

MAY 14 2015

 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 06-APR-2015 Repository ☐ Reference No. 10703932	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City [REDACTED] State [REDACTED] 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 2G4WC58789 [REDACTED] Make BUICK Model LACROSSE Model Year 2009 Date Purchased 7/28/2009 Dealer's Name and Telephone Number Gurley Lee & Son 1-574-272-0990 Engine: No. Cylinders 6 Fuel Type: Regular unlead Original Owner ☒ Dealer's City Mishawaka State IN Zip Code 46546 Transmission Type Auto ☒ Antilock Brakes Powertrain Multiple Failure: yes Incident Date(s) 05-SEP-2014 2-10-15 ☒ Cruise Control			
FAILED COMPONENT(S)/PART(S) INFORMATION Vehicle Component Code: LIGHTING (PWS) Failure Mileage 47000 Failure Speed 20			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: Tire Component Code [REDACTED] Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: Seat Type: [REDACTED] Installation System: Child Seat Component Code: [REDACTED] Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), 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 2009 BUICK LACROSSE. THE CONTACT STATED THAT THE LOW BEAM HEADLIGHTS FAILED TO WORK WITHOUT WARNING. THE CONTACT HAD TO APPLY THE HIGH BEAMS EACH TIME THE FAILURE OCCURRED. THE AUTHORIZED DEALER WAS NOTIFIED OF THE FAILURE MORE THAN THREE MONTHS BEFORE THE RECALL NOTIFICATION WAS RECEIVED. THE CONTACT WAS INFORMED THAT THERE WAS CURRENTLY NO PERMANENT REMEDY TO REPAIR THE VEHICLE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V755000 (EXTERIOR LIGHTING) AND STATED THAT THE REMEDY WAS STILL UNDER DEVELOPMENT. THE DEALER WAS UNABLE TO PROVIDE A SPECIFIC DATE FOR WHEN THE REMEDY WOULD BECOME AVAILABLE. THE MANUFACTURER WAS CONTACTED AND WAS NOT ABLE TO PROVIDE A PERMANENT REMEDY FOR THE RECALL REPAIR. THE CONTACT CONTINUED TO EXPERIENCE THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 47,000.			
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.			

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

Oct 3 - lights went out, no warning, 70 mph. pulled to side of Road, tried to get lights back on. Found out only High Beams would work, Drove on High Beam for remainder of Trip.

2-10-45 - Driving from Chicago, 70 mph - light out again. After recall letter knew how to fix - just change to high beam. It would have been nice to have the recall letter before Jan 1. Recall 3 months after event is not good. Temp fix installed 4/30/2015. No permanent fix available as of today.

ATTACH ADDITIONAL SHEETS IF NECESSARY

at Locally Buick-gmc in Benton Harbor, MI 268 925 3214

U.S. Department
of Transportation

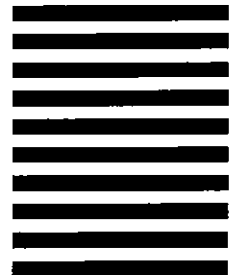
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



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

IMPORTANT SAFETY RECALL

14291 2G4WC582891

Feb 9 called, & have parts

11 0017768

BERRIEN SPRINGS, MI



January 2015

This notice applies to your vehicle, VIN 2G4WC582891

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 2009 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.

GM

**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 safety 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 1-800-521-7500 (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

