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

Harwinton, CT  
September 2, 2016

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

**RE: Buick Safety Recall 14291, 2005 Buick LaCrosse**  
**VIN: 2G4WD532651**

SEP 15 2016

To Whom It May Concern,

Please be advised that this matter has finally been resolved. My husband brought the 2005 Buick LaCrosse to the Northwest Hills Buick dealer in Torrington, CT on Wednesday, August 24, 2016 and had the head lamp part replaced. I spoke with Sean Mason of GMC on August 24, 2016 and he confirmed that he spoke with the dealership that morning and the part was in fact replaced on our vehicle.

Sean also asked in the future if we ever have any problems to please contact GMC direct. My response was: "Why does the consumer have to wait so long to have a safety recall taken care of? Why can't a large corporation like GMC produce enough parts to cover this particular recall?" He did apologize. I know if I had not sent my initial letter of June 22, 2016 it would have taken another year before this recall issue was resolved.

Thank you very much for your assistance.

Sincerely yours,



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

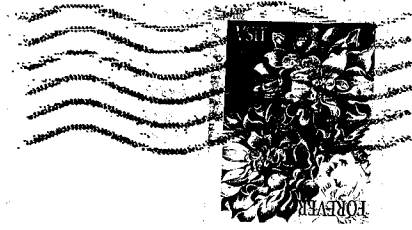
Mr. George Jepsen,  
Office of Attorney General  
55 Elm Street  
Hartford, CT 06106

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