

CL-11230271-8728



National Transportation Safety Board

Washington, DC 20594

Office of the Managing Director

June 10, 2019

[REDACTED]
Sebastian, FL [REDACTED]

Dear [REDACTED]:

Thank you for your March 23, 2019, letter to the National Transportation Safety Board (NTSB) on behalf of [REDACTED] regarding the problems you both have had with the interior lights in [REDACTED] 2015 Buick Lacrosse. I apologize for the delay in replying to you.

To provide you some background, the NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway, marine, and pipeline. We determine the probable cause of the accidents and issue safety recommendations aimed at preventing future accidents. In addition, we carry out special studies concerning transportation safety and coordinate the resources of the federal government and other organizations to provide assistance to victims and their family members affected by major transportation disasters. The NTSB derives this authority from Title 49 *United States Code* Chapter 11. We are not authorized to initiate or supervise industry recalls nor to address individual vehicle complaints with manufacturers on the owner's behalf.

The regulation of motor vehicle safety equipment, the investigation of potential vehicle defects, and the supervision of recalls are the responsibility of another federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to that agency. If you or [REDACTED] wish to contact NHTSA directly regarding your concerns about [REDACTED] vehicle, either of you can do so at <https://www-odi.nhtsa.dot.gov/VehicleComplaint>.

I wish you both the best.

Sincerely,

A handwritten signature in black ink, appearing to read "Sh Austin", is written over the typed name.

Shavonne L. Austin
Chief
Executive Secretariat

TG
7.5.19
LD

cc: w/Enclosures
Executive Secretariat
NHTSA

[REDACTED]
Sebastian, FL [REDACTED]

To whom it may concern:

3/23/2019

REMARKS

4/17/2019

I am [REDACTED] physician from Pennsylvania, discussing a "life threatening vehicle issue". The vehicle, a 2015 Buick Lacrosse belonging to [REDACTED] Sebastian, Fl. [REDACTED] Some vehicle complications, ours in for service, sisters went to Miami, a phone call requesting the wife's heart surgery follow appointment had been move up, resulted in borrowing a friends Buick.

We drove to Atlantis, WPB, JFK where her heart specialist was to go over her test results before we returned to Pennsylvania. [REDACTED] my wife, was complementary bout the Buicks interior appeal that's when kidded her about the lights going out per [REDACTED] We laughed, could have been our last laugh.

[REDACTED] had told us at breakfast one morning that he had two years of interior lights going out, that the Service Manager, Rhett Riddle, told him at Linus Buick, they can't resolve a problem without a code, no matter how serious. He said the same guy also told him Sirius radio not available on his Lacrosse. (wrong). **BUICK CASE#** [REDACTED] The wife and I did not believe that Buick would or could not fix the problem. We have a Volvo.

There was an appointment delay as Dr. Nores, had a emergency surgery. The review went well, NO STRESS for a while, see us next year, follow up with local cardiologist. [REDACTED] was relaxed and in great spirits, but hungry.

LEONTAY CONTACT C BUICK

We used On Star to locate a near by restaurant before getting on I-95 After a light relaxed dinner, I headed for the on ramp, I-95 north, Totally dark outside, I pulled into the middle lane, 75 MPH traffic, when **ALL INTERIOR LIGHTS WENT OUT**. The wife went bonkers that's when I remembered [REDACTED] said there was a flashlight in the console so he could see if the light went out at night. Various lane warnings kept my attention until I could ease over to an off ramp. [REDACTED] was crying uncontrollably, at the bottom off-ramp the **ALL INTERIOR LIGHTS CAME ON**, again.

The damage was done, [REDACTED] was shaking as we pulled into a drive in and got two cokes and pulled in back and parked. After recounting we felt relaxed BUT knew we had only gone a few miles, and it could happen again.

Slowly proceeding back onto I-95 and then all the way to Sebastian without incident. [REDACTED] was concerned we were so late, we sat and talked, then decided on breakfast to finish the discussion.

[REDACTED] daughter has had several Cancer problems and operations and expensive that he shared, so [REDACTED] and I want to help with in some small way. He in turn has been upset about the STRESS bonkers.

I talked briefly with out legal reps in West Palm Beach and told them our plans.

[REDACTED] will not trade his problems to someone else if he can get the loan cleared because of his limited night driving and reacting to lights going out, about 4 times a week.

I'm having him get a complete set of Linus Buick invoices, emails and recordings (because of his dementia, he records business transaction for clarification) and explain to his daughter our legal contacts in WPB.

We want to make sure if a fatal accident occurs, that his family can take legal actions if necessary. We have family problems and can't assist [REDACTED] any further.

JHMS

*Between the two of you, something should be done to perhaps, **to save lives**. I'm sending this to [REDACTED] to review and forward to you.*



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