

[REDACTED]
Bay City, MI
[REDACTED]
Cell: [REDACTED]

OCT 17 2018

CL-11142018-7145

October 10, 2018

BUICK Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

RE: SAFETY DEFECT
New 2018 Buick Enclave, Delivery 7-23-18
Vin: 5GAEVAKWOJJ [REDACTED]

While the above referenced vehicle is the finest GM vehicle I have owned and generally fills my needs for a comfortable high-mileage vehicle, it has one safety defect, which is the "Start-Stop Technology" feature. The engine shuts down intermittently whenever the vehicle stops and does not recover fast enough for safe starts in traffic. I have experienced several near accidents while attempting to negotiate traffic opportunities with hesitating/coughing re-starts; late lock-up of transmission clutches resulting in squealing tires and drive train jolts. Drivers, like myself, quickly figure out what they have to do to avoid the "stalling" feature: drifting through stop signs, timing traffic lights, or providing hasty traffic evaluations at intersections/stop-signs (anything to avoid a complete stop and stall). I consider the "stop-start" feature to be a serious safety defect. Drivers have a full-time job just being alert and anticipating traffic situations, not worrying about whether the engine is going to stall and restart in a timely manner.

Instead of enjoying driving this new high quality vehicle, I am constantly being irritated with concerns as to how to avoid an engine stall. It is incomprehensible that GM would ever consider incorporating such an unsafe, ridiculous and aggravating feature in their vehicles. I have written two (2) letters to Buick's president and general manager (Mr. Duncan Aldred and Mr. Barry Gronski, respectively) in this regard without response. I have asked the dealer to disable the feature and they claim they are not allowed. As a last resort, I am requesting that Buick provide a field bulletin to their dealers with instructions to disable the "Start-Stop" feature for any customer so requesting. This "start-stop" anomaly did not appear during my test-drive of this vehicle due to the hot summer days requiring a high demand for cabin air conditioning, or the vehicle purchase would not have occurred. I am a retired graduate automotive engineer and worked for GM for 17 years prior to having the opportunity to take over another Michigan corporation for an additional 24 years as its general manager.

Sincerely yours,
[REDACTED]

✓ c. Administrator, NHTSA,
1200 New Jersey Ave., SE
Washington DC 20590

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**Administrator NHTSA
1200 New Jersey Ave., SE
Washington, DC 20590**

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