

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (EOIA), 5 U.S.C. 552(b)(6)

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

Date Received
29-JUN-2015
AUG 4 2015

Repository ☐
Reference No.
10725016

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MANAHAWKIN State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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
2G4WD582591 [REDACTED] Make BUICK Model LACROSSE Model Year 2009

Date Purchased 12-OCT-09 Dealer's Name and Telephone Number KERBECK MOTORS Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner ☐ Dealer's City ATLANTIC CITY State NJ Zip Code [REDACTED]

Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s)
☐ Cruise Control FRONT WHEEL DRIVE 1 12-DEC-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 120000 EXTERIOR LIGHTING

Failure Mileage 65,842 Failure Speed 55mph

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) ☐ 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).

2009 BUICK LACROSSE. CONSUMER WRITES IN REGARDS TO VEHICLE HEADLIGHTS MALFUNCTION AND IGNITION RECALL ISSUES. *SMD THE CONSUMER STATED WHILE DRIVING HOME ONE NIGHT, THE HEADLIGHTS WENT OUT. THE CONSUMER WENT TO THE DEALER, WHERE THEY CLAIMED THEY FIXED THE PROBLEM. IN JANUARY 2015, THE CONSUMER RECEIVED A RECALL FOR THE VERY PROBLEM SHE EXPERIENCED. THE LETTER WENT ON TO SAY, IF THE PROBLEM WAS FIXED, IT WAS STILL NOT SOLVED, AS THERE WAS NO CURRENT FIX FOR THE ISSUE. *JB

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 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 2G4WD582591 1 0021571

MANAHAWKIN, NJ



January 2015

This notice applies to your vehicle, VIN: 2G4WD582591

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.** *none received!*

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 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



SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

General Motors Corp. Office
200 Renaissance Center
Detroit, Michigan
48265

2. Article Number
(Transfer from service label)

PS Form 3811, July 2013

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☒ Agent

☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

6/11

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☒ No

3. Service Type

☒ Certified Mail®

☐ Priority Mail Express™

☐ Registered

☐ Return Receipt for Merchandise

☐ Insured Mail

☐ Collect on Delivery

4. Restricted Delivery? (Extra Fee)

☐ Yes

Domestic Return Receipt

no response
received!



Marc Lindh
Service Advisor

E-mail: mlindh@barlowautogroup.com

Route 72
Manahawkin, NJ 08050 Tel: (609) 597-4700

Invoice # [REDACTED]
Tag # T5401
Customer # [REDACTED]



445 Route 72 · Manahawkin, New Jersey 08050
Phone: (609) 597-4100
Fax: (609) 597-8714

ELL:

Service
Advisor: 9329 MARC LINDH

VIN		LICENSE		MILEAGE IN	MILEAGE OUT
2G4WD582591				65842	65842
PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
2DEC14	VAR	CASH	12DEC14	09:18 12DEC14	10:23 12DEC14

TECH TYPE HOURS

A CUSTOMER STATES BOTH HEADLIGHTS INOP
D REPLACED THE HEADLAMP RELAY FOR TH IS CONCERN.

PARTS: 1 15016745 (S) RELAY 54.42
LABOR: 75.00 OTHER: 0.00 TOTAL LINE A: 129.42

B MPVI

0108 MPVI
LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** RECALL 14291
SOP SPECIAL ORDER PART CUSTOMER WILL BE
NOTIFIED WHEN PARTS ARRIVE.

PARTS: 0.00 CPT
LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

REMEMBER!! WHEN YOU RECEIVE YOUR "GM" SURVEY
IN THE MAIL, COMPLETELY SATISFIED IS THE ONLY
PASSING GRADE! PLEASE FILL IT OUT AND RETURN
IT TO GENERAL MOTORS AND IF FOR ANY REASON
YOU CAN NOT ANSWER "COMPLETELY SATISFIED"
PLEASE CONTACT JENNIFER WILSON IMMEDIATELY AT
609-597-4100. WE THANK YOU FOR YOUR BUSINESS

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION
CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES
DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO
INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY
PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY
WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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.

CUSTOMER SIGNATURE

X

LABOR AMOUNT	75.00
PARTS AMOUNT	54.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	129.42
LESS INSURANCE	0.00
SALES TAX	9.06
PLEASE PAY THIS AMOUNT	138.48

10:07:15

Appr Code [REDACTED]

Batch# [REDACTED]

\$ 138.48

Customer Copy
THANK YOU!

Thank
You
For
Your
Business!

Customer Copy