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Administrator, NHTSDA
400 Seventh Street, SW
Washington, D. C. 20590

Gentlemen:

I bought a 2008 Buick Lacrosse in November, 2007. From the very beginning, I had trouble with the dash lights. I have driven as far as 125 miles in the early morning with no dash lights. At night and heavy overcast days they will not work a lot of the time. The only thing that you can see is the odometer and trip mileage. I say this a safety hazard if you cannot see how fast you are going. I have resorted to carrying a flash light in the car so I can check the speed when this thing does not work.

I wrote a letter to General Motors (Toledo Office--I was told to send it there) on March 2, 2010. They have not shown me the courtesy of a reply at this time. I am sending a copy of the letter.

I would appreciate any help that your office might give me.
Thank you.

[Redacted]

Williamsburg, Ky. [Redacted]

Ph. [Redacted]

Gentlemen

I bought a 2008 Buick Lacrosse from Johnny Watkins Buick (London, Ky) in November, 2007. The automatic dash lights did not work properly from the beginning. Part of the time the only thing you could see was the odometer reading. The dash lights go off and on.

I took the car back to Johnny Watkins Buick sometime in Decembver. I told them about the problem that I was having with the automatic eye. I was told by the Service Manager that they were aware of the problem and that they were expecting a directive from General Motors telling them how to solve the problem. Johnny Watkins went out of business.

I took the car to Falls Group Buick in Corbin <y several times. Each time I explained to them what the problem was. I was told that was the way the automatic eye worked . The little girl in the service department said that you just sorta havwe to get used to it. I told them that I wanted to know fast I was going, how much gas was in the tank, and the temperture of the motor. At night and heavy overcast days much of the time the automatic light does not work and the only thing y0u can see is the odometer reading.

I talked to Martin several times at 1-866-790-5700(2234)-721-71-767-327-761. I told him what the problem was. He told lme to take the car to Tincher-Williams Buick in London, Ky-30 miles from my home. They replaced one part but that did not correct the problem.

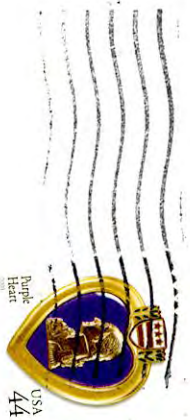
I have talked to two people in our coffee club that had the same problem that I have. One of them had a 2005 Cadillac and after two years they solved the problem--they bought a Lincoln. The other party had a Buick with the same problem--they are now driving a Mercury. They both have lights in the dash now.

I hope someone can come up with a solution with this problem.

I have not had any other problem with the car except the automatic eye that controls the dash lights.

Williamsburg, Ky.

Williamshung, Rg



Administrators of NYS
400 Seventh Street, NW
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