

JAN 10 2012

NHTSA – Administrator
1200 New Jersey Ave. SE
Washington, D.C. 20590

1/10/2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Dear Sir:

I am writing regarding a defective AIR BAG, warning system / defective unit on our 2009 Buick for more than a year.

We have trouble with the warning system , when a person is seated in the passenger seat the warning light will be on at times and off at times. As of this date the dealer has not been able to correct the problem or nor has General Motors had a solution.

Concerns: -Safety of the passenger, nor do I want to sell a defective auto to another.

History: Over year plus we started getting different signals on the instrument panel. (ABS, seatbelt, air bag, tire pressure, radio, etc.) Many have been corrected, but safety issue is still present.

My Actions:

1. Took the car for service on several occasions and was told these problems are had to solve unless are present when bring the vehicle service.
2. Took the car in for service on three occasions with the conditions present with the car running with a person in the passenger in the seat. The service representative agreed that there was a problem. It is still not repaired.
3. Contacted GM and they scheduled and appointment with Suburban Buick in which they had the car for eight days. Everything seemed satisfactory, but after three days the air bag warning system and panel lights started to act up.
4. I believed my only solution was a new auto, while at Suburban the service department want another chance to correct the problem. They kept the car over night and within twenty-four hours the problem returned.
5. This is the condensed history. We appreciate Suburban for attempting to make the repairs.

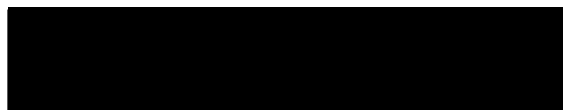
My Solution: On January 4, 2012 we purchased a new Ford Edge, trading in our 2003 Envoy, which was used as a second car. We are using the 2009 Buick as a service vehicle.

HC
6/19/12
DW

Thank you for reviewing my concerns regarding the safety of our 2009
Buick, ven. # 2G4WC582891 [REDACTED]

[REDACTED]
Bloomfield Hills, Michigan [REDACTED]
[REDACTED]

CC: Suburban Buick
General Motors

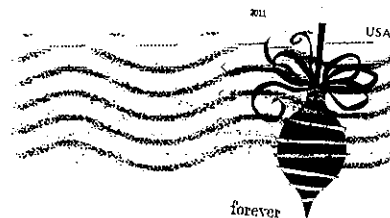


Bloomington, IL, MI



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N. H. T. S. A. Director

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