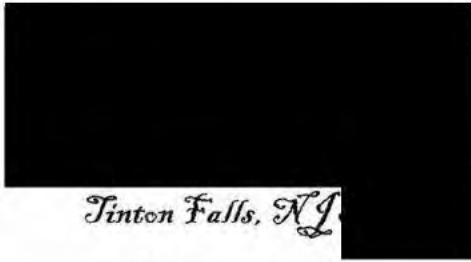


N5F-010

FEB 13 2019

CL-11181831-5649



Tinton Falls, NJ

February 2, 2019

Administrator NHTSA  
1200 New Jersey Avenue, SE  
Washington DC 20590

Also:

US Buick Customer Assistant Center  
Detroit, MI 48232-5136

Gentlemen:

The purpose of this letter is to report a safety hazard in my 2015 Buick Verano. My local dealer has been unable to offer a solution: THE DIRECTIONAL SIGNAL IN THE VERANO OPERATES SILENTLY (no clicking sound as in past Buicks I have owned) and has caused me three near-accidents in the past month.

EXAMPLE: After making a slight right turn (not enough to cause the directional to go off automatically) and without a clicking sound to alert me that the directional is still on, several other drivers saw my false clues, thought I was turning, and that led to close accidents each time as they pulled out in front of me, My fault, not theirs.

Conversely, the directional in my 2002 Buick Century makes a clicking sound when the directional is on. The 2015 Buick Verano's silent directional does NOT offer that safety measure.

I have 64 years of an unblemished driving record. Needless to say, the directional clicking sound is a safety factor in anyone's-young or old- safe driving.

If there is a solution to this problem, please contact me.

Truly,



inaudible turn signal

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Tinton Falls, NJ

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Administrator NHTSA  
1200 New Jersey Avenue SE  
Washington, DC 20590

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