

Please Note attached detail sent to
General Motors - Chairman of the Board

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 552(b)(6)

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

11-JUL-2016

Repository ☐

Reference No.
10684027

OWNER INFORMATION (Type or Print)

Name

Address

City BALTIMORE

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

VIN # 2G4WD58239

Make
BUICK

Model
LACROSSE

Model Year
2009

Date Purchased

7-28-2009

Dealer's Name and Telephone Number

Anderson of Hunt Valley 1-410-403-1300

Engine:

No: Cylinders 6

Fuel Type:

Regular

Original Owner

Dealer's City

10125 YORK RD

State

COCKEYSVILLE, MD

Zip Code

21030 MD 21030

Transmission Type

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Front Drive

Multiple Failure:

More than Six times

Incident Date(s)

20-JUN-2016

Failures from the day bought

FAILED COMPONENTS AND ADDITIONAL INFORMATION

Vehicle Component Code: 140000 AIR BAGS

current
mileage 59,960

Failure Mileage
6000

Failure Speed
All the time

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: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Seat Type:

Date Manufactured:

Model No./Name:

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

NO

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).

IL* THE CONTACT OWNS A 2009 BUICK LACROSSE. WHILE DRIVING 30 MPH, THE PASSENGER SIDE AIR BAG WARNING LIGHT REMAINED OFF WHEN THE SEAT WAS OCCUPIED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE DETAILS OF THE REPAIRS WERE NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 6,000. THE VIN WAS NOT AVAILABLE.

Passenger Air bag faulty all the time. Very dangerous for my wife of [redacted]. These failures started more than 6 times since I bought the car new. The dealer told me, they have now a fix, developed in 2013. Documentation include. I available. Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY. The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Repair Air Bag, Buick Lacrosse-Personal Safety Issue

[REDACTED]
Sun 10/23/2016 5:17 PM

Inbox

To: mary.barra@gm.com <mary.barra@gm.com>;

Cc: [REDACTED]

Ms. Mary T. Barra
Chairman of the Board
General Motors Corporations

Dear Ms. Barra----

I am [REDACTED] I love and bought GM Cars ALL my life. My wife and I are almost 50 years married, and currently own 3 GM cars:

1. Cadillac 2013 ATS
2. Buick 2009 Lacrosse
3. Buick 1999 Regal.

The issue: For our safety, please help us repair the "Passenger Air Bag" of the Buick Lacrosse 2009, VIN # 2G4WD58239 [REDACTED]

History: We bought this Buick Lacrosse from a Baltimore GM dealer on July 2009. Since the beginning, this air bag was intermittent and failed several times (at least 7 times). If I am correct, the sensor was replaced at least twice as follows:

1. Passenger Air Bag-faulty, taken to dealer, Ed Morse Sawgrass, Sunrise, FL 33323 on July 31, 2011.
2. Same issue to dealer Ed Morse, Sunrise, FL on Feb 9, 2011.
3. Same issue (Air Bag), Ed Morse, on Feb 28, 2011. (I think it was replaced then).
4. Passenger Air Bag failure, taken to dealer Anderson of Hunt Valley, Cockeysville, MD 21030 on May 3, 2013.
5. Passenger Air Bag failure taken to Anderson of Hunt Valley, MD to be fixed on May 16, 2013. (I think the sensor was replaced again).
6. The passenger air bag was intermittently faulty and reported in 2014 and 2015.
7. In 2016, the air bag faulty light was continuously ON. Out of frustration, I called and contacted Buick Customer Assistance Center, on June 6, 2016, and spoke with Miss Annie (A very sweet person), Case [REDACTED] Miss Annie authorized \$100 to Anderson of Hunt Valley to look into the problem.
8. On August 29, 2016 Miss Lexi, Senior Buick Adviser, called and said she could waive the \$465 requested, after talking to Anderson of H.V. dealership, viz. Mr. Joseph Yzupus. She called 2 days after that and said she cannot authorize it.
9. Mr. Marc called several times in Sept 2016 from the Buick Executive Corporate Office. We spoke several times while he was doing research and then said he does not have the authority to waive the \$465 charge.

Conclusion: I always convince my son and all my friends to buy GM cars because I am very happy with GM cars during all my life.

10/23/2016

Repair Air Bag, Buick Lacrosse-Personal Safety Issue

Please help us Ms. Barra, I am too old to be treated like this. The Passenger Air Bag faulted even after it was taken to the shop more than seven times. Right now the Lacrosse has only 59,965 miles.

I need my wife to be safe in this beautiful Lacrosse car. Can you please authorize to repair the Air Bag by waving the \$465. I will be very grateful.

By the way: At Anderson of Hunt valley, Mr. Jerry Herring, Service Adviser, and Mr Joseph Uzupus, Service Manager, give me excellent treatment whenever I visit their dealership for service.

Thank you very much in anticipation.

Respectfully yours,

[REDACTED]
[REDACTED]
Baltimore, MD

[REDACTED] (cell)

cc: National Highway Traffic Safety Administration

[REDACTED]
Baltimore, MD [REDACTED]

BALTIMORE MD 212

24 OCT 2016 PM 10.1



Randy Reid Chief
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U.S. Department of Transportation
National Highway Traffic Safety Administration
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