

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) 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 14-MAR-2016 MAY 31 2016		Repository ☐ Reference No. 10846459	
OWNER INFORMATION (Type or Print)							
Name		[REDACTED]		Daytime Telephone Number		E-mail Address	
Address		[REDACTED]		[REDACTED]			
City		State		Zip Code		Evening Telephone Number	
LAS VEGAS		NV		[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 2G4WD53215[REDACTED]				Make BUICK		Model LACROSSE	
Date Purchased		Dealer's Name and Telephone Number				Model Year 2005	
Original Owner ☐		Dealer's City		State		Zip Code	
Transmission Type		Engine: No: Cylinders		Fuel Type:			
☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 21-MAR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: LIGHTING (PWS)						Failure Mileage 100000	
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)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured		Number of Deaths	
						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 2005 BUICK LACROSSE. THE CONTACT STATED THAT WHILE DRIVING AT A LOW SPEEDS DURING NIGHT; THE HEADLIGHTS BECAME INOPERABLE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO DEALER WHERE IT WAS DIAGNOSED THAT THE HDM AND THE HEADLIGHTS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V519000 (EXTERIOR LIGHTING). HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.							
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 2G4WD532151

11 0012484

LAS VEGAS, NV

14291 2G4WD532151

NHTSA Recall #

14V755

Date Issued = 11/25/14

September 2015

This notice applies to your vehicle, VIN: 2G4WD532151

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 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

N140291

- 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.

Call Buick Manufacturer:

1-800-521-7100

Still "Incomplete, Remedy not yet available"

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 September 30, 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 15V-519.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

*Called in Complaint to =
NHTSA
Complaint No. 1084-6459*

Jeffrey M. Boyer

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

*ODT:
Office of Defect Invest*

Erika.

Ref No: [REDACTED]

Enclosure
GM Recall #14291

*For Future: 1-877-382-4357
Complaint against GM-Buick*



1-866-962-2868

**General Motors Product Field Action
Customer Reimbursement Request Form**

14291

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Las Vegas State: NV Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: 9/28/2015

Vehicle Identification Number of Involved Vehicle: 2G4WD532151 _____
(17 Characters)

Mileage at Time of Repair: (1) 105,465 Date of Repair: (1) 3/20/2015
(2) 106,506 (2) 4/25/2015

Amount of Reimbursement Requested: \$ (1) \$56.89
(2) \$62.45

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 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



6501 Centennial Center Blvd - Las Vegas, NV 89149
Phone: (702) 951-8200

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
9/28/15	
R/O Close Date	Status
9/28/15	Final
Mileage In	Mileage Out
109565	109565
Service Advisor / Tag #	
Vincent Simonet/8051*W*	
Vehicle Identification Number	
2G4WD532151	
Delivery Date	In-Service Date
	12/05/13
Color	License Number
PEBBLE	

LAS VEGAS, NV			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2005	BUICK	LACROSSE		

DESCRIPTION OF SERVICE AND PARTS

	AMOUNT
#1 - 08PNZ: ELEC INST	
CUSTOMER STATES LOW BEAMS INOP	
Work performed by John Page (750)	
Installed 15016745 :SL-N-RELAY (02485-BPCT)	120.00
REPLACED HEADLIGHT MODULE	60.74
Sub Total: 180.74	

* ALL THE EMPLOYEES AT CENTENNIAL BUICK GMC APPRECIATE *
* YOUR BUSINESS. COMPLETELY SATISFIED IS OUR #1 GOAL. *

FAX: 1-866-962-2868

ATTENTION: GIANNI

9/28/15 : \$ 198.63

4/25/15 : 62.45

3/20/15 : 56.89

\$ 317.97

CASE NUMBER : [REDACTED]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	120.00
PARTS	60.74
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	12.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.89
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	198.63
AMEX	198.63

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

RD 9-28-15



6501 Centennial Center Blvd - Las Vegas, NV 89149
Phone: (702) 951-8200

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
4/25/15	
R/O Close Date	Status
4/25/15	Final
Mileage In	Mileage Out
106506	106506
Service Advisor / Tag #	
Cody Kennedy/3126*W*	
Vehicle Identification Number	
2G4WD532151	
Delivery Date	In-Service Date
	12/05/13
Color	License Number
PEBBLE	

LAS VEGAS, NV			Work Phone	Vehicle Identification Number	
			Home Phone	2G4WD532151	
Year	Make	Model	Body	Color	License Number
2005	BUICK	LACROSSE		PEBBLE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 08PNZ: ELEC INST DRIVER HEADLIGHT INOP Caused by DRIVER SIDE LOW BEAM BULB INOP. OPEN CIRCUIT. Work performed by Sean P. (035) Installed 13503417 :SL-N-BULB (02727-BOPCKT) 1@21.89 REPLACED DRIVER SIDE HEADLIGHT BULB. Sub Total: 56.89	35.00 21.89

* ALL THE EMPLOYEES AT CENTENNIAL BUICK GMC APPRECIATE *	
* YOUR BUSINESS. COMPLETELY SATISFIED IS OUR #1 GOAL. *	

Ref No, [REDACTED]	
Linda Vy Customer Advisor 10-15 min.	
Gianni	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	35.00
PARTS	21.89
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	3.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.06
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	62.45
Visa / M/C [REDACTED]	62.45

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

4/25/15



6501 Centennial Center Blvd - Las Vegas, NV 89149
Phone: (702) 951-8200

8:00

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 4:00 p.m. Saturday

ENCLOSURE No. 4.

R/O Open Date	R/O Number
3/20/15	
R/O Close Date	Status
3/21/15	Final
Mileage In	Mileage Out
105465	105465
Service Advisor / Tag #	
Vincent Simonet/3465*W*	
Vehicle Identification Number	
2G4WD532151	
Delivery Date	In-Service Date
	12/05/13
License Number	
Color	
PEBBLE	

LAS VEGAS, NV			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2005	BUICK	LACROSSE		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed 13503417 :SL-N-BULB (02727-BOPCKT) REPLACE RIGHT HEADLIGHT BULB Sub Total: 56.89	1@21.89 21.89

#5 - 02PNZ: FRT SUSP & STEER CUSTOMER STATES TO CHECK FRONT STEERING KNUCKLES Caused by FOUND TIE ROD ENDS LOOSE Work performed by DON S (720) Installed 26086580 :SL-N-ROD KIT (06233-BOPC) 1@127.27 Installed 26086580 :SL-N-ROD KIT (06233-BOPC) 1@127.27 REPLACE BOTH LEFT AND RIGHT FRONT TIE ROD ENDS ALIGN VECH. Sub Total: 470.54	216.00 127.27 127.27

#6 * ALIGN: FOUR WHEEL ALIGNMENT Work performed by DON S (720) Sub Total: 129.95	129.95

10% Discount Parts & Labor ***** * ALL THE EMPLOYEES AT CENTENNIAL BUICK GMC APPRECIATE * * YOUR BUSINESS. COMPLETELY SATISFIED IS OUR #1 GOAL. * *****	-69.42
7 \$ 2240	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	392.95
PARTS	301.34
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	10.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	25.22
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-69.42
TOTAL DUE	660.09
AMEX	660.09

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

RD 03-21-15

SUMMARY OF ENCLOSURES

1. RECALL NOTICE #N140291, dtd.
September, 2015. (and)
Reimbursement Request Form
2. Receipt, dtd., 9/28/2015, \$198.63
Replacement of HEADLIGHT MODULE
3. Receipt, dtd., 4/25/15, \$62.45
Replaced left side low beam BULB
4. Receipt, dtd., 3/20/15, \$56.89
Replaced RIGHT side Low beam BULB