

APR 25 2017

O.D.I.

3/31/17

1200 New Jersey Ave SE

West Building

Washington DC 02590

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

To whom this does concern

My name is [REDACTED]

I own a 2008 Buick and I'm involved in a recall (#14291) for this car.

I was notified of the recall by Buick and went to a local dealer to have the repair done.

I was told they couldn't do it because my car had a "branded title".

On Feb 10 I filed a complaint with NHTSA (#10953866)

On March 13 at 3;23 PM I called 8883274236 spoke to Kevin, he said the compliant had gone to the office of investigations, told me to wait a couple weeks and call back.

Today I called same number at 2;56 and spoke to Nissi. She said my compliant has been read and if they had any questions they would call me, or not. She had no idea what I could expect or who I could call to ask. She told me to contact O D I but they had NO phone number only an address.

So now what, are you the right person or is this another dead end. I've included some of the data for this claim

Thanks

[REDACTED]

Quincy, Ma

[REDACTED]

NAM  
4.26.17  
WD

**Safety Issue Type: Complaints**

**February 10 2017** NHTSA ID Number: 10953866

**Components: ELECTRICAL SYSTEM**

NHTSA ID Number 10953866

Incident Date January 11 2017

Consumer Location QUINCY, MA

Vehicle Identification Number 2G4WD582681\*\*\*\*\*

**Complaint Summary**

CRASH No MY 2008 BUICK WAS RECALLED BY BUICK FOR SAFETY RECALL 14291  
FIRE No AS INSTRUCTED I MADE AN APPOINT AT CENTRAL BUICK IN NORWOOD  
INJURIES 0 MA FOR 08:00 1/11/17  
DEATHS 0

ON ARRIVAL THEY TOOK MY PAPERS AND DECIDED THEY COULDN'T DO THIS SAFETY RECALL ON THE HEADLIGHTS BECAUSE THE CAR HAD A "BRANDED TITLE".

I BOUGHT THIS CAR 5 YEARS AGO AND IT DOES HAVE A RECONSTRUCTED TITLE IN MASS DUE TO A PRIOR ACCIDENT THAT WAS FIXED AND INSPECTED PRIOR TO MY BUYING THE CAR.

I DON'T SEE WHY BUICK REFUSED TO REPLACE THIS RELAY.

IT'S A SAFETY ISSUE WHEN THE HEADLIGHTS REFUSE TO WORK DUE TO THIS DEFECTIVE RELAY. I HAVE TWICE REPLACED THIS RELAY WITH STANDARD REPLACEMENT PARTS ONLY TO HAVE THEM AGAIN FAIL.

PLEASE REVIEW AND ADVISE

**Associated Products (1)**

**Vehicle**

MAKE	MODEL	YEAR
BUICK	LACROSSE	2008

**From:**  
**Sent:**  
**To:**  
**Subject:**

U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov>  
Friday, February 10, 2017 2:20 PM  
[REDACTED]  
Thanks for Letting Us Know About Your Vehicle

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is 10953866. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

### What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [www.SaferCar.gov](http://www.SaferCar.gov) with your family, friends and others in your community.

### Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)  
TTY: 888-424-9153  
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>  
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [SaferCar.gov](http://SaferCar.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

*called 3/13  
@15i23*

*Kevin*

*Complaints  
Office of Investigation*

*Could More  
Weaker & Recall*



**Complaint Number: 10953866**

**Vehicle Identification Number: 2g4wd58268** [REDACTED]

**Your Vehicle's Make Model and Model Year: BUICK LACROSSE 2008**

**Note: Your VIN, make, model, and year are all protected under the Privacy Act.**

**What part of your car was affected? Electrical**

**What happened?**

My 2008 buick was recalled by Buick for safety recall 14291 As instructed I made an appoint at Central buick in Norwood Ma for 08:00 1/11/17 On arrival they took my papers and decided they couldn't do this safety Recall on the headlights because the car had a "Branded Title". I bought this car 5 years ago and it does have a reconstructed title in Mass due to a prior accident that was fixed and inspected prior to my buying the car. I don't see why Buick refused to replace this relay. It's a safety issue when the headlights refuse to work due to this defective relay. I have twice replaced this relay with standard replacement parts only to have them again fail. Please review and advise

**Files you uploaded.**  
chel-ops\_029338.pdf

**When did this happen? 01/11/2017**

**Was there a Crash? No**

**Was there a Fire? No**

**Was there an injury or fatality? No**

**How fast were you going? (in mph) 0**

**About how many miles were on your vehicle at the time of the incident? 80000**

**First Name:** [REDACTED]

**Last Name:** [REDACTED]

**Email:** [REDACTED]

**Address 1:** [REDACTED]

**Address 2:**



RECALL INFORMATION PROCESSING CENTER  
P.O. BOX 909989  
MILWAUKEE, WI 53209-9989

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE  
PAID  
GENERAL MOTORS



# RECALL INFORMATION

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

2G4WD662681

QUINCY, MA



## IMPORTANT

GMRPCUB108 000148218

CENTRAL BUICK GMC  
70 BOSTON PROVIDENCE HWY US ROUTE 1  
NORWOOD, MA 02062  
(781) 762-2202

QUINCY, MA

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.



AS A VALUED BUICK OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF NOVEMBER 2016, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR BUICK LACROSSE:

14291 LOW BEAM HEADLAMPS AND DAYTIME RUNNING LAMPS  
COULD FAIL TO ILLUMINATE

*called 1/4/17 @ 1523 08:00 /11*

GMRPCUB108 000148218

BAC-0000263719

BUICK LACROSSE

2G4WD662681

CENTRAL BUICK GMC  
70 BOSTON PROVIDENCE HWY US ROUTE 1  
NORWOOD, MA 02062  
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ACCORDING TO OUR RECORDS, AS OF NOVEMBER 2016, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR BUICK LACROSSE:

14291 LOW BEAM HEADLAMPS AND DAYTIME RUNNING LAMPS COULD FAIL TO ILLUMINATE

*called 1/17 @ 12:23 08:00 /11*

*Rejected to to Bundled Title*



GMRPCUB108 800148218

BAC-00000283718



204W064288



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P.O. BOX 909989  
MILWAUKEE, WI 53209-9989

*3/1/17*

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GENERAL MOTORS



**RECALL INFORMATION**

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

QUINCY, MA

**IMPORTANT**

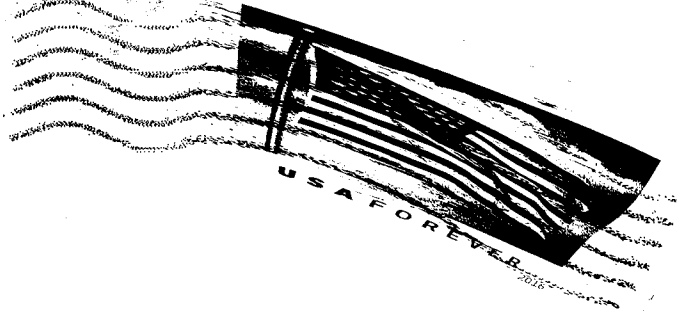


GMRPCU2148 80028288A

Quincy MA

BOSTON MA 021

03 APR 2017 PM 10 L



ODI  
1200 New Jersey Ave SE  
West Building  
Washington, DC 02590

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