

CL-10694551-8729

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

May 25, 2015

Lesage WV

JUN 3 - 2015

March 5, 2015 I contacted your office to see if I might get assistance in resolving an issue with 2006 Buick LaCrosse. At this time I have not receive a response from your agency,

I am enclosing letters that I have sent to Buick (General Motors) to resolve the issue of the fire in the fuse box of the car. They have not made any effort to respond either. The car caught fire 2 weeks before I received the recall notice.

Hoping you may be able to assist me.

Cc: Buick Customer Assistance Center

2015 MAY 33 A 11:56
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EXECUTIVE SECRETARIAT

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6/5/15
SHD

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

March 5, 2015

Lesage, WV

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

Buick Customer Assistance Center
PO Box 33136
Detroit MI 48232-5136

May 25, 2015

Lesage WV [REDACTED]

Attention Customer Assistance,

It has been 3 months since I contacted someone with your organization concerning a recall notice I received on my 2006 Buick LaCrosse, that notice was GM Safety recall 14291.

On November 7th the above mentioned car caught fire in the area related to the recall.

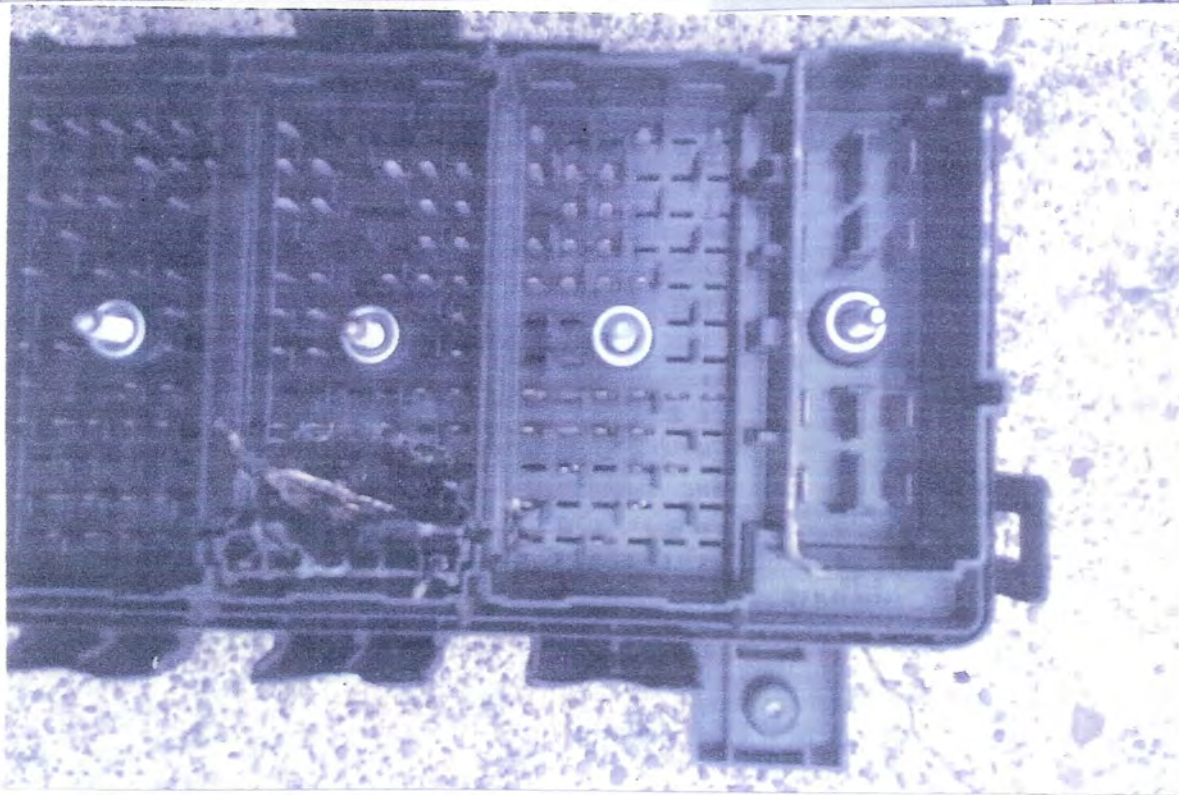
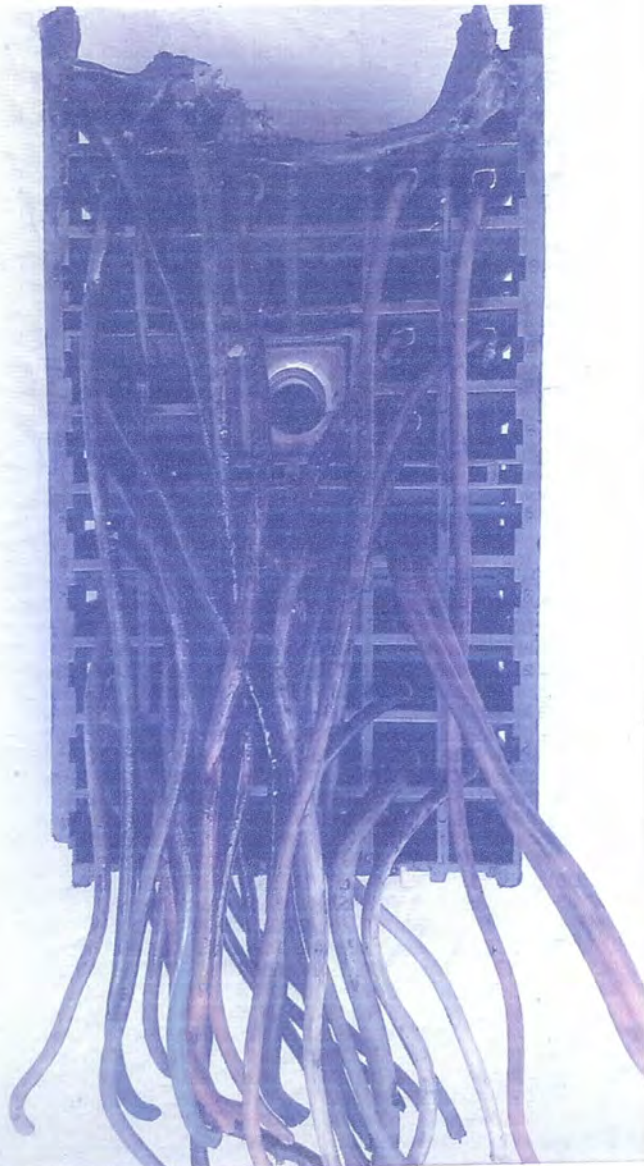
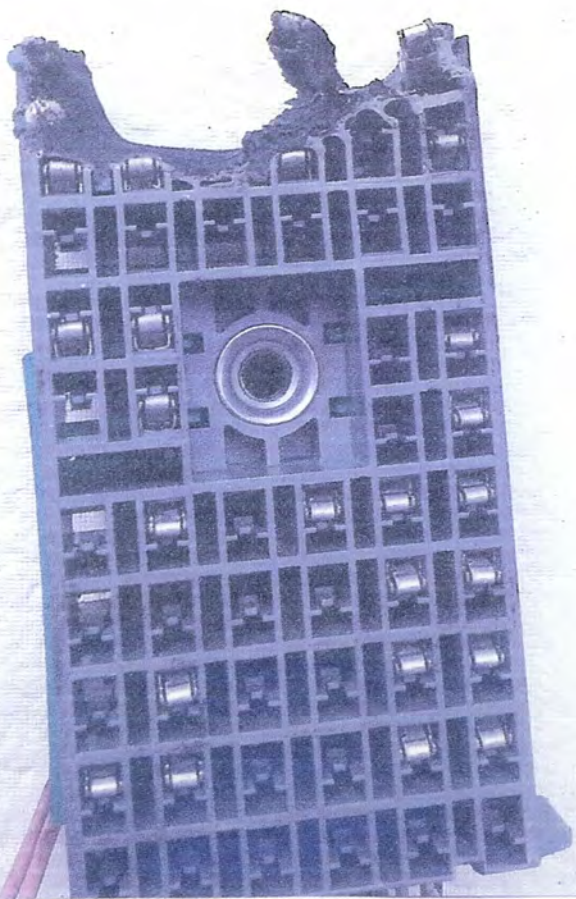
I am enclosing the first letter sent to your origination and am asking for nothing more that the money I spent to get the car on the road again.

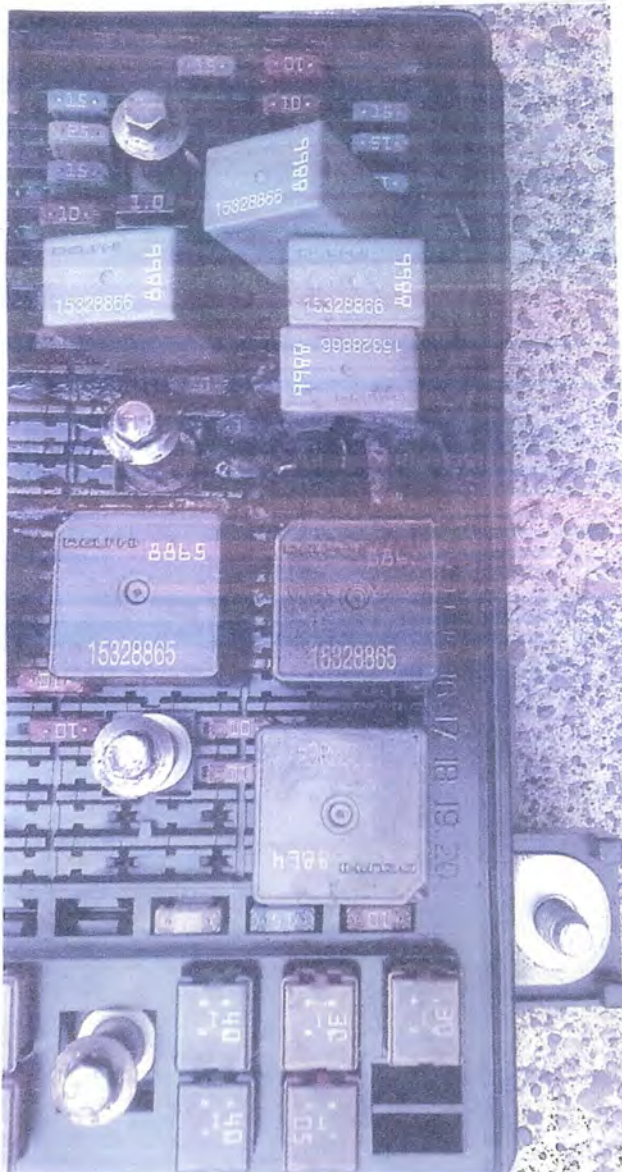
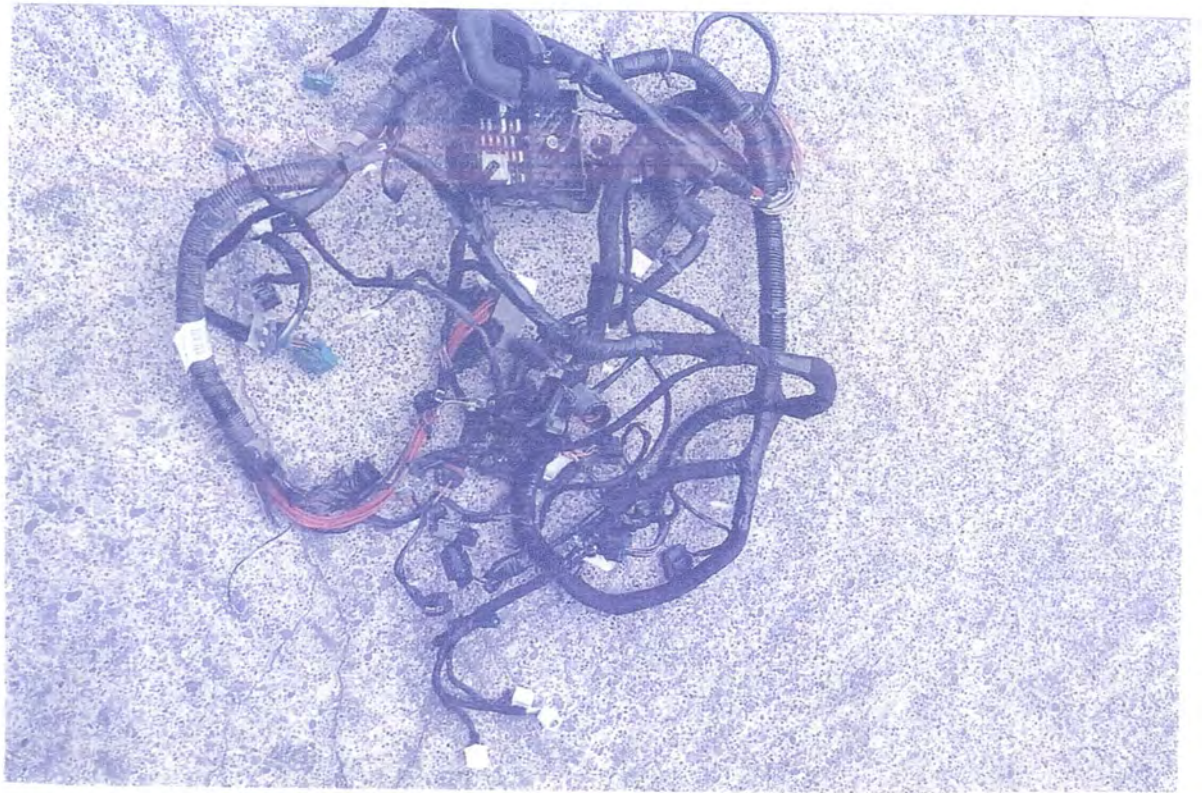
I would appreciate some consideration.

Thanking you in advance.

[REDACTED]

Cc: National Highway Traffic Safety Administration





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).

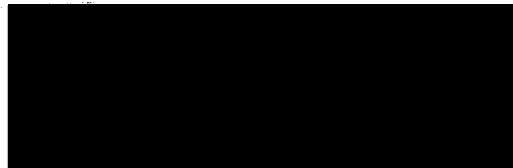
I explained to Stephanie about the melted fuse box and the damaged to the wiring harness and the replacement of the parts to get the car running and the recall notice. She told me that since the fuse box and wiring were not in the car there was nothing that could be done. I explained that I have the 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 large black rectangular redaction box covers the signature area, obscuring the name and any handwritten notes.



Lesage NV



205590

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