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Mncsk Corner, SC [REDACTED]
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EXECUTIVE SECRETARIAT
2009 AUG -4 P 4: 10

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RECEIVED - NHTSA

Attention: Administrator, NHTSA
400 Seventh Street, SW,
Washington, DC 20590

To whom it may concern:

I am writing you for your help in this matter;
We purchased 2008 Buick Lacrosse Vin # 2G4WD582181 [REDACTED] on 9/10/2008 from
McElveen Pontiac Buick-GMC Truck address is I-26 & 17A in Summerville, SC 29483
This was a new vehicle. The following problems have accrued.

1. I could smell a slight bad order when I picked up the new car. The salesman told me it was the new car smell. It smells like urine.
2. On 12/22/09 service was performed on the car and even then I told them that I could smell a strong urine smell. I called back to the dealership and was told by Mike is was oil that may have spilled onto the engine, he say give it a few days. I new it was not oil because it smelled like urine (Stale). I told them that this odor was causing me to have sinus problems and headaches and I felt that it was making me sick. I have had several respiratory infections because of this.
3. I kept calling back to the service department and was told it was oil for me to try a dcodorize) it did not help
4. On 3/24/09 Service was done again on the car and again I told then about the smell.
5. On 4/20/09 I wanted to speak with a manger and I did(Mr.Zackery)
On 4/20-/09 an A/C deodorize was performed
6. The smell continued and on 4/27/09. I stated I wanted to speak with the General Manager (Mr. Todd) He assured me things would be taken care of (Please note I was told by the service department that the A/C Kit was done wrong previous They performed another A/C kit Deodorize/

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7. I called several times to let them know that the bad odor was still there. (At this I told MR. Todd and Mr. Zackary that I could not handle this smell it was making me sick. They put an ozone machine inside the car and told me to run the AC all the time.
8. **I have run the AC all the time which it causes my gas bill to go thru the roof!!**
9. On 6/4/09 they performed another AC deodorize on the car.
10. Again on 6/23/09 I told them I needed help!!!!
11. On 7/2/09 I went by the dealership and told Mr. Zackary something had to be done. I was staying sick with headaches and sinus problems and infections. The smell was still there and even now when I get into the car and after I crank it with the AC on it still smells.
12. **I should not have to rone an AC all the time and I should not have to subject myself to being sick just to drive my new car!!!!**
13. GM Motors will have to give me a car that does not make me sick. I have done everything that the dealership has said and both MR. Zackary and Mr., Todd said my next step would be contacting you!

I have put up with this long enough. I feel I and spending money to be sick.

I am asking you to exchange this car for a new one that does not make me sick.

I am writing you and BBB Auto Line Program (Council of Better business Bureaus, Inc. and Buick Customer Assistance Center

Please I would like this resolved, I can not take it mush longer. Mr. Todd and Me Zackary have both been witness to this smell.

I look forward to hearing from you soon. I also feel that I am being put me off to make this situation last longer. I need your help.

Sincerely Yours

[REDACTED]

just a note I was told by dealership, this was smold all fiftas was changed but smell still there