

CL-10626703-7665

July 31, 2014

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

BUICK CUSTOMER ASSISTANCE CENTER
P. O. Box 33136
Detroit, MI. 48232-5136

ADMINISTRATOR N.H.T.S.A.
400 Seventh Street
Washington, D.C. 20590

DONOVAN Auto Center
P. O. Box 12710
Wichita, KS. 67277 - 2710

AUG -7 2014

RE.: Vehicle SAFETY DEFECTS

Auto, owned: 2008 Buick Lacrosse CXL #:2G4WD582181
Purchased: new. Current Odometer: 30,353
Last serviced by dealer: 06-19-14

For more than two years, I have reported to the dealer when taking the car in for usual service, that the AIR BAG READ-
-INESS light on the dash panel blinks on and off when driving for that concern plus it is distracting, and have been told not to be concerned.

If this relates to the CRASH SENSING SYSTEM to make the car operation unsafe, I'd like to know.

If this makes the car unsafe to operate, I'll hold you as the cause.

Sincerely,

[Redacted signature block]

Wichita, KS.

Copy: file.

AM
81814
SMD

August 8, 2014

BUICK CUSTOMER ASSISTANCE CENTER
P. O. Box 33136
Detroit, MI. 48232 - 5136

Att.: DENISE Ref.: Case #: 71-1340329516

RE.: Vehicle SAFETY DEFECTS

Auto: owned, 2008 Buick LaCrosse #8975

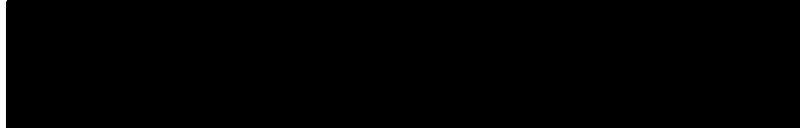
Thank you, for the phone calls this week, about the electrical problem with the car's safety. As reported, the dealer called to check it on 8-4-14 and as shown on their attached invoice dated 8-5-14, they "computer" scanned it that day to find nothing.

The "advisor" did say they found a factory bulliten in which there was a two wire connection under the driver's seat that could come apart, but that would show up on the computer check, and since it didn't, wasn't it. I therefore elected not to have them remove the front seat to do what wasn't there.

The car went 2 days without the Air Bag Light flashing on and then yesterday (8-7-14) on the same street and temp., it flashed on a few seconds - then off a minute - then on again a few seconds - then off a few minutes - then on for a minute - then off a few minutes - then on a few seconds, all during a 15 minute / 5 mile trip in town. (**)

I await the "expert" you said you would contact me on the dangerous potential, and will cooperate to solve this.

Sincerely,



Wichita, KS.

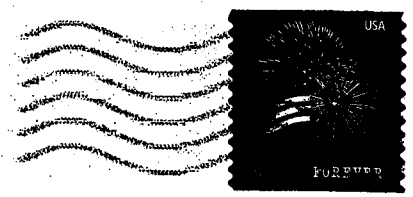
Copy: file & ADMINISTRATOR N.H.T.S.A.
400 Seventh Street
Washington, D.C. 20590

1 COPY TO:

(*) = witnessed by another.

Wichita, KS

WICHITA KS 672
31 JUL 2019 PM 11



ADMINISTRATOR N.H.T.S.A.
400 Seventh Street
Washington, D. C. 20590

20590

