

8-18-14  
CL-10631836-4215

[Redacted]  
Irving, TX  
[Redacted]

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

AUG 27 2014

**GM Recall Number 14299, ID recall 14V355, VIN 2G4WD532451** [Redacted]

After waiting 46 minutes on your 888-number, I decided to contact you via old fashioned, U. S. Mail. Thank you for advising me about subject safety recall.

I am [Redacted] years of age, a widow, and while I am still able to drive my wonderful Buick, I do not drive outside of Irving. My husband and I purchased two cars every three or four years from David McDavid – then Pontiac/Buick, but now Honda – in Irving since the year 1954, including subject 2005 Buick LaCrosse purchased there in 2004. (Mileage today on my LaCrosse is 35,600 miles.) They've been a great dealer in Irving all these years.

David McDavid's service manager informed me two months ago that any recall parts would have to be installed at a Buick dealer; David McDavid is now a Honda dealer only. Nearest Buick dealer would be either Sewell Buick out in Grapevine, or Sewell in Dallas; either one would require driving on freeways, and that frightens me.

Could you not ship the required ignition part(s) to David McDavid in Irving at their 3700 West Airport Freeway address? Even though I have not received your second notice that the required part is now in stock, I constantly worry about having to drive on a freeway to have it installed – seriously.

Please?

Sincerely,

[Redacted Signature]

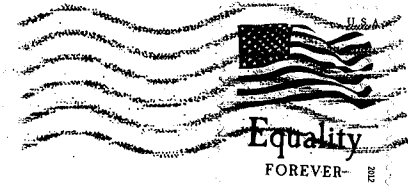
C: Buick, P.O. Box 909989, Milwaukee, WI 53209-9989

C: David McDavid Honda, 3700 West Airport Freeway, Irving, TX 75062

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[Redacted]  
Irving, TX [Redacted]

NORTH TEXAS TX PSDC  
DALLAS TX 752  
19 AUG 2014 PM 11



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