



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

1200 New Jersey Avenue SE.
Washington, DC 20590

January 27, 2012

[REDACTED]
Bloomfield Hills, MI [REDACTED]

NVS-216 mec
Ref. No. 10445311

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2009 Buick Lacrosse vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or 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 resolve disputes between individual owners, dealers, or manufacturers.

In your letter you indicate the when a person is seated in the front passenger seat, the air bag warning light will turn on and off. You also indicate that that several warning lights will intermittently illuminate on the instrument panel.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problems you encountered with the air bag system and instrument panel warning lights in MY 2009 Buick Lacrosse vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention

If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Michigan Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with General Motors district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

You may also want to seek immediate help with your vehicle complaint by contacting the Better Business Bureau (BBB) AUTO LINE Program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file and review eligibility information, or call 1-BBB-AUTO-LINE at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement