

CL-10694551-2912

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

March 5, 2015

Lesage, WV

MAR 12 2015

Dear Administrator,

I received a notice in accordance with the National and Motor Vehicle Safety Act relevant to the General Motors defect which relates to motor vehicle safety in certain 2006 model year Buick LaCrosse vehicles. As a result of this I received a notice of a recall on the Buick which I had purchased at an earlier date.

I am forwarding a copy of a letter I sent to Mr. Jeffery Boyer, Vice President, Global Vehicle Safety for Buick.

At this date I have received no response from General Motors about this matter.

I would appreciate any information or guidance which you might provide me in this matter.

Sincerely yours

Cc: Jeffrey M. Boyer

NAM
31315
SMD



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

IMPORTANT SAFETY RECALL



14291 2G4WE587361 11 0020770

LESAGE, WV



January 2015

This notice applies to your vehicle, VIN: 2G4WE587361

Dear

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 2006 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.



**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?**

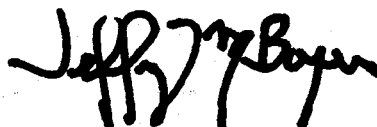
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs once the revised service part is available. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present 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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety
Buick
PO Box 909989
Milwaukee, WI 53209-9989

[REDACTED]
Lesage, WV [REDACTED]
February 2, 2015

Dear Mr. Boyer,

I am in receipt of your notification of January 2015 in relation to the GM Safety recall 14291. The Buick VIN 2G4WE587361 [REDACTED] is 2006 LaCrosse and is the vehicle which has had a problem due to the headlamp driver module (HDM).

On November 7, 2014 at approximately 10:30 am, on a clear day, I was driving on 4th Ave in Huntington, WV at about 8-10 mph when smoke appeared from under the hood of the car. The windshield wipers on the car started to operate on their own. Stopping the car and looking under the car I found smoke coming from the fuse box. I was able to disconnect the battery cable as the smoke was still coming out. I removed the cover from the fuse box and a part of the fuse box had melted, and the smoke continued to come out but after a minute the smoke stopped. The wipers were extended over the windshield and would not work even when the battery was reconnected later.

I called a wrecker and had the car taken to a Gillespie Automotive, 5257 Guyan River Road, Huntington, WV (phone number 304-417-0919). I contacted Nationwide Insurance and explained the situation to them and their response was, since it was not on recall there was nothing they could do about the problem.

In an effort to have the car repaired I ordered replacement parts from Saratoga Classics (1-877-276-7278). The total cost of these parts came to \$650.00. Replacing the fuse box and wiring harness cost an additional \$120.00, labor of Mr. Gillespie.

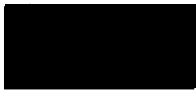
Have received a recall notice on this car, I contacted the Buick Customer Assistance Center and spoke with a lady by the name of Jan who said she did not handle these matters but she would have someone contact me within 72 hours. I was contacted by Stephanie (866-446-6963 ext 11723).

I explained to Stephanie about the melted fuse box and the damaged to the wiring harness and the replacement of the parts to get the car running and the recall notice. She told me that since the fuse box and wiring were not in the car there was nothing that could be done. I explained that I have the fuse box if she needs it, but again she said there is nothing GM is going to do. I requested a chance to speak to someone else and was informed she was capable of making the decision and that was final.

I know you will not be surprise to learn that I am very disappointed about this whole situation. Since this car was on recall because of this problem I think I should have some consideration. It appears to me that GM could pay for the parts and cost of the repairs.

I would appreciate your looking into this matter in hopes it can be resolve in a satisfactory manner.

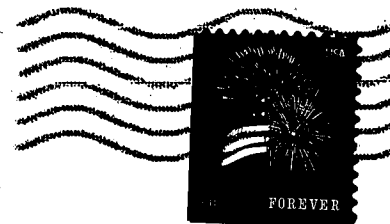
Sincerely yours,

A solid black rectangular box used to redact the signature of the sender.

Lesage WV

CHARLESTON WV 250

05 MAR 2015 PM 2 L



Administrator
National Highway Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

20590

