

FEB 16 2016

CL-108 49522-2466

**NATIONAL HIGHWAY TRAFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE.
WASHINGTON D.C. 205090**

February 5, 2016

Dear Administrator:

Please find enclosed copies.

GM Recall Notice

Reimbursement Request Form filed with Bud's Chevrolet that was forwarded to GM for reimbursement of repairs that I had paid \$543.39 trying to fix the problem.

Three bills I paid

Two letters I sent, one in July 2015 and one in December 2015.

I received two phone calls from GM after the first letter stating parts were not available and I was given a case # [REDACTED] and told I would be contacted when parts would be available.

I had not heard from GM for several months so I sent the second letter and still no correspondence.

I was hoping you would be able to help me with this issue.

Sincerely,

[REDACTED]

Celina, Ohio

Ph. [REDACTED]

NAM
3916
SMD

Buick Recall #14291

P.O. Box 909989

Milwaukee, WI 53209-9989

December 1, 2015

Case # [REDACTED]

To Who It May Concern:

I received GM Recall #14291 in January of 2015.

I filed a claim in July 2015 to Bud's Chevrolet to be forwarded to GM for reimbursement of repairs that I had paid for \$543.39.

I received two phone calls from GM stating parts were not available and I was given a case # [REDACTED] and told I would be contacted when parts would be available.

What is the status of this claim?

Sincerely,

[REDACTED]
Celina, Ohio [REDACTED]

Ph. [REDACTED]

Bud's
1415 Commerce Dr., P.O.Box 128
St. Marys, Ohio 45885

(419) 394-2371

July 10, 2015

To Whom It May Concern:

Please find attached copies of Safety Recall Notice, Reimbursement Request Form that I received in January of 2015, and three bills I paid. The letter stated Buick would contact me and I needed to submit reimbursement form by January of 2016. The date is now July 10, 2015 and I have not heard from Buick. I realize it is very difficult to diagnose a problem when it occurs sporadically and no codes are left in the computer.

I first had a problem with my Buick when I was driving home one evening and I switched the headlights from bright to dim and the lights went out. I switched the lights back to bright and drove home. The next day when I drove the car everything seemed to be working properly. I took the Buick to Bud's and Bud's replaced the dimmer switch \$191.23.

This did not fix the issue. A short time later I had the lights go out and drove home on high beam. I do most of my driving during the day and thought I would drive until the problem got worse and did not correct itself.

The problem got worse and seemed to happen most often when I was using the turn signals. I took the Buick to Bud's and Bud's replaced the multifunction switch \$298.50.

This did not fix the issue. I took the Buick back to Bud's to find out if there was a service bulletin because I could not believe I was the only person with this issue. I did not like just throwing money at the problem but I was afraid this could cause an accident so Bud's replaced the headlamp relay \$53.66. While I was at Bud's another customer came in with the same problem, I said good luck we have been chasing this problem for over a year.

The problem has not reoccurred since this last repair. I have purchased nine GM vehicles from Bud's and have owned sixteen GM vehicles in my 50 years of driving. I trust GM will reimburse all my expenses on this issue.

Sincerely,

[REDACTED]
Celina, Ohio [REDACTED]

Ph. [REDACTED]

Folio
1-960-200-0000
Case # [REDACTED]



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

IMPORTANT SAFETY RECALL



14291 2G4WC582271 11 0000340

CELINA, OH



January 2015

This notice applies to your vehicle, VIN: 2G4WC582271

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

**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 safety 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 January 31, 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 14V-755.

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



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14291



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

14291

copy

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Celina State: OH Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: July 10, 2015

Vehicle Identification Number of Involved Vehicle: 2G4WC582271
94551, 108133, 109018 (17 Characters)

Mileage at Time of Repair: _____ Date of Repair: 7/20/12, 9/23/12, 10/28/12

Amount of Reimbursement Requested: \$ 543.39

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.
(Copy of cancelled check, copy of credit card receipt or receipt for cash 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: _____

Please provide this request form and the required documents to your General Motors dealer for processing. 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



CHEVROLET



BUICK

Buds

Chevrolet-Buick, Inc.

1415 Commerce Dr., P.O. Box 128

St. Marys, Ohio 45885

Phone 419-394-2371

1-800-688-BUDS (2837)

Fax 419-394-4781

www.budschevy.com

R/O	VIN 2 G 4 W C 5 8 2 2 7 1				DATE IN 09/20/12
YEAR 2007	MAKE BUICK	MODEL LACROSSE	COLOR BLACK	U	TIME IN 08:02
MILES 94551	MILES 94551	FIRST USE 12/22/06	LISC OH	CELINA OH	16:16
SEE ALSO	H				CLOSED 09/26/12
CUSTOMER IS WAITING				WRITER AMAIN	

(1) HEAD LAMPS WENT OUT AFTER SWITCHING FROM
BRIGHT TO DIM
DAIG AND REPL FAULTY DIMMER SWITCH

(Tech:75) F

Labor	T75 12	115.20
1999446 (SWITCH)	1	52.00
Total Labor		115.20
Total Parts		52.00
Total Repair (Customer)		167.20

Check: (2612) 191.23



Certified Service

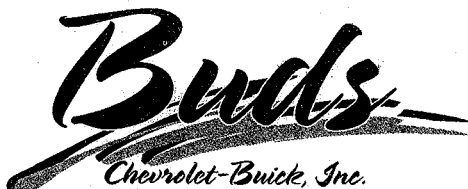
		W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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 115.20
				Parts 52.00
				Sublet .00
				Shop Supplies 11.52
				Oil/Grease .00
				Sub Total 178.72
				Tax 12.51
X CUSTOMER SIGNATURE			.00	Total (Cash) 191.23
Page 1 of 1 Reprint (1) Job				
Customer Copy				



CHEVROLET



BUICK



1415 Commerce Dr., P.O. Box 128

St. Marys, Ohio 45885

Phone 419-394-2371

1-800-688-BUDS (2837)

Fax 419-394-4781

www.budschevy.com

R/O	VIN			2 G 4 W C 5 8 2 2 7 1		DATE IN		09/23/13
YEAR	MAKE	MODEL	COLOR	U		TIME IN		08:37
2007	BUICK	LACROSSE	BLACK	U		CLOSED		11:50
MILES IN	MILES OUT	FIRST USE	LISC.	CELINA OH		CLOSED		09/23/13
108133	108133	12/22/06	OH			WRITER		9490
SEE ALSO						WRITER		DAN

(1) HEADLIGHTS TURN OFF WHEN TURN SIGNALS ARE ON INTERMIT.
 COULD NOT DUPLICATE PROBLEM. DISASSEMBLED STEERING COLUMN AS NEEDED TO REPLACE POSSIBLE DEFECTIVE MULTIFUNCTION SWITCH.
 (Tech:75) A

Labor	T75 19	186.20
1999446 (SWITCH)	1	73.50
Total Labor		186.20
Total Parts		73.50
Total Repair (Customer)		259.70

Check:) 298.50



Certified Service

W/C		INT.	CUSTOMER	
Labor				186.20
Parts				73.50
Sublet				.00
Shop Supplies				18.62
Oil/Grease				.00
Sub Total				278.32
Tax				20.18
Total (Cash)				298.50

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.

X

CUSTOMER SIGNATURE

Page 1 of 1 Reprint (1)

Job

Customer Copy

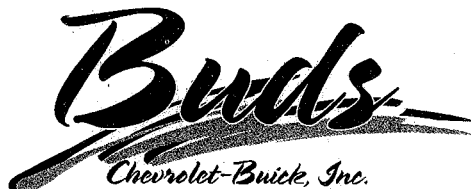




CHEVROLET



BUICK



1415 Commerce Dr., P.O. Box 128

St. Marys, Ohio 45885

Phone 419-394-2371

1-800-688-BUDS (2837)

Fax 419-394-4781

www.budschevy.com

R/O	VIN	2 G 4 W C 5 8 2 2 7 1		DATE IN	10/28/13
YEAR	MAKE	MODEL	COLOR	TIME IN	09:50
2007	BUICK	LACROSSE	BLACK	CLOSED	10:58
MILES IN	MILES OUT	FIRST USE	LISC.		10/28/13
109018	109018	12/22/06	OH	WRITER	DAN
SEE ALSO					

(1) CERTIFIED SERVICE LUBE, OIL, AND FILTER
INCLUDES A COMPLIMENTARY MULTI-POINT
INSPECTION AND TOPPING OFF ALL FLUIDS

(Tech:42) D

Labor T42 3 16.50
19210336 (FILTER KIT) 1 3.65
12345615B (BULK OIL) 1 11.14
Total Labor 16.50
Total Parts 14.79
Less Special Discount -11.34
Total Repair (QuickLane) 19.95

(2) REPLACED HEADLAMP RELAY

(Tech:42) F

Labor T42 .00
15016745 (RELAY) 1 53.66
Total Parts 53.66
Total Repair (Customer) 53.66

(3) REPLACED TRUNK LIGHT INOP.

(Tech:42) D

Labor T42 1 4.73
12450313 (BULB) 1 4.25
Total Labor 4.73
Total Parts 4.25
Total Repair (Customer) 8.98

(4) BATTERY FAILED TEST
INSTALLED NEW BATTERY

(Tech:75) D

Labor T75 5 27.50
88865241 (BATTERY) 1 119.95
Total Labor 27.50
Total Parts 119.95
Total Repair (Customer) 147.45

Check: ) 246.72



Certified Service

		W/C	INT.	CUSTOMER
				Labor 48.73
				Parts 192.65
				Sublet .00
				Shop Supplies .00
				Oil/Grease .00
				Less Disc. -11.34
				Sub Total 230.04
				Tax 16.68
				Total (Cash) 246.72
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.				
X		CUSTOMER SIGNATURE		
Page 1 of 1		Reprint (1)		Job 
		Customer Copy		

PRESS FIRMLY TO SEAL

PRESS FIRMLY TO SEAL



1004



20509

U.S. POSTAGE
PAID
CELINA, OH
45822
FEB 08, 16
AMOUNT
\$6.45
R2305M143516-08

PRIORITY® ★ MAIL ★



DATE OF DELIVERY SPECIFIED*



USPS TRACKING™ INCLUDED*



INSURANCE INCLUDED*



PICKUP AVAILABLE

* Domestic only

WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.

FROM:



Celina, OH

TO:

W40-304

NATIONAL HIGHWAY TRAFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE.
WASHINGTON D.C. 205090

Expected Delivery Day: 02/10/2016

USPS TRACKING NUMBER



9505 5131 9771 6039 0720 26



PS00001000014

EP14F July 2013
OD: 12.5 x 9.5

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