

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                      |                                       |                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------|----------------------------------------------------------------------|
|  <b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b><br><b>DOT Auto Safety Hotline</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                      | FOR AGENCY USE ONLY 100148            |                                                                      |
| <b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET: www.nhtsa.dot.gov/hotline</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      | Date Received<br><br>23-SEP-2014      | Repository <input type="checkbox"/><br><br>Reference No.<br>10638373 |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                      |                                       |                                                                      |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | [Redacted]                                                                           |                                       | Daytime Telephone Number                                             |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | [Redacted]                                                                           |                                       | E-mail Address                                                       |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | State                                                                                | Zip Code                              | Evening Telephone Number                                             |
| CHICAGO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | IL                                                                                   | [Redacted]                            | [Redacted]                                                           |
| 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).                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      |                                       |                                                                      |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                      |                                       |                                                                      |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>2G4WD582191 [Redacted]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      | Make<br>BUICK                         | Model<br>LACROSSE                                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                      | Model Year<br>2009                    |                                                                      |
| Date Purchased<br>August 2009                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Dealer's Name and Telephone Number<br>WOODY BUICK 630-450-6956                       |                                       | Engine:<br>No: Cylinders                                             |
| Original Owner<br><input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Dealer's City<br>NAPERVILLE                                                          | State<br>IL                           | Fuel Type:                                                           |
| Transmission Type<br><input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Powertrain                                                                           | Multiple Failure:                     | Incident Date(s)<br>22-SEP-2014                                      |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                      |                                       |                                                                      |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM<br><i>CAR STOPPED WHEN TURNING RIGHT. Dealer was originally in Elgin but moved to Naperville.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                      | Failure Mileage<br>64000              | Failure Speed<br>15                                                  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                      |                                       |                                                                      |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Tire Model (Name or Number)                                                          | Tire Size (Example P215/65R15)        |                                                                      |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair | Failure Location:                     |                                                                      |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                      | Tire Failure Type:                    |                                                                      |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                      |                                       |                                                                      |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Date Manufactured:                                                                   | Model No./Name:                       |                                                                      |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Installation System:                                                                 |                                       |                                                                      |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                      | Failed Part:                          |                                                                      |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                      |                                       |                                                                      |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No          | Number of Persons Injured<br>0        | Number of Deaths<br>0                                                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                      | Reported to Police<br>N               |                                                                      |
| Narrative Description of Incident(S), Crash(es), and Injury(ies).<br>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. WHILE MAKING A RIGHT TURN AT APPROXIMATELY 15 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE RESTARTED AND RESUMED NORMAL OPERATION. THE DEALER INFORMED THE CONTACT OF NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE REPAIR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 64,000. <i>I was told that an ignition switch would be replaced. Not so! a new insert in the key was done per attached copy of correction order. Todd told me that ignition switching off was not due to recall on key. Then why was key recalled - because it dragged on ignition and turned car off!! Who's fooling who?</i> |                                                                                      |                                       |                                                                      |
| 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 to 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.                                                                                                                                                                                              |                                                                                      |                                       |                                                                      |

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I believe GM is not telling people the truth about this recall. Why did my car stop when turning right?  
Todd @ Howard Buick said there was something the matter with my car and was unrelated to recall - Why did they recall the Key? I would never buy another GM car again!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

CAROL STREAM

IL 601

07 NOV '14

PM 3 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

**[safercar.gov](http://safercar.gov)**



# Howard

**BUICK GMC**

www.howardbuickgmc.com  
364 WEST GRAND AVENUE  
ELMHURST, IL 60126  
TELEPHONE (630) 832-9500  
FAX (630) 832-9534

|                 |                                                             |                       |                                 |                   |
|-----------------|-------------------------------------------------------------|-----------------------|---------------------------------|-------------------|
| CUSTOMER NO.    | ADVISOR<br><b>TODD</b>                                      | TAG NO.<br><b>240</b> | INVOICE DATE<br><b>10/29/14</b> | INVOICE NO.       |
|                 | LABOR RATE                                                  | LICENSE NO.           | MILEAGE<br><b>64,261</b>        | COLOR<br><b>/</b> |
| CHICAGO, IL     | YEAR / MAKE / MODEL<br><b>09/BUICK/LACROSSE/4DR SDN CXL</b> |                       |                                 | DELIVERY DATE     |
|                 | VEHICLE I.D. NO.<br><b>2 G 4 W D 5 8 2 1 9 1</b>            |                       |                                 | DELIVERY MILES    |
|                 | F.T.E. NO.                                                  | P.O. NO.              | SELLING DEALER NO.              | PRODUCTION DATE   |
|                 |                                                             |                       | R.O. DATE<br><b>10/29/14</b>    |                   |
| RESIDENCE PHONE | BUSINESS PHONE                                              | COMMENTS              |                                 |                   |

**MO:****JOB# 1 CHARGES****LABOR**

# 1 10PNZ00 COURTESY INSPECTION TECH(S) 5046 0.00  
PERFORM 27 POINT COURTESY INSPECTION

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES****LABOR**

# 2 10PNZ1101 CAMPAIGN TECH(S) 5046 WARRANTY  
PERFORM OPEN RECALL  
14299  
9100637  
PERFORM RECALL PER SI  
5046

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE    |
|-------|-----|-----------|-------------|---------------|
|       | 4   | 23279477  | COVER 2.187 |               |
|       | 4   | 23232599  | RING 2.187  |               |
|       |     |           |             | TOTAL - PARTS |

WARRANTY  
WARRANTY  
0.00

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

**ESTIMATE**

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

**TOTALS**

|                                                     |                 |      |
|-----------------------------------------------------|-----------------|------|
| *****                                               | TOTAL LABOR.... | 0.00 |
| ** CHECK OUT OUR NEW EXPANDED SERVICE HOURS!!! **   | TOTAL PARTS.... | 0.00 |
| ** MONDAY THROUGH THURSDAY FROM 7:00AM TO 7:00PM ** | TOTAL SUBLET... | 0.00 |
| ** FRIDAYS FROM 7:00AM TO 6:00PM **                 | TOTAL G.O.G.... | 0.00 |
| ** SATURDAYS FROM 8:00AM TO 2:00PM **               | TOTAL MISC CHG. | 0.00 |
| *****                                               | TOTAL MISC DISC | 0.00 |
|                                                     | TOTAL TAX.....  | 0.00 |

**TOTAL INVOICE \$ 0.00**

**DISCLAIMER OF WARRANTIES**

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

"REMANUFACTURED GM PARTS meet GM approved service part requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement of parts as appropriate, testing and reassembly.

REFURBISHED GM PARTS meet GM approved service part requirements and are previously used parts that are inspected, cleaned, tested and repackaged. By leaving your car for servicing you are expressly consenting to the installation of either new, remanufactured, or refurbished parts at the discretion of the service"

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME GUARANTEE, APPLIES TO CUSTOMER PAY REPAIRS.

MANUFACTURER PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FROM DATE OF REPAIR.

**SERVICE HOURS:**

**MON-THURS: 7AM - 9PM**  
**FRIDAY: 7AM - 6PM**  
**SATURDAY: 8AM - 2PM**

**PARTS HOURS:**

**MON-THURS: 7AM - 9PM**  
**FRIDAY: 7AM - 6PM**  
**SATURDAY: 8AM - 2PM**

ADDITIONAL RECOMMENDED SERVICES SECTION  
OPERATION NO. OPERATION DESC RC RC COMMENTS