

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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	Repository <input type="checkbox"/>
28-DEC-2015	Reference No. 10816522
FEB 25 2016	

OWNER INFORMATION (Type or Print)

Name		
Address		
City	State	Zip Code
OWENSBORO	KY	

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

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 2G4WC582481				Make BUICK	Model LACROSSE	Model Year 2008
Date Purchased 3-6-2013	Dealer's Name and Telephone Number Bought from Aunt's Estate		Engine: No: Cylinders	Fuel Type:		
Original Owner <input type="checkbox"/>	Dealer's City Owensboro, Ky.	State Ky	Zip Code 42303			
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain 3.8 V6	Multiple Failure:	Incident Date(s) 15-APR-2015		
	<input checked="" type="checkbox"/> Cruise Control					

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (PWS)	Failure Mileage 67,000	Failure Speed 50
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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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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. WHILE DRIVING AT APPROXIMATELY 50 MPH, THE HEADLIGHTS AND BRAKE LIGHTS FAILED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V519000 (EXTERIOR LIGHTING). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

67,000 miles

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.

REPORT RECEIPT DATE: November 26, 2014
NHTSA CAMPAIGN NUMBER: 14V755000
COMPONENT(S): Exterior Lighting
POTENTIAL NUMBER OF UNITS AFFECTED: 273,182
ALL PRODUCTS ASSOCIATED WITH THIS RECALL:

VEHICLE MAKE	MODEL	MODEL YEAR(S)
Buick	LaCrosse	2006-2009
Buick	Rainier	2006-2007
Chevrolet	TrailBlazer	2006-2007
Chevrolet	TrailBlazer EXT	2006
GMC	Envoy	2006-2007
GMC	Envoy XL	2006
Isuzu	Ascender	2006-2008
SAAB	9-7X	2006-2008

DETAILS:

2 Associated Documents

MANUFACTURER: General Motors LLC.

SUMMARY:

General Motors LLC (GM) is recalling certain model year 2006-2009 Buick LaCrosse, 2006-2007 Buick Rainier, Chevrolet Trailblazer, GMC Envoy, 2006 Chevrolet Trailblazer EXT, GMC Envoy XL, 2006-2008 Isuzu Ascender, and Saab 9-7x vehicles. In the affected vehicles the headlamp driver module (HDM) may overheat and fail, causing the headlamps and daytime running lights to then fail and not illuminate.

CONSEQUENCE:

Headlamps that do not illuminate reduce the driver's ability to see the roadway and reduce the vehicle's visibility to oncoming vehicles, both of which increase the risk of a vehicle crash.

REMEDY:

The remedy for this recall is still under development. The manufacturer has not yet provided a notification schedule. Owners may contact GM customer service at 1-800-521-7300 (Buick), 1-800-222-1020 (Chevrolet), 1-800-462-8782 (GMC), 1-800-955-9007 (Saab). GM's number for this recall is 14291.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

*NTSB
Confirmation #
10816522
12-28-15
Manufacturer
1-800-521-7300
Ref # [Redacted]*

*2008
Buick -
mileage
67,138*



Re: [REDACTED]

VIN 2G4WC582481 [REDACTED]
mileage 67,138

I purchased this car on March 6th, 2013 from my Aunt's estate. She had bought it new. The first year or so, I had noticed that the odometer, temp for outside, and radio lights would go out intermittently and come back on after a while. The telescopic steering also unlocks and allows the wheel to slide intermittently. I push it in and relock it. Sometimes it goes for a day or so, or sometimes lasts a month. The light issue always was noticed in the day until around April July 2015. Then it started at night. I can be driving down the highway and suddenly NO ~~ODOMETER~~ LIGHTS back on front! I use daytime runners, but when this happens, you can't even manually turn on lights! I have not gone to the dealership here, because when they recalled this car for ignition switch issues, all they did was take my FOB and keys off the keyring and hand me back my ignition key to be used single and everything else off. No repair! problem potential still remains. Don't go.

anywhere that ~~is~~ isn't necessary. I am
Afraid to drive car. I reported
the telescopic steering issue to
the dealership at that time, and
they said they would give me 1
hour free diagnostic, but I would
have to pay for repair! I will
go and report light issue to
them. I tried to call and
ask and went thru several
people who all gave me the
same answer December 2015.
Their answer was: No pending
Info on problems concerning
lights going off on this model.
They changed their story when
I told them that my son works
for FORD and he accidentally got
info when he looked up repair
info for my car. The recall #
and info was on mechanic
website! I've enclosed copy.
[REDACTED] on Highway 54

is where I have dealt with.
I called GM and NTSB when
they pulled the crap on the
ignition switch. All they did
was send me an apology
card + coupons. NO FIX YET!

I haven't driven my car, except
for "have to" things and ONLY
in the daylight. I am afraid to!

I can't sell it, ~~and~~ with these
issues to some unknowing person.
I am stuck with it till someone
fixes it. My son won't do anything
because too widespread problems and
GM should be responsible. Not because
of money. I have a great son! But
these are Deadly ISSUES and GM
needs to address the issues, not
only for me, but for everyone! I am
the owner of a very pretty car that
only gets to enjoy seeing it in
the driveway! Not Fun!!! (over)

When the lights went off in December, we had to leave the highway or be hit by oncoming car. ~~We~~ We were blessed to only have ran off into a small ditch - No injuries to us or car. But very alarming! It happened again on the way home, but not till we got back to town. After that incident ~~we~~ I have just had to wait for GM to fix. I have no ~~extra~~ extra money. I am disabled and no extra money. I miss being able to drive when I want. and even when I do, I have to be home before dark. the light issue happens every trip now. come to find out when the lights go out in the dash, they are off outside too, you just don't notice it in the daylight. Thank-You for investigating.

Please respond!