



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

August 25, 2009

[REDACTED]
[REDACTED]
Moncks Corner, SC [REDACTED]

NVS-216 rrr
Ref. # 10279988

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2008 Buick Lacrosse vehicle. Your correspondence was received by The National Highway Traffic Safety Administration (NHTSA) Office of Defects Investigation on August 4, 2009.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufactures to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or solve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorist are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. In your letter you state smelling a bad odor inside your (MY) 2008 Buick Lacrosse vehicle and the servicing dealer can not remedy the problem. NHTSA is aware of General Motors (GM) Technical Service Bulletin (TSB) (Article No. 99-01-39-004B, copy enclosed) concerning a bad odor in certain GM vehicles. However a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Please contact your local dealership or GM for more details and have your make, model, model year, and vehicle identification number available for their information.

Your request to have GM replace you vehicle however does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency,



Better Business Bureau, or the South Carolina Office of the Attorney General regarding your problem and your rights under South Carolina Lemon Law. You may also ask your dealership for a meeting with a GM district manager regarding your problem.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation

Enclosures