

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

NATIONAL TRANSPORTATION SAFETY BOARD *CL-10445311-5817*
WASHINGTON, D. C. 20594

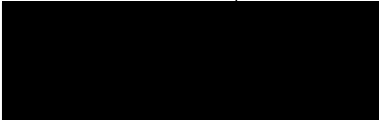
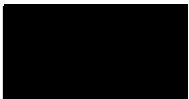
Date 1/23/12

The enclosed correspondence is referred to your office for such action as may be necessary.

The writer has been notified of this referral.

Remarks:

JAN 30 2012


Bloomfield Hills, MI. 

L
Enclosure

National Transportation Safety Board

Dec 15, 2011

National Transportation Safety Board.

490 L'Enfant Plaza

Washington, D.C. 20594

JAN 30 2012

Dear Sirs:

I am writing to you because I believe there is a problem ^{safety} with the Air Bag passenger side on our 2009 Buick La Crosse that can not be fixed. When a passenger is sitting in the seat the indicator will be on or off at will.

A quick history: (Purchased Feb 2009)

1. The problem started when we had the 10k service. When driving home the ABS light came on. I returned to the dealership. They stated no problem we will reset and it will take a few minutes. Three plus hours later the car was returned.

2. After that - The panel lights, ABS light, air bag light, seat belt one later on the tire pressure along with a rattle and clunking sound.

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020112
DWS

3. I reported the problem each time I had service. The answer was these problems are hard to solve when everything is now working. (Twice, I drove into the dealership with the problem present, and showed them the problem.

4. I believe the only solution was to purchase a new auto. Friend said "Contact M.M." I did and Raphael contacted me & set an appointment with the Service Manager. The Service Manager agreed we had a problem. He ask if we could leave the car for a couple of days. We left the car on ~~Nov 7~~ Nov 7 and it was ready on Nov 15, 2011. Everything seemed OK, But

5. Nov 18, 2011 - The Air Bag ^{and noise} popped up panel lights - I had it, went to the dealer. to purchase a new car. I pointed out that problem was present again ^{to the write up person} he agreed and introduced us to Mr. Richard Bell a salesperson. We looked over the cars and agreed on a make and model. While looking how to find

and the rebates etc. I noted
once when the Mr. Bell did not
mention, he stated that it was
something that G.M. has to grant
and I asked would I qualify - He
said "I don't know". I said "I would
like to look into this rebate or what"

6. Called Raphael at Buick Customer
Service and was transferred to Tiffy.

I spoke with Tiffy about the
problem and she stated she
would look into the situation

7. After several phone tags - Tiffy
informed that G.M. could do nothing.
The dealer installed the most
up to date parts and everything
was working -

8. I stated "No" - Air Bags,
Parcel Lights and the Clunk
and noise had returned -

9. She repeat number 7 - I then
ask what are my options -
I guess take it back to the
dealer. I stated this was not
an option as it has been
going on for over a year
and I believe we have a
safety problem. I then hung up.

I still believe we have
a safety issue with the auto
but ~~but~~ it was ever in an accident...???

My solution - We will be
purchasing a new auto after
the Holidays, but not a G.M.
(Ford or Chrysler). The experience
has be costly, but only money
not a health issue.

Lastly - I hope the person who
purchased this used car is safe

Thank You

[REDACTED]
Bloomfield Hills, MI [REDACTED]
[REDACTED]

C.C. - G.M. Customer Service (Buick)
Suburban Buick - Cadillac
U.S. Rep Gary Peters

7-11-68

2021-03-23

HS



forever.

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