

CI-10626703-9915

August 15, 2014

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

Att.: DENISE Case #: 71-1340329516

AUG 22 2014

RE.: Vehicle SAFETY DEFECTS

Auto: Owned since new, 2008 Buick LaCrosse #8975
Current milage: 30,000+

Problem: Air Bag Readiness light, occasionaly flashes,

As you requested, I called your area representative (STEVE)
in the K.C. Office @ 866-790-5700, ext.# 40838 and all he
told me to do was; drive to the Dealer when it goes on and
he will tell them to fix it at no cost to me.

He did not seem to understand, this safety light doesn't
just come on and stay on, but that it is a occasional
flashing on no same time or day. I've tried his request
and the light goes off in seconds, as I've reported before.

Our family has owned Buick's since 1928, and now if there is
a problem, we get no dealer or manufacturer assistance.

Sincerely,

Wichita, KS. 

COPY TO: ADMINISTRATOR N.H.T.S.A. ✓
400 Seventh Street
Washington, D.C. 20590

cc.: file.

AM
9.2.14
SPD



WICHITA KS 672
16 AUG 2014 PM 3 L



ADMINISTRATOR N, H, T, S, A.

400 Seventh Street

Washington, D.C. 20590

20590

