

CL-10806843-2437

October 6, 2015

[REDACTED]  
Warminster, PA [REDACTED]

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

OCT 15 2015

Dear Administrator,

We recently received an important safety recall notice (GM safety recall 14291) for our Buick LaCrosse. As you can see from the enclosed bill, we needed to have our faulty headlights repaired on November 30, 2011. The repairs totaled \$143.95.

Attached, you'll also find documentation showing proof of payment. Although the VIN number of our vehicle wasn't listed on our receipt, it clearly states that the repairs were made to our 2005 Buick LaCrosse CX. It also includes the license plate number. The safety recall notice (attached) does include the VIN number for our vehicle.

Please reimburse us for \$143.95. Thank you in advance for your prompt action.

Sincerely,

[REDACTED]

Enclosed:  
GM Customer Reimbursement Request Form  
Repair bill Invoice # [REDACTED]  
Payment receipt  
'Important Safety Recall' notice (dated September 2015)

NM  
10/20/15  
SMD

# General Motors Product Field Action Customer Reimbursement Request Form

14291

Customer Name: \_\_\_\_\_ (please print)

Street Address or P. O. Box Number: \_\_\_\_\_

City: Warminster State: PA Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: 2G4WC532951 \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: 79556 Date of Repair: 11-30-11

Amount of Reimbursement Requested: \$ 143.95

### THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files

Print Date : 11/30/2011

**INVOICE**

2005 Buick - LaCrosse CX  
 3.8L, V6, VIN (2)  
 Lic # : [Redacted] Odometer In : 79556  
 Unit # : [Redacted] Odometer Out :  
 Vin # :  
 Hat # :  
 [Redacted] WARMINSTER, PA  
 Office [Redacted] Spouse [Redacted]  
 Cust ID : [Redacted] Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
OIL FILTER XXXX	1.00	8.25	8.25	Change Motor Oil & FILTER SPECIAL synthetic blend	8.55
MOTOR OIL OIL	5.00	3.49	17.45	Changed Motor Oil & Replaced Filter, Add UP TO 5 QTS Synthetic blend Motor Oil, Check all Fluid Levels	
BELT belt	1.00	81.85	81.85	belt	20.00
→ headlight switch hd	1.00	98.95	<u>98.95</u>	replaced serpentine fan belt	
Shop Supplies		9.29	9.29	headlights go out ← replaced headlight switch, remove side dash to access	<u>45.00</u>
				Hazardous Materials	2.21

[ Technicians : JADCZAK, RAY ]

Org. Estimate \$309.05    Revisions \$0.00    Current Estimate \$ 309.05    Additional Cost    Revised Estimate

<b>Labor:</b>	<b>75.76</b>
<b>Parts:</b>	<b>215.79</b>
<b>Sublet:</b>	<b>0.00</b>
-----	
<b>Sub:</b>	<b>291.55</b>
<b>Tax:</b>	<b>17.50</b>
<b>Total:</b>	<b>309.05</b>
<b>Bal Due:</b>	<b>\$309.05</b>

[ Payments - ]

I authorize repair work to be done with necessary material and grant you/or your employees permission to operate the car/truck on street or highways for the purpose to testing or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Storage after 3 days @\$35. For God so loved the world, that He gave His only Son, that whosoever believeth in Him should not perish, but have everlasting life. John 3:16.

SIGNATURE..... Date..... Time.....

PJ AUTO REPAIR  
418-1 CAREDEAN DRIVE  
HORSHAM, PA 19044

11/30/2011  
Merchant ID:  
Terminal ID:  
178259307993

15:46:42  
000000001881269  
02813714

CREDIT CARD

VISA SALE

CARD #	XXXXXXXXXX
INVOICE	
Batch #:	000232
Approval Code:	04563B
Entry Method:	Swiped
Mode:	Online
<b>SALE AMOUNT</b>	<b>\$309.05</b>

CUSTOMER COPY

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

# IMPORTANT SAFETY RECALL



14291 2G4WC532951 11 0000810

WARMINSTER, PA



September 2015

This notice applies to your vehicle, **VIN: 2G4WC532951**

Dear [REDACTED]

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 2005 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](http://www.recalls.gm.com).



[Redacted]  
Warminster, PA [Redacted]

W40-304

RETURN  
REQUEST



7015 1520 0000 6962 4091

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE  
**CERTIFIED MAIL**



7015 1520 0000 6962 4091

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

20590

