



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: 23-JUL-2008
 Repository:
 Reference No.: 10235450

OWNER INFORMATION (Type or Print)

Name: [Redacted] Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
 Address: [Redacted] Evening Telephone Number: [Redacted]
 City: KATY State: TX Zip Code: [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: _____ Date: ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2G4WD56275 [Redacted]
 Make: BUICK Model: LACROSSE Model Year: 2005
 Date Purchased: 06-13-05 Dealer's Name and Telephone Number: DAVID TAYLOR (713-777-2853)
 Original Owner: Dealer's City: HOUSTON State: TX Zip Code: 77074 Engine: 6 No: Cylinders
 Transmission Type: AUTOMATIC Antilock Brakes: Powertrain: [Redacted] Cruise Control:
 Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING:ENGINE
 Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 27-MAY-2008 Failure Mileage: 25000 Failure Speed: _____

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 CONTACT NOTICED THAT THE OIL LEVEL ON HIS VEHICLE WAS STEADILY DECREASING EVERYTIME THE VEHICLE WAS DRIVEN. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND WAS INFORMED THAT NO SERVICE COULD BE PERFORMED FOR THE OIL CONSUMPTION FAILURE UNTIL THE VEHICLE CONSUMES MORE THAN ONE QUART OF OIL EVERY 2,000 MILES. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. SPEED WAS NOT A FACTOR. THE CURRENT MILEAGE WAS 27,340 AND FAILURE MILEAGE WAS 25,000.

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 to 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]
Katy, TX [REDACTED]

July 5, 2008

Mr. G Richard Wagoner Jr.
Chairman & Chief Executive Officer
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265-3000

Dear Mr. Wagoner:

On June 23, 2008 I spoke with Ms. Randy Miller at the Buick Customer center regarding the excessive oil consumption issue with my new 2005 Buick Lacrosse she provided me with a GM Reference No. 71-638709844 and forwarded my concerns to another Buick person. On June 30, 2008 I talked with Ms. Shenel Smith, from Buick (866-790-5700; ext. 21091). Ms. Smith informed me that the oil consumption test that my Buick dealer in Houston (David Taylor Cadillac) had conducted indicated that the oil consumption of my car was acceptable.

Mr. Wagoner since I graduated from college in 1966 I have been a customer of GM (and my Dad before me), I have never owned a GM vehicle that has consumed any oil, except for this 2005 Buick Lacrosse, VIN: 2G4WD56275 [REDACTED], which now has about 26,000 miles.

Since 1990 I have owned six Buick's, a Sky Lark, Two Park Avenues, a Lesabre, a Century, that my wife still drives, and now this Lacrosse. In this same period of time I purchased, three new GM vehicles for our kids to take to college, a Grand Am, a Cavalier, and a GMC Sonoma truck; none of these vehicles consumed any oil either. Currently one of our sons owns a new Suburban and the other son owns a new Tahoe, these GM vehicles are also not using oil.

After the oil consumption test was conducted on this 2005 Lacrosse, my dealer provided me with GM document No. 01-06-01-011D, where GM is informing customers that from 1998-2007, GM passenger cars and other vehicles consume oil and that if the oil consumption is no more than a quart of oil every 2000 miles, this would be okay. I cannot accept this since my experience with many GM vehicles has never been one of oil consumption. The 2001 Century, that we still own, and by the way it has been a remarkable vehicle so far, and the 1999 Park Avenue that I traded in for this new 2005 Lacrosse both of which fall in this time period of 1998-2007 that your document encompasses did not use oil. If prior to purchasing this new 2005 Lacrosse I had been informed that the vehicle would consume oil, I would not have bought it.

As you can see the [REDACTED] family have been GM customers for over half a century, and the upcoming generation of [REDACTED] is purchasing GM products too. I think that the health and success of GM should be a priority to all Americans, the company is terribly important to our economy. We will continue to award you with our purchases as long as the product line remains competitive and the quality of the vehicles are second to none. My wife's 2001 Century has about 80,000 miles and she is considering trading it soon, but she is very concerned about this oil consumption issue, and she is looking at other brands of automobiles, because she says that she will not drive a car 'that she is going to have to carry oil cans in her trunk, just in case'.

I have been informed that GM has issued Technical Service Bulletin 05-06-01-035A detailing how this oil consumption problem can be fixed.

I am requesting that you correct this oil consumption problem in my 2005 Lacrosse in order to restore the confidence and trust that we have placed and depended on our GM vehicles for so many years.

Sincerely,

[REDACTED]