

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 21-JUL-2014	Repository ☐ Reference No. 10615040
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OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					NOEMAIL@UNK.GOV
City	State	Zip Code		Evening Telephone Number	
RANSON	WV				

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WD582X91		Make BUICK	Model LACROSSE	Model Year 2009
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-MAY-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS	Failure Mileage 65000	Failure Speed 0
--	--------------------------	--------------------

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2009 BUICK LACROSSE. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED INTERMITTENTLY. THE CONTACT WAS MADE AWARE OF RECALL NHTSA CAMPAIGN NUMBER 14V355000 (ELECTRICAL SYSTEM). HOWEVER, THE VIN WAS NOT INCLUDED ON THE RECALL. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 65,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Enclosure # 1

[REDACTED]
Ranson, WV [REDACTED]
August 16, 2014

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

SEP - 9 2014

Dear Sir or Madam:

Reference is made to the attached DOT Auto Safety Hotline, Vehicle Owner's Questionnaire, with Reference Number 10615040 (ENCLOSURE # 1).

Thank you for the opportunity to update our safety concerns about our 2009 Buick LaCrosse CXL, VIN: 2G4WD582X91[REDACTED]

Since my telephone call to DOT's Auto Safety Hotline on July 21, 2014, GM has recalled our 2009 LaCrosse for Ignition Switch under NHTSA-14V3555000, GM recall N14299 (or N140299). Our safety concern with the recall is there is no GM solution, remedy or parts available to fix this dangerous problem according to the GM recall literature (ENCLOSURE # 2). We have expressed our concerns in writing to our local Buick dealer (Guy's Buick, Ranson, WV 25438) per our attached letter dated August 4, 2014 (ENCLOSURE # 2).

Guy's Buick informed us the ignition switch recall is not related to our safety concerns with the airbag malfunctions in our 2009 LaCrosse. That concern is the airbag warning light on the driver's instrument panel goes on and off intermittently to warn us the airbag is not working. We also note the passenger side airbag warning light does the same thing. Specifically, the passenger side warning light indicates the airbag on the passenger side is "off" even when there is a passenger present in that seat. Clearly, the lack of functioning airbags for the driver and/or passenger represents a highly dangerous condition that could result in injury or death during an accident.

GM has known about the defective airbag problem on the Buick Lacrosse since at least 2007. We owned a 2005 Buick LaCrosse CXL, VIN: 2G4WD562251[REDACTED] and it was repaired on April 20, 2007 (ENCLOSURE # 3) and again on August 10, 2007 (ENCLOSURE # 4), for exactly the same airbag problem we have with our 2009 Buick LaCrosse CXL. Please see attached copies of the GM repair orders and the GM's Document ID# 1886902 (ENCLOSURE # 5) for DTC airbag codes B0081 and B0092 for our 2005 Buick LaCrosse CXL.

Guy's Buick recently used a scan tool on our 2009 Buick LaCrosse and found DTC B0092 (Passenger Presence System). That is the same DTC code, and we have the exact same airbag problem in our 2009 LaCrosse that GM addressed on our 2005 Buick LaCrosse CXL.

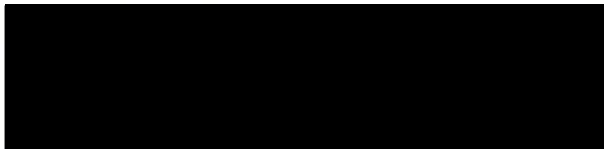
In conclusion, our safety concerns about our 2009 Buick LaCrosse CXL are the following:

- GM has no remedy for the ignition switch problem and no projected date for a remedy.
- The intermittent airbag warning lights mean the front driver and passenger side airbags in our car are not working when we are driving the car.
- Individually and/or combined, these two safety issue place our lives at risk. Clearly, the risk to all GM drivers for these auto safety concerns increases the problem exponentially.
- The documented fact that GM knew about the airbag problem in the Buick LaCrosse since at least 2007 (per GM's Document ID # 1886902 – ENCLOSURE # 5) and did not recall the cars for this life-threatening situation is highly distressing.
- We have reached the point where we are seriously concerned for our safety in driving our 2009 Buick LaCrosse.

Thank your for your consideration of our concerns and for the work your department does to help address the automobile safety concerns for the American public.

We are sending a courtesy copy of this letter and attachments to Buick/GM as well with the hope they will take immediate action to address these safety concerns for all GM drivers impacted by these two significant safety issues.

Sincerely



5 Enclosures
as stated

cc: Buick Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

Guy's Buick-GMC Truck, Inc.
Attn: Service Dept
1316 N. Mildred St.
Ranson, WV 25438

4 August 2014

Reference is made to the below safety recall for our 2009 Buick LaCrosse.

My wife is the primary driver of this car. She is concerned about driving this car given the below safety recall especially since there is no remedy available at this time.

Please order the parts and let us know how to proceed with respect to this safety concern and recall.

Sincerely,

[REDACTED]
[REDACTED]
Ranson, WV
[REDACTED]

The following recalls have been found for your 2009 Buick LaCrosse

- VIN: 2G4WD582X91 [REDACTED]
- Results last updated: Aug 03, 2014

Active recalls and/or programs for your vehicle in which repairs have not been completed are listed below.

Safety & Non-Compliance Recalls
What's this?

- GM Recall #:
N140299
- NHTSA Recall #:
14V355

ENCLOSURE # 2

- Date Issued:
- Jul 14, 2014

Recall Title:

IGNITION SWITCH - (REMEDY NOT AVAILABLE)

Recall Description:

General Motors has decided that a defect which relates to motor vehicle safety exists in 2005-2009 model year (MY) Buick Lacrosse, 2006-2011 MY Buick Lucerne, 2000-2005 MY Cadillac Deville, 2007-2011 MY Cadillac DTS, 2006-2014 MY Chevrolet Impala and 2006-2007 MY Chevrolet Monte Carlo vehicles. If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the - run- position.

Safety Risk Description:

If this occurs, engine power, power steering and power braking will be affected, increasing the risk of a crash. The timing of the key movement out of the - run- position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes. Until the recall has been performed, it is very important that customers remove all items from their key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.

Repair Description:

Dealers are to install two 13mm key rings and key insert into all involved vehicle's ignition keys.

Status: INCOMPLETE

Enclosure # 2 continued

The following recalls have been found for your 2009 Buick LaCrosse

VIN: 2G4WD582X91 [REDACTED]

Results last updated: Aug 03, 2014

Active recalls and/or programs for your vehicle in which repairs have not been completed are listed below.

Safety & Non-Compliance Recalls

What's this? ()

GM Recall #:
N140299**NHTSA Recall #:**
14V355**Date Issued:**
Jul 14, 2014**Recall Title:**

IGNITION SWITCH - (REMEDY NOT AVAILABLE)

Recall Description:

General Motors has decided that a defect which relates to motor vehicle safety exists in 2005-2009 model year (MY) Buick Lacrosse, 2006-2011 MY Buick Lucerne, 2000-2005 MY Cadillac Deville, 2007-2011 MY Cadillac DTS, 2006-2014 MY Chevrolet Impala and 2006-2007 MY Chevrolet Monte Carlo vehicles. If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the run position.

Safety Risk Description:

If this occurs, engine power, power steering and power braking will be affected, increasing the risk of a crash. The timing of the key movement out of the run position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes. Until the recall has been performed, it is very important that customers remove all items from their key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.

Repair Description:

Dealers are to install two 13mm key rings and key insert into all involved vehicles ignition keys.

Status: INCOMPLETE**FAQs**

1. My vehicle has a recall, what do I do next?

Enclosure # 2 continued



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www.jkoons.com



WARRANTY ON NEW GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES

J. KOONS PONTIAC-BUICK-GMC TRUCK INC. WARRANTS NEW GM PARTS FOR A PERIOD OF 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, FROM ORIGINAL DATE OF INSTALLATION. THIS WARRANTY COVERS REPAIRS OR REPLACEMENTS MADE NECESSARY DUE TO DEFECTS IN MATERIAL OR WORKMANSHIP. IN SOME CASES A COMPLETE GM ASSEMBLY MAY HAVE AN EXTENDED WARRANTY PERIOD.

NON-GM AND USED PARTS ARE WARRANTED BY THE MANUFACTURER OR SUPPLIER AND ARE SUBJECT TO THEIR TERMS.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES. OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.



OUR LABOR RATE IS \$ _____
PER FLAT RATE HOUR.



06169 Q

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W57589	
[REDACTED]		[REDACTED]	
FAIRFAX	VA	FAIRFAX	VA
CELL: [REDACTED]	WORK: [REDACTED]	CELL: [REDACTED]	WORK: [REDACTED]
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 4219	ADV: 203 PALUMBO,	INVOICE: PRELIM WAR W C	JL
INVOICED: 04/20/2007 14:37:13		VIN 2G4WD562251	LICENSE NUMBER: VA
ODOMETER IN: 27486		05 BUICK	LACROSSE CXL
DATES BEGIN: 04/20/07 DONE: 04/20/07		4DR SDN	
		DATES INSERVICE: 033005	

CONCERN 51 CUST STATES AIR BAG WARNING LIGHT WAS ON NOW OFF CAME ON 8 TIMES DURING OPERATION TECH HOURS AMOUNT
TRIP / WHEN AIRBAG LIGHT WOULD COME ON, PASSENGERS SIDE AIRBAG LIGHT WOULD C9780 200 1.2 113.28
GO FROM ON TO OFF ON SWITCH
CAUSE MOISTURE INTRUSION
CORRECTION R&R RE/SEAT CUSHION TO DRY PER TSB 06-09-41-008A
FACTORY COND CODE : WK FAIL CODE : 93

TYPE: W		SUBTOTAL	
		LAB-MECHANICAL	113.28
		TOTAL CHARGE FOR CONCERN	113.28

SUMMARY OF CHARGES FOR INVOICE W57589		PAYMENT DISTRIBUTION FOR INVOICE W57589	
LAB-MECHANICAL	113.28	TOTAL CHARGE	113.28
TOTAL CHARGE	113.28	FAC WARRANTY	113.28

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
AT J. KOONS YOUR COMPLETE SATISFACTION IS OUR NUMBER #1 CONCERN!!
IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" ON THE
GENERAL MOTORS CUSTOMER SURVEY PLEASE CONTACT MIKE CHAPURA EXT 205

RELEASED
APR 20 2007

PAGE 1
LAST PAGE

Thank You!

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND
LABOR LISTED ABOVE.
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Enclosure # 3
CUSTOMER

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PER FLAT RATE HOUR.



07175 QS

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W62632

FAIRFAX VA [REDACTED] FAIRFAX VA [REDACTED]

CELL: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE

TAG: 4193 ADV: 203 PALUMBO, INVOICE: PRELIM WAR C W JL VIN 2G4WD562251 LICENSE NUMBER: VA [REDACTED]

INVOICED: 08/10/2007 16:25:32 05 BUICK LACROSSE CXL 4DR SDN

ODOMETER IN: 30323 DATES INSERVICE: 033005

DATES BEGIN: 08/09/07 DONE: 08/10/07

CONCERN	CAUSE	OPERATION	TECH	HOURS	AMOUNT
51	CUSTOMER STATES DASH WARNING FOR PASS AIRBAG SHOWS FIRST & THEN LIGHT ON DASH INDICATES PASSENGERS SIDE AIRBAG IS OFF / CHECKED PREV UNDER WARR & POSSIBLE TECH BULTN INVOLVED / CK HISTORY,ETC (WHEN PASSENGER IN CAR) / SWITCHES ITSELF OFF	C9780	200	1.2	113.28
	SPECIAL BULLETIN				
	DIAGNOSE, R&R RF/SEAT CUSHION TO DRY AND REPLACE MODULE PER TSB				
PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
000 019124106		SOP	*MODULE KI	1	651.21
000 FRGHT		FRGHT	FRGHT	1	29.50
PARTS: COUNT	1				
FACTORY COND CODE : WK		FAIL CODE : 93			
		LINE AUTH: JL 081007 16:08			
SUBTOTAL					
PARTS					651.21
LAB-MECHANICAL					113.28
MISCELLANEOUS					29.50
TOTAL CHARGE FOR CONCERN					793.99

TYPE: W

CONCERN	CAUSE	OPERATION	TECH	HOURS	AMOUNT
52*	FREIGHT CHARGE	Z5001	199	.0	.00
	FREIGHT				
	FREIGHT				
FACTORY COND CODE : MD		FAIL CODE : 93			
SUBTOTAL					
TOTAL CHARGE FOR CONCERN					.00

TYPE: W

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Thank You!

I ACKNOWLEDGE RECEIPT OF
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Enclosure # 4

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 PER FLAT RATE HOUR.



07175 QS

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W62632
 [REDACTED] [REDACTED]
 ----- FOR OFFICE USE ----- VEHICLE INFORMATION -----
 TAG: 4193 ADV: 203 PALUMBO, INVOICED: 08/10/2007 16:25:32 JL 05 LACROSSE LICENSE NUMBER: VA [REDACTED]

----- GRAND TOTALS -----			
SUMMARY OF CHARGES FOR INVOICE W62632		PAYMENT DISTRIBUTION FOR INVOICE W62632	
PARTS	651.21	TOTAL CHARGE	793.99
LAB-MECHANICAL	113.28		
MISCELLANEOUS	29.50	FAC WARRANTY	793.99
TOTAL CHARGE	793.99		

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
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Enclosure # 4 continued
 CUSTOMER

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Document ID# 1886902
2005 Buick LaCrosse

Feedback

Print

Subject: Airbag Readiness Light ON with DTC B0081 or B0092 Set in Passenger Presence System (PPS) SDM (Remove Passenger Seat Cushion Cover and Allow to Dry) #06-09-41-008A - (01/11/2007)



Models: 2005-2007 Buick Allure (Canada Only), LaCrosse
2007 Chevrolet Malibu
2006-2007 Pontiac G6, Grand Prix
2006-2007 Saturn ION, VUE
2007 Saturn Aura

This bulletin is being updated with revised Subject information. Please discard Corporate Bulletin Number 06-09-41-008 (Section 09 - Restraints).

Condition

Some customers may comment that the airbag readiness light is ON. Technicians may find DTC B0081 or B0092 set in the Passenger Presence System (PPS) sensing and diagnostic module (SDM).

Cause

This condition may be caused by a wet passenger seat cushion.

Correction

Prior to performing any diagnostics, identify which vehicle communication system is found in the vehicle using the table below.

Model Year	Make/Model	Vehicle Communication System
2005-2006	Buick Allure, LaCrosse	Class 2
2007	Buick Allure, LaCrosse	
2007	Chevrolet Malibu	GM LAN
2006-2007	Pontiac G6	
2006-2007	Pontiac Grand Prix	

Enclosure # 5

2006-2007	Saturn ION	Class 2
2006-2007	Saturn VUE	
2007	Saturn Aura	GM LAN

- GM LAN sets SDM DTC B0081 with symptom DTC 71 and flash DTC 034 or 056.
- Class 2 sets SDM DTC B0092 with NO symptom DTC and flash DTC 034 or 056.

Finding Flash DTCs

1. Verify that DTC B0081 with symptom DTC 71 (on vehicles with PPS version 3.4) OR DTC B0092 with no symptom DTC (on vehicles with PPS version 2.2) is present.
2. If the DTC is present, turn ignition ON with the engine OFF. Using the scan tool, go to the passenger presence system (PPS) menu, then retrieve the DTCs. Refer to DTC B0081 or B0092 in SI.
3. If the PPS has any current or history DTCs stored, you must address the PPS DTCs first. Refer to the Diagnostic Trouble Code (DTC) List - Vehicle in SI.

Important: PPS flash DTCs are listed at the very end (bottom) of the entire DTC list in SI.

4. Check for flash DTCs. If DTC 034 or 056 are present, refer to procedures below.

Flash DTC 034

1. Turn the ignition ON with the engine OFF. Use the scan tool to clear all SIR and PPS DTCs. Refer to DTC B0081 or B0092 in SI.
2. Rezero the PPS. Refer to Passenger Presence System Rezeroing in SI.
3. Check for DTC 034.
4. If flash DTC 034 is set and the cushion is NOT wet, follow the normal diagnostics for this flash DTC. Refer to DTC 034 in SI.
5. If flash DTC 034 is set and the cushion is wet:
 - 5.1. Remove the cushion cover. Allow the cushion to dry for 48 hours (use a fan to assist in the drying process). Refer to Front Seat Cushion Cover Replacement in SI.
 - 5.2. After the cushion has dried, clear the DTC.
6. Use the Tech 2® scan tool to re-check for codes.
 - If the code does not return, the issue has been corrected. DO NOT replace the cushion and module.

Important: If replacement of the PPS cushion sensor and module assembly is required, these parts will be sent in a set (cushion and module) and must be replaced as a set, since they are calibrated at the manufacturer as a set.

- ONLY replace the PPS cushion and module assembly if the DTC returns after the cushion is thoroughly dry.

Flash DTC 056

1. Turn the ignition ON with the engine OFF. Use the scan tool to clear all SIR and PPS DTCs. Refer to DTC B0081 or B0092 in SI.

Enclosure #5 cont.

2. Rezero the PPS. Refer to Passenger Presence System Rezeroing in SI.
3. Check for DTC 056.
4. If flash DTC 056 is set and the cushion is NOT wet, follow the normal diagnostics for this flash DTC. Refer to DTC 056 in SI.
5. If flash DTC 056 is set and the cushion is wet:
 - 5.1. Remove the cushion cover. Allow the cushion to dry for 48 hours (use a fan to assist the drying process). Refer to Front Seat Cushion Cover Replacement in SI.
 - 5.2. After the cushion has dried, clear the DTC.
6. Use the Tech 2® scan tool to re-check for codes.
 - If the code does not return, the issue has been corrected. DO NOT replace the cushion and module.

Important: If replacement of the PPS cushion sensor and module assembly is required, these parts will be sent in a set (cushion and module) and must be replaced as a set, since they are calibrated at the manufacturer as a set.

- ONLY replace the PPS cushion and module assembly if the DTC returns after the cushion is thoroughly dry.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
C9780*	Remove Seat Cushion Cover, Rezero PPS	1.2 hrs
Z7902	2-Day Courtesy Transportation	--
Z4632 (Saturn Only)	2-Day Courtesy Transportaiothn	--
*This is a unique labor operation for bulletin use only. It will be not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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VOLUNTARY
TECHNICIAN
CERTIFICATION

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Document ID# 1886902
2005 Buick LaCrosse

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Enclosure #5 cont.

Ranson, WV

U.S. Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NKS-210
1200 New Jersey Avenue SE
Washington, D.C. ~~20077~~ 9382
20590