

October 1, 2014

Administrator, National Highway Traffic Safety Administration

1200 New Jersey Avenue

SE Washington, D.C. 20590

OCT -9 2014

RE: Safety Recall Notice 14299

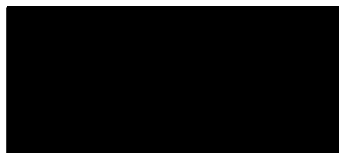
Dear Sirs,

Enclosed, please find original copies of two recall notices for a 2005 model year Buick Lacrosse!

I was the original owner of the above named vehicle. Sadly, I was involved in a accident leaving this vehicle to be no longer operable! I am writing to you today to advise you of this information as to help you with updating your records for future reference!

I hope this letter could be helpful concerning this matter! Thank you!

Sincerely,



NM
11-4-14
CW



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

IMPORTANT SAFETY RECALL



September 2014

Shirley, NY



Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2005 model year Buick LaCrosse was involved in GM recall 14299. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in your 2005 model year Buick LaCrosse. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2005 model year Buick LaCrosse, VIN 2G4WE567651
- Your vehicle is involved in GM recall 14299.
- **Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**
- Schedule an appointment with your Buick dealer as soon as possible.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

If your key ring is carrying added weight and your vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position. If this occurs, engine power, power steering and power braking will be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if your vehicle is involved in a crash, increasing the risk of injury or fatality.

What will we do?

Depending on the type or style of your ignition key, your Buick dealer will install two 16mm key rings and an insert in the key slot or a cover over the key head to correct this condition. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

Also included with this letter is an owner manual supplement. Please review this document and retain it with your vehicle's owner manual.



**What should
you do?**

You should contact your Buick dealer to arrange a service appointment as soon as possible. When you arrive for your appointment, please bring both sets of keys.

Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.

**Do you have
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V355.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeff Boyer
Vice President – Global Vehicle Safety

GM Recall Number: 14299



IMPORTANT SAFETY RECALL

August 2014

[REDACTED]
Shirley, NY [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in your 2005 model year Buick LaCrosse. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2005 model year Buick LaCrosse, VIN 2G4WE567651 [REDACTED]
- Your vehicle is involved in GM recall 14299.
- Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.
- PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, we will notify you to schedule an appointment with your GM dealer for this repair.
- The recall repairs will be performed for you at no charge.

Why is your vehicle being recalled?

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. If this occurs, engine power, power steering and power braking will be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will install two 13mm key rings and key insert into all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

We are working as quickly as possible to obtain parts. We will send you another letter as soon as parts are available so that you can schedule an appointment with your dealer to have your vehicle repaired.

What should you do?

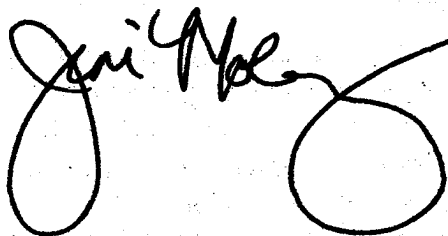
When we notify you that parts are available, you should contact your GM dealer to arrange a service appointment. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V355.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

A handwritten signature in black ink, appearing to read "Jim Moloney", with a large circular flourish at the end.

Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 14299

This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.

⚠ WARNING

If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,

(Continued)



Litho in U.S.A.
Part No. 23259399

WARNING (Continued)

the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.



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

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