

APR - 3 2015



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 13-FEB-2015  
Repository:   
Reference No.: 10683351

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: NEW HOPE State: MN Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [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).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2GAWD582181 [REDACTED]  
Make: BUICK Model: LACROSSE Model Year: 2008  
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: No: Cylinders: [REDACTED] Fuel Type: [REDACTED]  
Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Transmission Type:  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 10-JUN-2014

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: LIGHTING (PWS) Failure Mileage: 48000 Failure Speed: 30

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example: P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies). 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 2008 BUICK LACROSSE. WHILE DRIVING 30 MPH, THE LOW BEAM HEADLIGHTS WERE ENGAGED AND BECAME INOPERABLE. THE FAILURE DISTORTED THE CONTACT'S VISIBILITY AND THE HIGH BEAM HEADLIGHTS WERE ACTIVATED IN ORDER TO CONTINUE DRIVING. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V755000 (EXTERIOR LIGHTING); HOWEVER, THE REMEDY WAS UNAVAILABLE TO PERFORM THE REPAIR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 48,000.

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.

Also, went to dealership here in Mn.  
Brookdale Buick S.M.C. in Brooklyn Park  
Mn. They read (the service manager) the recall  
notice & without even contacting the parts  
dept., they told me they didn't have the  
parts! They, more or less, blew me off &  
didn't want anything to do with me or my  
problem! The recall notice states, the dealer  
will install the current HDM service part to  
correct the condition. What's so hard about  
understanding that! But that's the attitude  
I received from 3 different Buick dealerships.  
One in Az. as well as the one in Calif.  
& now the one here in Mn.

Thank you





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

# IMPORTANT SAFETY RECALL

14291 2G4WD582181 [REDACTED]

14291 2G4WD582181 [REDACTED] 11 0018085

MINNEAPOLIS, MN [REDACTED]



January 2015

This notice applies to your vehicle, VIN: 2G4WD582181 [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 certain 2008 model year Buick LaCrosse vehicles. 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

- Your vehicle is involved in GM safety recall 14291.
- If your vehicle has a condition indicating the headlamp driver module (HDM) is not functioning properly, schedule an appointment with your Buick dealer. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.
- This service will be performed for you at no charge.

**Why is your vehicle being recalled?**

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

**What will we do?**

PARTS ARE NOT CURRENTLY AVAILABLE. The permanent service repair is currently under development. When parts are available, we will send you another letter asking you to take your vehicle to your Buick dealer to have your vehicle serviced. You can also check the status of this recall at [www.recalls.gm.com](http://www.recalls.gm.com).



**What should you do?**

If your vehicle has a condition indicating the HDM module is not functioning properly, schedule an appointment with your Buick dealer to perform the repair. Do not operate your vehicle at night without functioning low-beam headlamps. If your vehicle suddenly loses low-beam headlamps while you are operating the vehicle at night, turn on the vehicle's high-beam headlamps as necessary to safely drive the vehicle to the nearest location at which you can safely park and exit the vehicle, then arrange for the vehicle to either be towed to a Buick dealership or driven to a Buick dealership during daytime hours. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.

**Did you already pay for this repair?**

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs once the revised service part is available. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2016, unless state law specifies a longer reimbursement period.

**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 14V-755.

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



Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #14291

CUSTOMER #:

[REDACTED]



BUICK

Hoehn

BUICK GMC CADILLAC

\*INVOICE\*

GMC

5334 PASEO DEL NORTE  
CARLSBAD, CA 92008  
(760) 438-6311

www.hoehnbuickgmc Cadillac.com

PAGE 1



BAR# ARD262532 EPA# CAL 000354763

NEW HOPE, MN

HOME: [REDACTED]  
BUS: [REDACTED]

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 433 DAN ERICKSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	BUICK LA CROSSE	2G4WD582191		56268 / 56268	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
01JAN08			17:00	03MAR15	125.00	CASH	03MAR15

H/O OPENED	BOOKED	OPTIONS	ENG	3.8 Liter	SFI
11:46	03MAR15	16:20	03MAR15		

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE  
S4 ENGINE DEPT.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
56268	FOUND CODE P0137						
	OXYGEN SENSOR CIRCUIT LOW VOLTAGE BANK 1						
	SENSOR 2 CONFIRMED CUSTOMER DECLINED REPAIR						

B CUSTOMER STATES HEADLIGHTS ARE UNRELIABLE, THEY GO ON OFF  
INTERMITTENTLY  
S3 ELECTRICAL DEPT.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
56268	RECOMMENDED REPLACING HEADLAMP MODULE						
	CUSTOMER DECLINED REPAIR.						

*Declined because they wanted to pay for it!  
& also to pay for diagnosis*

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
56268	INSPECTION						
	DECLINED DUE TO TIME						

D IN ORDER TO COMPLY WITH THE CALIFORNIA AIR RESOURCES BOARD, WE WILL  
CHECK AND ADJUST YOUR TIRE PRESSURES. THIS WILL ALSO HELP WITH  
FUEL ECONOMY AND TIRE LIFE.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	PSI IN ORDER TO COMPLY WITH THE CALIFORNIA AIR RESOURCES BOARD, WE WILL CHECK AND ADJUST YOUR TIRE PRESSURES. THIS WILL ALSO HELP WITH FUEL ECONOMY AND TIRE LIFE.						
	853	ISP		0.00			

EST: 125.00 03MAR15 11:46 SA: 433

ORIGINAL ESTIMATE	REVISED ESTIMATE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
		<p>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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. "I have reviewed the repair invoice and approve any additional repairs."</p>	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK  
CUSTOMER COPY