

Sept. 6, 2016

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



Montebello, NY

DOT Auto Safety

SEP 14 2016

Dear Sirs -

I am writing in regards to a defect in the 2009
Buick LaCrosse.

Enclosed is a receipt showing replacement of the
climate control panel lettering/decals which had
totally worn off showing the backlight and making
the symbols indecipherable. The dealer admitted
they were defective and replaced them free of charge.

The same thing has happened again! Also enclosed
is the Buick customer assistance letter they sent for
my complaint. When I called they merely said my
car was out of warranty and there were no re-calls
on the issue. There is even a web-site that
makes replacement decals specifically for my car -
it is a known issue.

I look forward to hearing from you. Thank you

Sincerely,

[Redacted Signature]

NAM
9/16/16
SMP



The Wallingford Auto Company
WALLINGFORD BUICK - GMC
1122 Old North Colony Road/P.O. Box 948
Wallingford, CT 06492-0948
(203) 269-3031



[REDACTED] SUFFERN NY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		2G4WC582691 [REDACTED]		28839	04/05/12	[REDACTED]
		PART-CLOSE				
YEAR		MAKE	MODEL	COLOR	TAG NO.	
09		BUICK	LACROSSE	GRAY	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
[REDACTED]	[REDACTED]	[REDACTED]	- - [REDACTED]	[REDACTED]	00/00/00	105
CUST. LABOR RATE		DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
		06/17/09	9	28838	04/05/12	06/17/09
TERMS						
CASH						

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A Com Customer States dye on heater head control coming off. check Cau tech verified concern. tech found dye coming off on buttons Cor tech replaced control head and system is now operating as designed D0362 A23 W X 25845879 CONTROL 1 W Line Total.....						
B Com Customer States doors squeak really loud when opening and closing, check and advise Cor tech lubricated all door hinges A23 Line Total.....						
C + Com DECLINED RECOMMENDED SERVICE-25K Cor recommended 30kne service. price is 579.95 plus tax XS25K A23 Line Total.....						

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



August 26, 2016

[REDACTED]
Montebello, NY [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-521-7300. Please refer to the service request number listed below when you reach our representative.

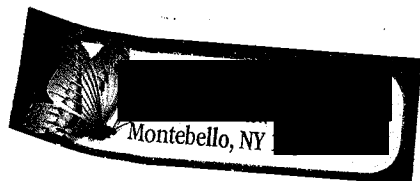
Total customer satisfaction is important to us at Buick. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at [REDACTED] or call us at 1-800-521-7300.

Sincerely,

Buick Customer Assistance Center
Service Request Number: [REDACTED]

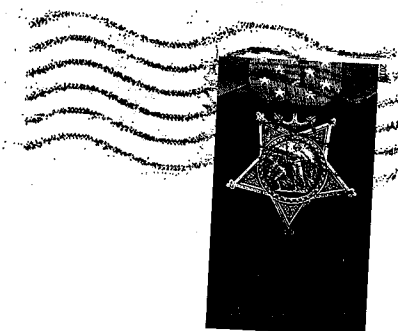
climate control labels

*press 2
press 4 repair issue
press 2*



WESTCHESTER NY 105

05 SEP 2006 PM 41



US Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue, SE
Washington, D.C. ~~20077~~ 9382

20590

20077-9382

