

NEF-010
CL-10838301-7018

[REDACTED]
Lunenburg MA [REDACTED]
Phone [REDACTED]

JAN 20 2016

January 02, 2016

NHTSA
1200 New Jersey Avenue, SE
Washington DC 20590

Re: campaign # 14V355
vin # 2G4WE587X71 [REDACTED]

Please find enclosed, copies of my letters and supporting documents to Buick asking Buick to remedy the intermittent, engine "loss of power" problem of my 2007 Buick LaCrosse CXS .

I have complied with all of Buick's recommended fixes and my problem still exists. I have informed Buick that my wife and I are at risk for serious injury and that time is of the essence. My last letter to Buick of October 12, 2015 has gone unanswered.

I am now asking this administration for help to find a resolution to this "loss of power" problem of my 2007 Buick LaCrosse. It appears that Buick has made the decision to ignore my plea for help.

Sincerely,
[REDACTED]

NAM
1/20/16
SMD

[REDACTED]
Lunenburg MA [REDACTED]

Phone [REDACTED]

October 13, 2015

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

Re: Case [REDACTED]
GM Recall Number: 14299
Service Request #: [REDACTED]

Please find enclosed a receipt dated May 13, 2015 to comply with your request to have my vehicle inspected for the continuing problem of sudden and unpredictable stalling of the engine.

Once again the dealership was unable to find the source of the problem. A suggestion was made that an intermittent short in the battery would cause such an action. Shortly there after I did replace the battery with an original GM battery as the problem continued.

Over the last several months I have experienced the loss of power several times but the car did not stall. Recently my vehicle lost power as the engine just stopped running. There was no warning lights yet the seat belt light was lit and the radio was working. Luckily my wife and I did not hit the car in front of us as traffic was stopped at a red light.

I did not inform the dealership of these continuing problems as I believe that Buick has either a computer or software problem. I have waited until now in the hope that Buick would contact me to follow up my letter of April 2, 2015. I have not received any communications from Buick after May 13, 2015.

Once again, I ask Buick to resolve the loss of engine power in my 2007 Buick LaCrosse. My wife and I are in danger every time we go to a doctor's appointment, shop for groceries or just visit our grandchildren. I ask, implore and beg Buick to keep my wife and I from serious injury. I feel that time is of the essence.

Sincerely,
[REDACTED]

cc: Chapdelaine Buick-GMC



CHAPDELAIN

BUICK - GMC
199 MASS AVE.
LUNENBURG, MA. 01462-0195
(978) 345-0621
www.chapdelainegm.com

CUSTOMER NO.	ADVISOR JOHN MIKITARIAN	TAG NO. 303	INVOICE DATE 05/13/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR SLATESTONE/	STOCK NO.
		MILEAGE 80,589	DELIVERY DATE 05/31/07	DELIVERY MILES 9
LUNENBURG, MA	YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CXS	VEHICLE I.D. NO. 2 G 4 W E 5 8 7 X 7 1	SELLING DEALER NO. 33526	PRODUCTION DATE 05/22/07
	F.T.E. NO.	P.O. NO.	R.C. DATE 05/13/15	
SS PHONE	COMMENTS			

JOB# 1 CHARGES-----

LABOR-----
J# 1 10PNZ DRIVABILITY HOURS: TECH(S):303 WARRANTY
CUST STATES VEHICLE CUTS OUT, LOSSES POWER, DIES AT TIMES
HISTORY OF THIS COMPLAINT, CAC CASE
ROADTEST VEHICLE SEVERAL MILES, CONFIRM PROPER OPERATION
AT THIS TIME, COULD NOT DUPLICATE THE CUSTOMERS CONCERN.
SCAN FOR FAULT CODES, FOUND NO CODES PRESENT AT THIS TIME.
DIAGNOSES TIME COVERED BY CAC.
TRANSACTION TYPE ZREG . LABOR OP 0600108 AT BASE TIME

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

TOTALS-----

YOU MAY RECEIVE A SURVEY FROM G.M. ABOUT OUR SERVICE
PLEASE FILL IT IN AND RETURN IT TO GENERAL MOTORS.
IF FOR ANY REASON YOU CANNOT CHECK "COMPLETELY SATISFIED"
PLEASE CONTACT JOHN MIKITARIAN, SERVICE DIRECTOR.
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATED LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS.

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

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS !!

CUSTOMER SIGNATURE

[REDACTED]
Lunenburg MA [REDACTED]

Phone [REDACTED]

April 2, 2015

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

Re: Case [REDACTED]
GM Recall Number: 14299

The intent of this letter is to inform Buick that upon completion of the recommended repair to remedy the sudden and unpredictable stalling of the engine that this condition still persists in my 2007 Buick LaCrosse.

This problem is critical and life threatening. The dealership has gone above and beyond what is expected to diagnose this problem. Buick has a serious engineering defect somewhere in this vehicle. I am asking Buick to give me back the confidence and safety the name Buick represents to me.

Sincerely,

[REDACTED]

Cc: Chapdelaine Buick-GMC



CHAPDELAINE

BUICK - GMC
199 MASS AVE.
LUNENBURG, MA. 01462-0195
(978) 345-0621
www.chapdelainegm.com

CUSTOMER NO.	ADVISOR HENRY HASTINGS	TAG NO. 226	INVOICE DATE 10/21/14	INVOICE NO.
LUNENBURG, MA	LABOR RATE	LICENSE NO.	MILEAGE 76,310	COLOR SLATESTONE/
	YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CXS	DELIVERY DATE 05/31/07	DELIVERY MILES 9	STOCK NO.
	VEHICLE I.D. NO. 2 G 4 W E 5 8 7 X 7 1	SELLING DEALER NO. 33526	PRODUCTION DATE 05/22/07	
	F.T.E. NO.	R.O. NO.	R.O. DATE 10/21/14	
PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR-----
J# 1 50PNZ10 ENG-ELECT-RECALL HOURS: 0.40 TECH(S):298 WARRANTY
RECALL 14299 UNINTENDED IGNITION KEY ROTATION
RECALL COMPLETED

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	6	23232599	RING 2.187		WARRANTY
	6	23279477	COVER 2.187		WARRANTY
				TOTAL - PARTS	0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	WARRANTY
	A1	+ /SHOP SUPPLIES		WARRANTY
				TOTAL - MISC

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

TOTALS-----

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LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS.

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

TOTAL INVOICE \$ 0.00

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

THANK YOU FOR YOUR BUSINESS !!

CUSTOMER SIGNATURE



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

IMPORTANT SAFETY RECALL



14291 2G4WE587X71 11 0000785

LUNENBURG, MA



January 2015

This notice applies to your vehicle, VIN: 2G4WE587X71

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.

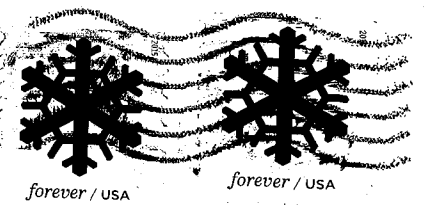
GM



Lunenburg, MA

BOSTON MA 021

04 JAN 2016 PM 2 L



NHTSA
1200 NEW JERSEY AVE, SE
WASHINGTON, DC 20590

20590

