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 ☐
13-APR-2016	Reference No. 10855351

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City JOSHUA	State TX	Zip Code [redacted]	Evening Telephone Number [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	Make	Model	Model Year
2G4WD58266[redacted]	BUICK	LACROSSE	2006

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
6/28/2012	Cooper Car Center (817)962-2507			No: Cylinders 3.8LV	
Original Owner ☐	Dealer's City Ashland OR 97520	State OR	Zip Code 97520		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 31-OCT-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 140000 AIR BAGS	Failure Mileage 80000	Failure Speed

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: DOTMAL9ABC036)	☐ 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 2006 BUICK LACROSSE. WHILE DRIVING AT ANY SPEED. THE AIR BAG LIGHT REMAINED ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. IN ADDITION, WHILE DRIVING AT ANY SPEED AND MAKING A RIGHT OR LEFT TURN, THE STEERING WHEEL MADE A LOUD KNOCKING NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE POWER STEERING PUMP HAD A LEAK AND WAS REPLACED. THE FAILURE RECURRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 09E005000 (STEERING). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Today's Date 5/16/16

To Whom it may Concern

I [redacted] purchased A Buick LaCrosse on 06/28/2012.
From 2919 South Cooper. Cooper Car Center .

Last year 2015,I received a letter on the Buick LaCrosse , for the dem headlight. GMC only has a temporary fix , not a permanent one at this time . Now I am experiencing some problems with the light on the Airbags, on both sides, driver and passenger. When I am driving the light for the airbag show that they are off, I always make sure I have my seat belt on ,and when I have my Mother are anyone on the passenger side the airbag light shows it's off. I have not had a wreck in this vehicle, And I hope I don't. I definitely feel that this is very hazardous to myself and to the passengers that drive with me.

When I purchased the car in 2012 I had experienced some knocking. As I am driving to turn either left or right there is still knocking I have taken it to a couple of mechanic they told me it needed power steering fluid so I purchased some and poured some in there, it did OK for while but then it came back , it only lasts a couple of months and the knocking stops and then it comes back, not sure what it is but I still hear the knocking and I still continue to put power steering fluid in it. This also I fear and feel that it is hazardous for myself as well as the passengers that drive with me and to others that are driving on the road it is very serious and dangerous for me to continue to drive this vehicle in this condition this is all I have to drive so I try my best to be as careful as possible.

Sincerely [redacted]

P.S
This is what I found on line. about 3mos ago.

REMEDY:
GM will notify owners, and dealers will install two key rings and an insert in the key slot or a cover over the key head on all ignition keys, free of charge. The recall began on September 23, 2014. Owners may contact General Motors customer service at 1-800-521-7300 (Buick), 1-800-458-8006 (Cadillac), and 1-800-222-1020 (Chevrolet). GM's number for this recall is 14299.

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.

RECALL Subject : STEERING KNUCKLE BREAKING/LOSS OF STEERING CONTROL

Report Receipt Date: FEB 17, 2009
NHTSA Campaign Number: 09E005000
Component(s): STEERING

Slatestone metallic 486-24

All Products Associated with this Recall

11 Associated Documents

Details

Manufacturer: DORMAN PRODUCTS, INC.

SUMMARY:
DORMAN IS RECALLING 979 STEERING KNUCKLES, DORMAN P/NOS. 697-902 AND 697-903, SOLD UNDER DORMAN'S "OE SOLUTIONS™" BRAND NAME, AND NAPA P/NOS. 7-8502 AND 7-8503 WHICH WERE SOLD FOR REPLACEMENT USE ON THE VARIOUS VEHICLES LISTED ABOVE. A POTENTIAL MATERIAL OR DESIGN DEFECT COULD RESULT IN THE STEERING KNUCKLE BREAKING IN THE HUB AREA.

CONSEQUENCE:
A BROKEN STEERING KNUCKLE COULD RESULT IN LOSS OF STEERING CONTROL AND A POSSIBLE CRASH WITHOUT WARNING.

REMEDY:
DORMAN WILL NOTIFY OWNERS AND REPLACE THE DEFECTIVE STEERING KNUCKLES FREE OF CHARGE AND REIMBURSE THE REPAIR FACILITY OR OWNER FOR LABOR. THE RECALL BEGAN ON FEBRUARY 23, 2009. OWNERS MAY CONTACT DORMAN'S TOLL-FREE HOTLINE AT 1-800-523-2492 AND PRESS 5.

NOTES:
THIS RECALL ONLY PERTAINS TO AFTERMARKET DORMAN STEERING KNUCKLES AND HAS NO RELATION TO ANY ORIGINAL EQUIPMENT INSTALLED ON VEHICLES MANUFACTURED BY GENERAL MOTORS CORPORATION. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO HTTP://WWW.SAFERCAR.GOV .

RECALL Subject : LEATHER SEAT COVERS/AIR BAG SENSING SYSTEM

Report Receipt Date: OCT 31, 2006
NHTSA Campaign Number: 06V417000
Component(s): AIR BAGS

All Products Associated with this Recall

11 Associated Documents

Details

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:
CERTAIN VEHICLES ORIGINALLY BUILT WITH CLOTH SEATS THAT WERE EQUIPPED WITH AN AUTOMATIC AIR BAG PASSENGER SENSING SYSTEM AND LATER REUPHOLSTERED WITH AFTERMARKET LEATHER SEAT COVER KITS ARE INVOLVED. TESTING HAS INDICATED THAT THE AFTERMARKET LEATHER SEAT COVERS CAN CAUSE THE PASSENGER SENSING SYSTEM TO MALFUNCTION.

CONSEQUENCE:
IF THE PASSENGER SENSING SYSTEM MALFUNCTIONS, THE FRONT AIR BAG ON THE PASSENGER SIDE MAY BE DISABLED WHEN IT SHOULD BE ENABLED, OR ENABLED WHEN IT SHOULD BE DISABLED. IN EITHER CASE, IN THE EVENT OF A CRASH THAT REQUIRES AIR BAG DEPLOYMENT, A

FRONT PASSENGER'S LEVEL OF INJURY MAY BE INCREASED.

REMEDY:
BECAUSE A REPLACEMENT LEATHER SEAT COVER THAT IS COMPATIBLE WITH THE PASSENGER SENSING SYSTEM IS NOT AVAILABLE, GENERAL MOTORS (GM) WILL REPURCHASE THESE VEHICLES IN ACCORDANCE WITH THE TERMS STATED IN GM'S LETTER TO OWNERS. THE RECALL BEGAN ON NOVEMBER 6, 2006. OWNERS SHOULD CONTACT GM AT 1-877-477-1022 TO BEGIN THE PROCESS OF REPURCHASING THEIR VEHICLE.

NOTES:
GM RECALL NO. 06102. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO HTTP://WWW.SAFERCAR.GOV.

[redacted]

Search Results

Recalls	Investigations	Complaints	Manufacturer Communications
4 Result(s)	0 Result(s)	206 Result(s)	48 Result(s)

RECALLS: Displaying 1 - 4 out of 4

RECALL Subject : Headlamps may Fail

Report Receipt Date: AUG 14, 2015
NHTSA Campaign Number: 15V519000
Component(s): EXTERIOR LIGHTING

All Products Associated with this Recall

Details

6 Associated Documents

Manufacturer: General Motors LLC

SUMMARY:
General Motors LLC (GM) is recalling certain model year 2007 Pontiac Grand Prix, 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 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:
GM will notify owners, and dealers will replace the HDM, free of charge. Interim notices were mailed to owners on September 2, 2015. Dealers will install a new HDM Service part as an interim repair. Owners will receive a second notice when remedy parts are available. Owners may contact Buick customer service at 1-800-521-7300 or Pontiac customer service at 1-800-762-2737. 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.

RECALL Subject : Ignition Switch may Turn Off

Report Receipt Date: JUN 23, 2014
NHTSA Campaign Number: 14V355000
Component(s): ELECTRICAL SYSTEM

All Products Associated with this Recall

Details

28 Associated Documents

Manufacturer: General Motors LLC

SUMMARY:
This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. General Motors LLC (GM) is recalling certain model year 2005-2009 Buick LaCrosse, 2006-2011 Buick Lucerne, 2000-2005 Cadillac DeVille, 2006-2011 Cadillac DTS, 2006-2014 Chevrolet Impala, and 2006-2007 Chevrolet Monte Carlo vehicles. In the affected vehicles, the weight on the key ring and road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

CONSEQUENCE:
If the key is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury. Additionally, a key knocked out of the run position will cause loss of engine power, power steering, and power braking, increasing the risk of a vehicle crash.

[redacted]

FRONT PASSENGER'S LEVEL OF INJURY MAY BE INCREASED.

REMEDY:

BECAUSE A REPLACEMENT LEATHER SEAT COVER THAT IS COMPATIBLE WITH THE PASSENGER SENSING SYSTEM IS NOT AVAILABLE, GENERAL MOTORS (GM) WILL REPURCHASE THESE VEHICLES IN ACCORDANCE WITH THE TERMS STATED IN GM'S LETTER TO OWNERS. THE RECALL BEGAN ON NOVEMBER 6, 2006. OWNERS SHOULD CONTACT GM AT 1-877-477-1022 TO BEGIN THE PROCESS OF REPURCHASING THEIR VEHICLE.

NOTES:

GM RECALL NO. 06102. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO HTTP://WWW.SAFERCAR.GOV.

[redacted]

ELIASER HIGH TECH AUTO REPAIR

2420 JENNINGS AVE.
FORT WORTH, TX 76110
(817) 920-9228

[redacted]

QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE	
6	Spark plugs 6.50 each.	39.00	
5	Quarter of oil 4.00 each.	20.00	
1	oil filter 2.80	2.80	

After repair is completed, vehicle needs to be picked up within 15 days or it will be towed at owners expense. Agree by signing here.

ADDITIONAL PARTS ON BACK

ESTIMATED SERVICE DATE: / /

TOTAL PARTS →

SUBLET REPAIRS

TOTAL SUBLET REPAIRS →

RECEIVED AM PM | PROMISED AM PM

DATE 03/28/14 | CALL WHEN READY? YES NO

NAME [redacted] CELL PHONE [redacted] CUSTOMER NOTIFIED

ADDRESS [redacted] E-MAIL TIME / / AM PM

CITY ~~Inkom~~ Joshua STATE TX [redacted]

LICENSE TAG NO. | UNIT # | CUSTOMER ORDER #

YEAR 2006 | MAKE Buick | MODEL LaCrosse | ODOMETER

VIN

OPER. #	SERVICE DESCRIPTION
1	Tune up. & oil & filter Change
2	Power steering makes noise ?
3	
4	
5	
6	

Paid 275.36 on E350 This was for my Husbands work Van, Not the Buick Lacrosse

TECHNICIAN #1 | TECHNICIAN #2

POINTS

#	DESCRIPTION	SERVICE (LABOR)
	LUBE ○	
	CHANGE OIL ○	
	FLUSH TRANS DIFF. ○	

#1

#2

If repair commencement is authorized but completion is not authorized a charge will be imposed for disassembly, reassembly or partially completed work.

HAZARDOUS WASTE (ENVIRO.)

QUANTITY		$ AMOUNT		
	GALLONS GAS OCTANE		TOTAL SERVICE	85.00
	QUARTS OIL DETERGENT / NON DETERGENT		TOTAL PARTS	61.80
	SOLVENT		OUTSIDE REPAIRS	
	☐ CASH ☐ CHARGE	TOTAL GAS, OIL SOLVENT	GAS, OIL SOLVENT ENVIRO. CHG.	
			SUB-TOTAL	
			TAX	5.09
			TOTAL	151.89

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. If it becomes necessary for you to employ a collection agency and/or an attorney to collect this account, I the undersigned agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

X

"The Limited Warranties applying to the parts listed hereon are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either expressed or implied, including any implied warranties of the marchantability or fitness for a particular purpose and neither assume, nor authorize any other person to assume for the company any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the company any consequential damages, to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages."

A-N/C 2 U.S.