with nobody in the front passenger seat.

2005 Buick Lacrosse

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Failing Component: Visibility:Defroster/Defogger System:Windshield:Blower		
Description of Summary: Car issues - fix it right the first time (new issues in bold). To include 2006 and 2007 models. Gm. Tech link.		
39 TSB No.: 3780A	NHTSA No.: 10018548	TSB Date: January 1, 1901
Failing Component: Equipment:Electrical:Air Conditioner		
Description of Summary: Hvac operation during remote start.		
40 TSB No.: 050232007	NHTSA No.: 10018690	TSB Date: November 1, 2005
Failing Component: Steering		
Description of Summary: Power steering moan or groan noise while driving.		
41 TSB No.: 3679	NHTSA No.: 10019236	TSB Date: January 1, 1901
Failing Component: Engine And Engine Cooling:Exhaust System:Emission Control		
Description of Summary: Service vme - diagnostic trouble code P0420 or P0430.		
42 TSB No.: 3692A	NHTSA No.: 10019432	TSB Date: January 1, 1901
Failing Component: Power Train:Automatic Transmission		
Description of Summary: Ticking or knocking noise cracked or broken flexplate.		
43 TSB No.: 3936	NHTSA No.: 10019443	TSB Date: January 1, 1901
Failing Component: Steering		
Description of Summary: Unwanted stabilitrak and/or C0710 after steering wheel position sensor replacement. Updated 03-01-07.		
44 TSB No.: 3692	NHTSA No.: 10019447	TSB Date: January 1, 1901
Failing Component: Power Train:Automatic Transmission		
Description of Summary: Ticking or knocking noise, cracked or broken flexplate.		
45 TSB No.: 010232001F	NHTSA No.: 10019516	TSB Date: February 1, 2006
Failing Component: Steering		
Description of Summary: Clunk felt/noise heard from steering column, steering gear and/or front of vehicle during turning maneuver and/or steering wheel rotation.		
46 TSB No.: 050601035	NHTSA No.: 10019581	TSB Date: December 1, 2005
Failing Component: Engine And Engine Cooling:Engine		
Description of Summary: L26,I32, I67 excessive oil consumption (replace exhaust valve stem seals).		
47 TSB No.: 4105	NHTSA No.: 10020049	TSB Date: January 1, 1901
Failing Component: Steering:Column		
Description of Summary: Steering column damage when suspending cradle from intermediate shaft.		
48 TSB No.: 3423	NHTSA No.: 10020691	TSB Date: January 1, 1901
Failing Component: Engine And Engine Cooling:Engine		
Description of Summary: 3.6 ly7 with cam actuator dtc. Dtc codes, P0016, P0017, P0018, P0019, P0008, or P0009.		
49 TSB No.: 060310007	NHTSA No.: 10020708	TSB Date: June 1, 2006
Failing Component: Suspension		
Description of Summary: Tire/wheel vibration at 64-96 km/h (40-60 mph). Goodyear tires p225/60r16 integrity tires only.		
50 TSB No.: 060730023	NHTSA No.: 10020766	TSB Date: September 1, 2006
Failing Component: Power Train:Automatic Transmission		
Description of Summary: 4t85e transmission 1-2 shift shudder at light to moderate acceleration. Replace complete second clutch assembly.		
51 TSB No.: 060232011	NHTSA No.: 10020817	TSB Date: October 1, 2006
Failing Component: Steering		
Description of Summary:		

25	TSB No.: 3360	NHTSA No.: 10017269	TSB Date: January 1, 1901
	Failing Component: Structure:Body:Door:Hinge And Attachments		
	Description of Summary: Outside door handles sticking in the outward position after vehicle exposure to a car wash, heavy rain or snow and below freezing temperatures.		
26	TSB No.: 050523006	NHTSA No.: 10017362	TSB Date: August 1, 2005
	Failing Component: Service Brakes, Hydraulic		
	Description of Summary: Front brake moan and/or groan noise during brake apply.		
27	TSB No.: 050139003	NHTSA No.: 10017369	TSB Date: August 1, 2005
	Failing Component: Equipment:Electrical:Air Conditioner		
	Description of Summary: Intermittent c2 automatic hvac controls inoperative.		
28	TSB No.: 050940003	NHTSA No.: 10017375	TSB Date: August 1, 2005
	Failing Component: Seat Belts:Front:Buckle Assembly		
	Description of Summary: Passenger seat belt buckle hard to move past stitching and/or finish knot is fraying.		
29	TSB No.: 050864005	NHTSA No.: 10017454	TSB Date: February 1, 2005
	Failing Component: Structure:Body:Door:Hinge And Attachments		
	Description of Summary: Door handle sticks when ambient temperatures are below 0 degrees c (32 degrees f).		
30	TSB No.: 050232004	NHTSA No.: 10017514	TSB Date: June 1, 2005
	Failing Component: Steering:Hydraulic Power Assist System		
	Description of Summary: Revised power steering pump mounting bolt torque specification.		
31	TSB No.: 050804037	NHTSA No.: 10017535	TSB Date: June 1, 2005
	Failing Component: Electrical System		
	Description of Summary: Certain instrument panel gauges go to zero and/or intermittent engine stall.		
32	TSB No.: 05539	NHTSA No.: 10017551	TSB Date: April 1, 2005
	Failing Component: Power Train:Automatic Transmission:Control Module (Tcm, Pcm)		
	Description of Summary: Product emission recall to replace the powertrain/engine control module (pcm/ecm). The powertrain/engine control module (pcm/ecm) may have been manufactured with damaged internal ic chips, which may affect the fuel pump control and egr out		
33	TSB No.: 050849022	NHTSA No.: 10017843	TSB Date: September 1, 2005
	Failing Component: Equipment:Electrical		
	Description of Summary: Driver information center (dic) fuel economy reading is erratic.		
34	TSB No.: 709	NHTSA No.: 10018126	TSB Date: September 1, 2005
	Failing Component: Engine And Engine Cooling		
	Description of Summary: Oil life system reset procedures - cars. Gm tech link.		
35	TSB No.: 709	NHTSA No.: 10018156	TSB Date: September 1, 2005
	Failing Component: Service Brakes, Hydraulic		
	Description of Summary: Car issues - fix it right the first time (new issues in bold). To include 2006 and 2007 models. Gm. Tech link.		
36	TSB No.: 709	NHTSA No.: 10018156	TSB Date: September 1, 2005
	Failing Component: Fuel System, Gasoline:Fuel Injection System:Injectors		
	Description of Summary: Car issues - fix it right the first time (new issues in bold). To include 2006 and 2007 models. Gm. Tech link.		
37	TSB No.: 709	NHTSA No.: 10018156	TSB Date: September 1, 2005
	Failing Component: Visibility		
	Description of Summary: Car issues - fix it right the first time (new issues in bold). To include 2006 and 2007 models. Gm. Tech link.		
38	TSB No.: 709	NHTSA No.: 10018156	TSB Date: September 1, 2005

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Failing Component: Electrical System Description of Summary: Hvac head and harness. This includes 2005 buick allure.		
13	TSB No.: 050139001	NHTSA No.: 10014973
TSB Date: March 1, 2005 Failing Component: Visibility:Defroster/Defogger System:Windshield:Blower Description of Summary: Blower motor inoperative or intermittent, blower speed may drop or blower continues to run after key off. Repeat blower module failure or logic lock after tsb 05-01-39-001a has been performed. Tsb 05-01-39-001a not yet received.		
14	TSB No.: 050604016	NHTSA No.: 10014995
TSB Date: May 1, 2005 Failing Component: Engine And Engine Cooling Description of Summary: Engine will not crank.		
15	TSB No.: 050898001	NHTSA No.: 10015037
TSB Date: March 1, 2005 Failing Component: Structure:Body Description of Summary: Laminated steel - general information and specific repair procedures for wheelhouse replacement - front, extension replacement front compartment side rail - rear and rail replacement - lower.		
16	TSB No.: 05524	NHTSA No.: 10015051
TSB Date: February 28, 2005 Failing Component: Electrical System Description of Summary: Ucm reprogram.		
17	TSB No.: 3588	NHTSA No.: 10016489
TSB Date: January 1, 1901 Failing Component: Seat Belts:Front Description of Summary: Several right front seat belt assemblies have been returned through the 100% launch part return process with a customer complaint of seat belt difficult to lower past stitching on seat belt webbing.		
18	TSB No.: 3505	NHTSA No.: 10016490
TSB Date: January 1, 1901 Failing Component: Electrical System Description of Summary: Diagnostic trouble codes involving mass air flow (maf)/intake air temperature (iat) sensor; barometric pressure (baro) sensor; engine oil pressure (eop) sensor; throttle position (tp) sensor; accelerator pedal position (app) sensor; a/c ref		
19	TSB No.: 3533	NHTSA No.: 10016867
TSB Date: January 1, 1901 Failing Component: Electrical System Description of Summary: Intermittent / hard / no start, fuel gauge inoperative / fluctuates, service engine soon / check engine light on, anti-lock braking system (abs) warning light on, tcs warning light on.		
20	TSB No.: 3250A	NHTSA No.: 10016949
TSB Date: January 1, 1901 Failing Component: Engine And Engine Cooling:Engine Description of Summary: Bulletin-sit-bulletin-1704148: 3.6 ly7 rough idle.		
21	TSB No.: 3435	NHTSA No.: 10017038
TSB Date: January 1, 1901 Failing Component: Electrical System Description of Summary: Intermittent stall and/or intermittent gauge fluctuation. To include 2005 buick allure (canada only).		
22	TSB No.: 3365A	NHTSA No.: 10017095
TSB Date: January 1, 1901 Failing Component: Power Train:Automatic Transmission:Torque Converter Description of Summary: Ticking or knocking noise cracked or broken flexplate. Various models including oldsmobile bonneville 2006.		
23	TSB No.: 3276	NHTSA No.: 10017140
TSB Date: January 1, 1901 Failing Component: Latches/Locks/Linkages:Trunk Lid:Lock Description of Summary: Trunk release actuator inoperative.		
24	TSB No.: 3453	NHTSA No.: 10017150
TSB Date: January 1, 1901 Failing Component: Engine And Engine Cooling:Engine Description of Summary: Engine whine noise from 0 30 mph at 1000 2500 rpm.		

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or
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that would want
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|----|--|---------------------|---------------------------|
| 1 | TSB No.: 010232001 | NHTSA No.: 618086 | TSB Date: August 1, 2007 |
| | Failing Component:
Steering | | |
| | Description of Summary:
Concerns with clunk noise from front of vehicle turning maneuver / steering wheel rotation. (lubricate or replace intermediate shaft as appropriate). Updated 10/05/07. | | |
| 2 | TSB No.: 030848005A | NHTSA No.: 10005564 | TSB Date: March 1, 2005 |
| | Failing Component:
Equipment | | |
| | Description of Summary:
Compass zone adjustment and calibration procedure during pre-delivery inspection. Various models including 2002-2004 light duty trucks. Update to include 2005 buick allure. | | |
| 3 | TSB No.: 3183 | NHTSA No.: 10010606 | TSB Date: January 1, 2005 |
| | Failing Component:
Electrical System: Battery | | |
| | Description of Summary:
Battery saver active message. | | |
| 4 | TSB No.: 3203 | NHTSA No.: 10011634 | TSB Date: January 1, 1901 |
| | Failing Component:
Electrical System | | |
| | Description of Summary:
Bcm programming procedure. | | |
| 5 | TSB No.: 3235 | NHTSA No.: 10011720 | TSB Date: January 1, 1901 |
| | Failing Component:
Power Train: Automatic Transmission | | |
| | Description of Summary:
Engineering investigation on the new transmission control module. | | |
| 6 | TSB No.: 040089046 | NHTSA No.: 10012720 | TSB Date: October 1, 2004 |
| | Failing Component:
Equipment: Other: Owners/Service/Other Manual | | |
| | Description of Summary:
Per delivery and service guide. | | |
| 7 | TSB No.: 040867008 | NHTSA No.: 10012746 | TSB Date: October 1, 2004 |
| | Failing Component:
Visibility: Sun Roof Assembly | | |
| | Description of Summary:
Sunroof creak. | | |
| 8 | TSB No.: 3314A | NHTSA No.: 10013492 | TSB Date: January 1, 1901 |
| | Failing Component:
Structure: Body: Door | | |
| | Description of Summary:
Doors may not close properly in freezing temperatures. 2005 buick allure included. | | |
| 9 | TSB No.: 3307 | NHTSA No.: 10013545 | TSB Date: January 1, 1901 |
| | Failing Component:
Electrical System: Starter Assembly | | |
| | Description of Summary:
No crank no start. | | |
| 10 | TSB No.: 0804 | NHTSA No.: 10014346 | TSB Date: August 1, 2004 |
| | Failing Component:
Engine And Engine Cooling: Engine | | |
| | Description of Summary:
Oil life system reset procedures - cars. | | |
| 11 | TSB No.: 03102005 | NHTSA No.: 10014848 | TSB Date: March 10, 2005 |
| | Failing Component:
Engine And Engine Cooling | | |
| | Description of Summary:
Engine control module ecm reprogram. | | |
| 12 | TSB No.: 3411A | NHTSA No.: 10014949 | TSB Date: January 1, 1901 |

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