

CL-10882219-3865

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

Harwinton, CT  
June 22, 2016

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

JUN 28 2016

**RE: Buick Safety Recall 14291**

To Whom It May Concern

Please be advised that we have received the latest notice of the GM Safety Recall 14291 dated May, 2016 regarding our 2005 Buick LaCrosse, copy of notice attached. As your letter states, "Previously, you were notified that your 2005 model year Buick LaCrosse was involved in GM recall 14291. This letter is to inform you that parts are now available to repair your vehicle." Yes, we have received the prior 4 or 5 letters notifying us of this recall but please note we have contacted the local Buick dealer, Northwest Hills located at 2065 East Main St., Torrington, CT, and have been told each time that they DO NOT have the parts regarding GM recall 14291 and that they are on back order. So what are we to do??? You are telling the public that the Buick recall is a safety issue that needs to be taken care of yet Buick has not provided the necessary parts to the dealers. This has been going on for months.

Please note I contacted the Buick Customer Assistance Center on Friday, June 3, 2016, was put on hold while they contacted the local Buick dealer in Torrington, Connecticut and she was told that the parts are on back order. Please note, every time we have received a notice my husband has contacted the Buick dealer and was told the parts are on back order. I called Northwest Hills on June 17, 2016 and was told again that they do not have the parts, they are on back order but they would put our name down so when the parts come in they will call us as they have no idea when they will receive them. Again, if this is a safety issue why is Buick not producing the necessary replacement parts to correct the problem?

This is becoming a matter of urgency for us as we are trying to sell this Buick at my husband's used car business but cannot do so until all recall issues have been taken care of. I would appreciate your assistance in getting this matter resolved.

Sincerely yours,



cc: Mr. Jeffrey M. Boyer, Vice President  
Global Vehicle Safety, Buick  
PO Box 909989  
Milwaukee, WI 53209-9989

Mr. George Jepsen,  
Office of Attorney General  
55 Elm Street  
Hartford, CT 06106

NAM  
68916  
SMD



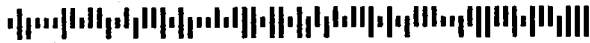
Buick  
 P.O. Box 90989  
 Milwaukee, WI 53209-9989

# IMPORTANT SAFETY RECALL



14291 2G4WD532651 [REDACTED] 11 0010937

HARWINTON, CT [REDACTED]



May 2016

This notice applies to your vehicle, VIN: 2G4WD532651 [REDACTED]

Notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2005 model year Buick LaCrosse was involved in GM recall 14291. We are writing to inform you that parts are now available to repair your vehicle.

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 any inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- Schedule an appointment with your Buick dealer.
- 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 for you?**

Your Buick dealer will replace the headlamp driver module (HDM) with a new design HDM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.



**What should you do?**

You should contact your Buick dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?**

Even though you may have already had repairs for this condition, you will need to take your vehicle to your dealer for additional repairs. If you have 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 received by the Reimbursement Department by May 31, 2017, unless state 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 write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue 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 14V755.

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

Northwest Hills  
Service  
855 357-6816  
Torrington 06790  
Enclosure  
GM Recall 14291

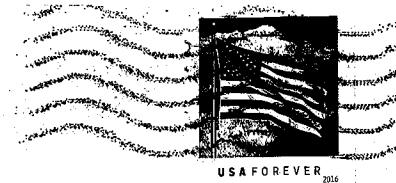
6/3 Called Buick Customer Assistance - on phone 14 mins. - they contacted Northwest Hills - was told parts are on backorder. We have told this since first notice was received.

6/17 - Called - still on back order - no idea ~~when~~ when expected.



Harwinton, CT

HARTFORD, CT 061  
23 JUN 2016 PM 11



Administrator  
National Highway Traffic  
Safety Admin.  
1200 New Jersey Ave, SE  
Washington, DC 20590

20590-

