

CL-11302016-1316

[REDACTED]
DePere, WI

Cell Phone [REDACTED]

Email: [REDACTED]

1/8/2020

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

Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Dear Administrator:

I purchased a new 2018 Buick LaCrosse VIN: 1G4ZS5SS3 [REDACTED] on June 27, 2018, from Bergstrom Buick GMC Cadillac of Green Bay, 301 N. Taylor Road, Green Bay, WI 54303, Telephone 920-884-0101.

On July 20, 2019 with 2,785 miles while pulling into a parking stall in Baileys Harbor, WI the car with no warning completely shut down all mechanical functions and all electrical functions including hazard lights. Buick Road Side Assistance hauled the vehicle to Jim Olson GM, 632 Green Bay Road, Sturgeon Bay, WI 54235-3099, Telephone 920-743-4461. Jim Olson GM replaced the battery and the vehicle ran better than it had in the past.

On December 3, 2019 with 5,325 miles while stopped at a stop light in Green Bay, WI the car with no warning completely shut down all mechanical functions and all electrical functions including hazard lights. Buick Road Side Assistance hauled the vehicle to Bergstrom Buick GMC Cadillac of Green Bay. Bergstrom reported the battery was good and they applied some software updates. However they could not guarantee the problem will not happen again.

I feel I have been very fortunate that both failures happened during day light hours in areas with 25 mph and 35 mph speed limits. I would not feel comfortable if the failure were to occur at night, during a snow storm or on a highway with a 65 mph speed limit because I would be unable to move the vehicle to a safe spot and turn on my hazard lights.

[REDACTED]
Cc: Buick Customer Assistance Center

Cc: Bergstrom GM of Neenah

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1-23-2020
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DEPERE, WI

CERTIFIED MAIL



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Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

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Department of Transportation

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