


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148 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		Date Received 13-JUL-2015 NOV 19 2015	Repository <input type="checkbox"/> Reference No. 10733670
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
SHELBY TOWNSHIP	MI		
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
2G4WD582281		BUICK	LACROSSE
Model Year		Engine:	Fuel Type:
2008		No: Cylinders	REG
Date Purchased	Dealer's Name and Telephone Number		State
8/27/2008	SERRA-BUICK-GMC-CADILLAC		MI
Original Owner	Dealer's City	Zip Code	Incident Date(s)
<input checked="" type="checkbox"/>	WASHINGTON	48095	01-JUN-2015
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
4-SPEED AUTO	<input checked="" type="checkbox"/> Cruise Control		1-25830023 PEDAL 1-SWAYBAR ASSY 2-SWAYBAR KITS
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 020000 SUSPENSION		Failure Mileage	Failure Speed
		52000	
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	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 2008 BUICK LACROSSE. WHEN THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR MAINTENANCE, IT WAS DIAGNOSED THAT THE FRONT END SWAY BAR WAS CORRODED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 52,000.			
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 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)

SEE ATTACHED SHEET

RECEIVED RECALL NOTICE 14291, JANUARY 2015, CALLED DEALER 6 (SIX) TIMES AND WAS TOLD THAT PROBLEM WAS NOT RESOLVED.

YET GM IS PROMOTING WIFI IN THEIR VEHICLES, BUT HAVE NOT RESOLVED EXISTING PROBLEMS.

ARE THEY WAITING FOR MORE DEATH AND LAWSUITS? THE AIRBAG LOG SHOWS UP WHEN MY WIFE IS BUCKLED IN ALSO WHEN NO ONE IS SITTING IN THE PASSENGER SEAT. I CALLED THE DEALER AND THEY SAID THE AIRBAG SYSTEM IS NOT WORKING AND TO

ATTACH ADDITIONAL SHEETS IF NECESSARY

OUT IT WOULD COST \$5600, WHEN I PURCHASED THE CAR THE SEWING ON THE SEAT BELT WOULD GET CAUGHT, I TOOK IT IN AND WAS TOLD IT WAS NOTHING BY THE MANAGER.

US 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



POSTAGE WILL BE PAID BY ADDRESSEE
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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.

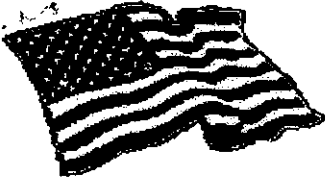
or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



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





Independence Auto Repair Inc.

48330 Van Dyke Ave.

Shelby Twp., MI 48317
586-991-0440

INVOICE

Page 1 of 1
6/24/2015, 2:52 PM
Estimate #
Facility #: F164421

HOME: 2008 BUICK LACROSSE
 SHELBY TOWNSHIP, MI ACCOUNT #: ODOM IN/OUT: 54892 / 54892
 2G4WD582281
 3.8L 6 Cyl.

882.28 AMX

Sales: SS:Stacey
Tech: CK:Kopietz, Chris

Qty	Item Number	Loc	Description	ST	Each	Labor	Misc	Extended
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Oil And Lube

1	AF1125		AIR FILTER	R	12.99			12.99
CK			Sub-Total Oil And Lube:					12.99

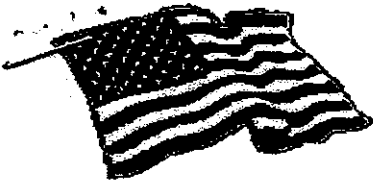
Steering & Suspension

1	CUSTOM		SWAY BAR ASSEMBLY	RO	169.99	94.62		264.61
2	SBL		MOOG SWAY BAR LINK KIT	RO-	16.99	28.39		90.75
2	CAB		MOOG CONTROL ARM BUSHING	RO-	32.99	123.01		311.99
2	SBL		MOOG SWAY BAR LINK KIT	RO-	49.99	23.66		147.29
CK			Sub-Total Steering & Suspension:					814.64

Parts	382.92
Labor	444.71
Job Supplies	39.32
Discount	-10.00
Sub-Total	856.95
STATE Tax	25.33
Grand Total	882.28

X

X



Independence Auto Repair Inc.

48330 Van Dyke Ave.

Shelby Twp., MI 48317
586-991-0440

ESTIMATE

[REDACTED] Page 1 of 1
6/23/2015, 9:10 AM

Facility #: F164421

HOME: [REDACTED] 2008 BUICK LACROSSE
SHELBY TOWNSHIP, MI [REDACTED] ACCOUNT #: [REDACTED] 2G4WD58228 [REDACTED]
3.8L 6 Cyl.

Sales: 101:Dr Bill

Qty	Item Number	Loc	Description	R/S	ST	Each	Labor	Misc	Extended
Steering & Suspension									
1	CUSTOM		SWAY BAR ASSEMBLY	1	RO	169.99	94.62		264.61
2	SBL		MOOG SWAY BAR LINK KIT	2	RO-	16.99	28.39		90.75
2	CAB		MOOG CONTROL ARM BUSHING	1	RO-	32.99	123.01		311.99
2	SBL		MOOG SWAY BAR LINK KIT	1	RO-	49.99	23.66		147.29
Sub-Total Steering & Suspension:									814.64
Oil And Lube									
1	AF1125		AIR FILTER	1	R	12.99			12.99
Sub-Total Oil And Lube:									12.99

Parts	382.92
Labor	444.71
Job Supplies	39.32
Sub-Total	866.95
STATE Tax	25.33
Grand Total	892.28

Nov. 25, 2013



CUSTOMER #: [REDACTED]

INVOICE

700 East Dublin Granville Rd. · P.O. Box 719
Worthington, Ohio 43085
Phone: (614) 848-0335 · (614) 885-5301
Fax: (614) 885-5937

SHELBY TOWNSHIP, MI [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 167106 JOSEPH MATHIAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	BUICK LA CROSSE	2G4WD582281		41796/41796	T5835	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27AUG08 DD			WAIT 25NOV13			CASH	25NOV13

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.8_Liter_SFI

08:52 25NOV13 12:22 25NOV13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER IN TRANSIT. CUSTOMER STATES ENGINE REDUCED POWER AND STABILITRAK LIGHT CAME ON IN DASH AND CHECK ENGINE LIGHT IS ON, ADVISE. NOTE: ADVISOR COULD SMELL BRAKE ODOR WHEN CUSTOMER DROVE IN. ADVISE

10 DRIVEABILITY

184	CP	4.00			384.00	384.00
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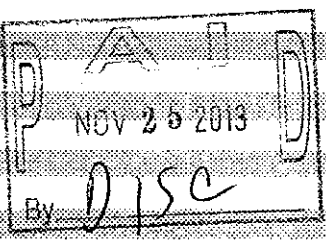
1 25830023 PEDAL 102.61 102.61 102.61
41796 DIAGNOSE SES LIGHT. REPLACED FAULTY ACCELERATOR PEDAL POSITION SENSOR. CLEANED CONNECTORS. REPROGRAMMED PCM WITH SOFTWARE UPDATE. SERVICED THROTTLE BODY.

B MULTI-POINT INSPECTION NOT APPLICABLE DUE TO TIME
NAMPI MULTI-POINT INSPECTION NOT APPLICABLE

184	CP	0.00			0.00	0.00
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CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 15.00

12 month
12,000 miles
warranty



11-25-2013
GW WAY TO
LADRA'S

509.88

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR COMMERCIAL LOSS ARISING OUT OF PURCHASE.

DESCRIPTION	TOTALS
LABOR AMOUNT	384.00
PARTS AMOUNT	102.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	501.61
LESS INSURANCE	0.00
SALES TAX	35.11
PLEASE PAY THIS AMOUNT	536.72

X _____ CUSTOMER SERVICE

CUSTOMER #: [REDACTED]

WORKORDER



SHELBY TOWNSHIP, MI [REDACTED]

PAGE 1

700 East Dublin Granville Rd. • P.O. Box 719
Worthington, Ohio 43085
Phone: (614) 848-0335 • (614) 885-5301
Fax: (614) 885-5937

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 167106 MATHIAS, JOSEPH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	BUICK LA CROSSE	2G4WD582281 [REDACTED]		41796/	T5835	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27AUG08 DD			** WAITER **			CASH	
R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter_SFI					
25NOV2013 08:52							

LINE	OP	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	10			CP	CUSTOMER IN TRANSIT. CUSTOMER STATES ENGINE REDUCED POWER AND STABILITRAK LIGHT CAME ON IN DASH AND CHECK ENGINE LIGHT IS ON, ADVISE. NOTE: ADVISOR COULD SMELL BRAKE ODOR WHEN CUSTOMER DROVE IN. ADVISE CC:
# B	NAMPI			CP	MULTI-POINT INSPECTION NOT APPLICABLE DUE TO TIME CC:

<p>In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work.</p> <p>Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.</p>	<p>THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR COMMERCIAL LOSS ARISING OUT OF PURCHASE.</p> <p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of damage to the above vehicle or articles left therein, in case of fire, theft, or any other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p>	<p>PRELIMINARY ESTIMATE \$ _____</p>											
	<p><input checked="" type="checkbox"/> ESTIMATE: UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE PERCENT INITIAL VALUE</p>	<p>AUTHORIZED BY X</p> <table border="1"> <tr> <th>REVISED ESTIMATE (1)</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <th>REVISED ESTIMATE (2)</th> <td> </td> <td> </td> <td> </td> </tr> </table> <p>SHOP SUPPLIES</p> <p>Customers will be billed for shop supplies at a rate of 10% of all labor charges. There will be a \$1.00 minimum and \$15.00 maximum. This is to offset Dealer expense for materials and solvents, etc. which may be used while repairing customer vehicle, but not charged on repair orders. Examples: Fluids used to top off system - fender covers, etc.</p> <p>Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other</p>	REVISED ESTIMATE (1)	DATE	TIME	BY					REVISED ESTIMATE (2)		
REVISED ESTIMATE (1)	DATE	TIME	BY										
REVISED ESTIMATE (2)													

Acknowledgement from NHTSA/ODI of your safety complaint

From: **US DOT NHTSA (donotreplyodi@dot.gov)**

Sent: **Mon 6/16/14 12:46 PM**

To: [REDACTED]

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10598509

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.



Thank you for your Vehicle Safety Complaint

Your Complaint information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10598509.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 2G4WD582281 [REDACTED]

Make / Model / Year: BUICK LACROSSE 2008

2. Incident Information

Approximate Incident Date: 11/13/2013

Vehicle mileage at time of incident: 41,796

Vehicle speed at time of incident: 30 (mph)

Affected Parts: Engine, Air Bags

Fire: No

Crash: No

Injury or Fatality: No

Tell us what happened:

WHILE DRIVING THROUGH COLUMBUS, OHIO ON NOVEMBER 13, 2013, THE CAR SLOWED DOWN WHEN I WAS DRIVING AT ABOUT 30 MPH TO STOP. THE MOTOR STOPPED AND WAS ABLE TO PULL INTO A MUFFLER REPAIR AND THE TOLD ME ABOUT A DEALERSHIP A SHORT DISTANCE AWAY AND WAS ABLE TO LIMP TO THE DEALERSHIP. THE DEALERSHIP IS LOCATED IN WORTHINGTON, OHIO. AFTER A MULTI-POINT INSPECTION, I WAS TOLD THAT A FAULTY ACCELERATOR PEDAL POSITION SENSOR WAS REPLACED AT A COST OF \$102.61 PLUS LABOR OF \$384.00 AND SHOP CHARGES OF \$15.00 AND TAX OF \$35.11 FOR A TOTAL OF \$536.72. THERE IS ANOTHER PROBLEM OF THE AIRBAG LIGHT GOING ON AND OFF WHILE NO ONE IS IN THE PASSENGER SEAT AND WHEN A PERSON IS SEATED AND BUCKLED UP ACCORDING TO THE LAW....

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: Shelby Township, MI [REDACTED]