

 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 28-MAY-2015 JUL 21 2015		Repository ☐ Reference No. 10722031	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
MILLBRAE		CA			
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			Make		Model
2G4WD582971			BUICK		LACROSSE
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				2007	
Original Owner		Dealer's City		Engine:	
☐				No: Cylinders	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				15-MAY-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: LIGHTING (PWS)				Failure Mileage	
				16000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☒ Yes ☐ No		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 2007 BUICK LACROSSE. WHILE THE VEHICLE WAS PARKED, THE LOW BEAM HEAD LAMPS WERE ACTIVATED BUT FAILED TO ILLUMINATE. UPON INSPECTION OF THE FUSE BOX, THE CONTACT NOTICED THAT THE RELAY WAS HOT AND HAD MELTED. THE CONTACT ALSO NOTICED SMOKE AND A BURNING ODOR. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT THEN RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V755000 (EXTERIOR LIGHTING). THE DEALER REPLACED THE HEAD LAMP MODULE AS A TEMPORARY REMEDY DUE TO THE PART NOT BEING AVAILABLE TO REPAIR THE VEHICLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 16,000.					
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.					



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

IMPORTANT SAFETY RECALL



14291 2G4WD582971 11 0004434

MILLBRAE, CA



January 2015

This notice applies to your vehicle, VIN: 2G4WD582971

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 2007 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

PUTNAM CHEVROLET - CADILLAC - BUICK - GMC 556357

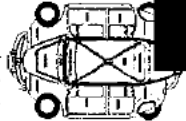
ARD215102

CAL EPA #
CAD983606716



198 California Dr. Burlingame, Ca. 94010
(650) 342-9500 www.putnamgm.com

NOTE ANY AND ALL PRIOR
DAMAGE TO VEHICLE



NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.
RECOMMENDED SERVICES **HOME OF RED CARPET SERVICE**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ003 00CVZ002A 00CVZ002B	3000 MILE SERVICE BILLSTEIN ENGINE OIL *MOC COOLANT FLUSH	MI MI MI		01CVZ001 00CVZ002	BILLSTEIN ENGINE OIL *LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/27/15		15823	5028	509	W	16CVZ14299	IGNITION KEY ROTATIO
09/23/14		15238	5044	509	W	07CVZ	CK.TIRE PRESSURE
05/05/14		14406	505044	888	W	51CVZ	* BODY ELECTRIC *
02/17/14		14108	505093	5078	I	51CVZ	* BODY ELECTRIC *
04/27/09		5077	505093	505078	I	51CVZ	* BODY ELECTRIC *
				505020	W	51CVZ	* BODY ELECTRIC *

SALESPERSON NO. 500464

S E R V I C E

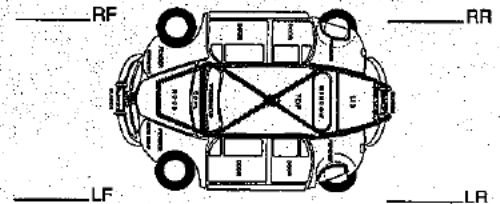
STATE REG#

DISPATCH NO.	VEHICLE ID NO. 2G4WD582971	YEAR/MAKE/MODEL 07/BUICK/LACROSSE/LACROSSE CXL	PRODUCTION DATE 03/12/07	STOCK NO.	LICENSE NO.	R.O. NO.
		CUSTOMER NO.	SERVICE CONTRACT GMPP	DELIVERY DATE 03/12/07	DELIVERY MILES 432	SELLING DEALER NO. 10
	MILLBRAE, CA	COLOR SANDSTONE METAL/	CONTRACT NO.	EXPIRATION DATE 03/12/14	EXPIRATION MILES 56,432	TAG NO. 5871
		TURBO CVZZ	MMG Y	AIR COND. Y	P.S. Y	TRANS A
		MILEAGE 16,784	ADVISOR NO. 5085	ADVISOR CHRIS PITAMBAR		
FUEL GAUGE	RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work herein set forth to be done with the necessary material and sublet repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection. If you have asked for parts return, please note, some parts are not returnable.			
TIME RECEIVED 07:44am	DATE/TIME PROMISED 06/27/15 05:00pm	PRIORITY 5				
APPOINTMENT ☒ Yes ☐ No	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT	
REASON CELL						
JOB						

ORIGINAL CUSTOMER ESTIMATE: TOTAL
0.00

COMMENTS :

1. **W 51CVZ05 HEADLIGHTS**
PERFORM RECALL #14291-LOW BEAM HEADLAMP



A courtesy tire inflation service was completed and the measurements after the service are noted above.

SERVICE DEPT. HOURS: 7 AM TO 6 PM MONDAY THRU FRIDAY • 8:30 AM TO 5 PM SATURDAY

PAGE 1 OF 1 ACCEPT PAYMENT BY: CASH OR APPROVED CHECK, VISA, MASTERCARD, AMERICAN EXPRESS

556357

PUTNAM CHEVROLET - CADILLAC - BUICK - GMC



BAR REG #
ARD215102

198 California Dr. Burlingame, Ca. 94010

(650) 342-9500 www.putnamgm.com

HOME OF RED CARPET SERVICE

Service Dept. Hours: 7am to 6pm Monday Thru Friday and 8:30am to 5pm Saturday

CAL EPA #
CAD983606716

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHRIS PITAMBAR	TAG NO. 5085	INVOICE DATE 06/11/15	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 16,784	COLOR SANDSTONE M	STOCK NO. [REDACTED]
MILLBRAE, CA [REDACTED]	YEAR / MAKE / MODEL 07/BUICK/LACROSSE/LACROSSE CXL	DELIVERY DATE 03/12/07	DELIVERY MILES 432	
	VEHICLE I.D. NO. 2 G 4 W D 5 8 2 9 7 1 [REDACTED]	SELLING DEALER NO. 10	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 05/22/15	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

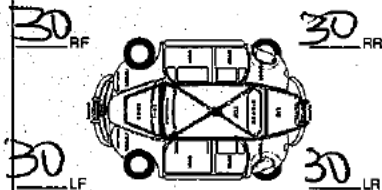
MO: 16897

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [X] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 100.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 100.00



A courtesy tire inflation service was completed and the measurements after the service are noted above.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID
JUN 11 2015
BB

PUTNAM CHEVROLET - CADILLAC - BUICK - GMC



BAR REG #
ARD215102

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(650) 342-9500 www.putnamgm.com
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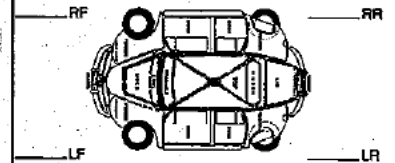
CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHRIS PITAMBAR	TAG NO. [REDACTED]	INVOICE DATE 06/11/15	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 16,784	COLOR SANDSTONE M	STOCK NO. [REDACTED]
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	F.T.E. NO.	P.O. NO.	R.O. DATE 05/22/15	
COMMENTS			MO: 16897	

JOB# 1 CHARGES

LABOR
J# 1-51CVZ05 HEADLIGHTS TECH(S): 5094 5175 WARRANTY

PERFORM RECALL #14291-LOW BEAM HEADLAMPS
RECALL #14291 IS TEMPORARY RECALL REQUIRING REPLACEMENT OF
HDM RELAY FOR OPERATION OF LOW BEAMS. REPLACED RELAY AND LOW
BEAMS STILL NOT OPERATING. CALLED TAC CASE [REDACTED]
TALKED TO CODY EDDY. B+ TO THE MODULE, HAS GROUND. VERIFIED
GETTING SIGNAL FROM BCM TO TURN ON LOW BEAMS AT PIN C12.
VERIFIED LOW BEAMS WORK BACK FEEDING AT C3 IN UBEC AT PINS
B4 AND C4. FOUND TWO OF THEIR TERMINALS FOR THE RELAY ON THE
UBEC ROUNDED AND IMPROPERLY PROBED. RECOMMEND REPLACEMENT OF
UBEC #25918681.
USED DOCUMENT #1807376 FOR WIRING DIAGRAM AND #1808931 FOR
END VIEW DIAGRAMS OF UBEC.
TESTED HDM LOW BEAM CIRCUIT AND FOUND TWO TABS FOR THE RELAY
WERE ROUNDED. P&A ATTACHED FOR FUSE BLOCK UBEC #25918681.
REPLACED UBEC. CHECKED OPERATION OF LIGHTS. WORKING. SCANNED
FOR CODES NO CODES.
OWNER TO PAY \$100.00 PER CALCULATOR ATTACHED.



A courtesy tire inflation service was completed
and the measurements after the service are
noted above.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15016745	RELAY 2.485 Y		
	1	25918681	BLOCK 2.483 Y		
TOTAL - PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	3CD	CUSTOMER DEDUCTIBLE GMPP	556357	100.00
TOTAL - MISC				100.00

JOB# 1 TOTALS

MISC	100.00
JOB# 1 JOURNAL PREFIX BUCS	
JOB# 1 TOTAL	100.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)
COMMENTS