

April 30, 2023

General Motors
Buick Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Dear Buick Customer Service Representative,

My husband and I bought our first GM car, a brand new Oldsmobile Cutlass, right after we were married in 1985. Even though we are not GM employees, for most of our married life we have owned GM cars, including 3 Saturn's (Outlook, 300 and Ion), 5 Chevy's (3 Malibu's, Equinox and Impala) and a Buick LaCrosse. Reliability and safety were reasons we chose GM, especially when it came time to purchase vehicles for our teen aged children to drive.

Recently I was driving our 2016 FWD Buick LaCrosse and received a message and a warning sound that the brake fluid was low. Knowing that a warning regarding brakes is nothing to ignore, I drove to the nearest auto supply store to buy brake fluid. Since I've never added brake fluid before, I pulled out my manual and became very confused since the diagram in the book was different than what my car looked like. Because of this confusion, I did not put brake fluid in any reservoir, which in hind sight was a blessing.

Here's what I discovered: in looking at page 234 of the manual, number 6 is identified as the transmission fluid cap and dipstick but when you look at my car, that location is really the brake fluid reservoir. In looking at page 236 of the manual, number 6 is labeled correctly as the brake master cylinder reservoir. But in all practicality, if a fluid needs to be added I'm sure most people would look at the diagram and not the words on the next page. I have included with this letter photos of my engine and the manual.

I understand that mistakes happen but this mistake could have destroyed my car. I hope that no one else has poured fluid in the wrong reservoir simply by referencing the diagram in the manual. Please get the word out to all the proud 2016 Buick LaCrosse owners so that no one else makes a safety decision based on incorrect labeling.


Clarkston, MI 

Attachments: photos



July 2, 2023

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

To Whom it May Concern:

Earlier this year I discovered a mistake in the 2016 Buick LaCrosse manual, which could have potentially deadly consequences. I sent Buick a letter in May 2023 but have not heard from them.

As a person who is not familiar with an engine and I'm sure there are a lot of us out there, this mistake could prove to be dangerous so I hope you can get this issue addressed and corrected.

Thank you for the work you do to keep car manufacturers liable and accountable for safety.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Clarkston, MI 







2016

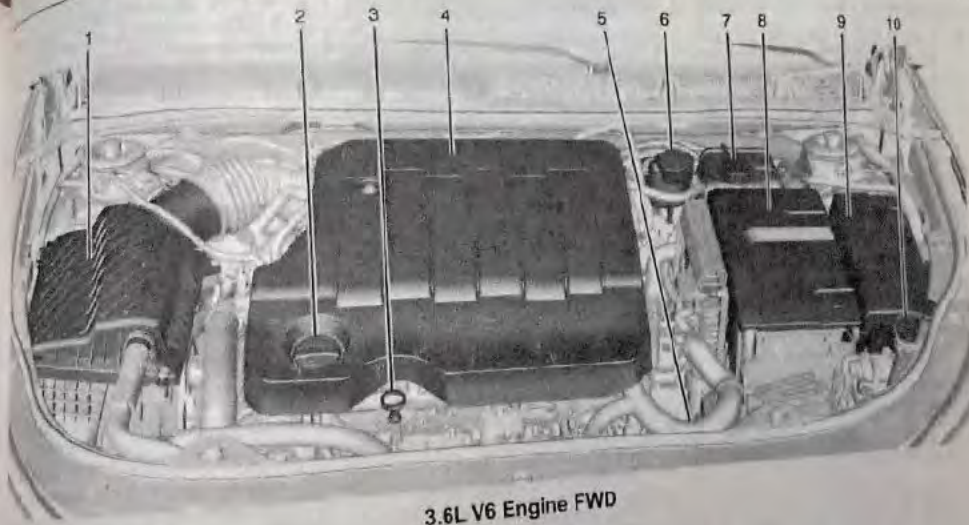


LaCrosse

buick.com (U.S.)
buick.gm.ca (Canada)
buick.com.mx (Mexico)

234 Vehicle Care

1. *Engine Air Cleaner/Filter* ⇨ 240.
2. *Power Steering Reservoir and Cap. See Power Steering Fluid (2.4L L4 Engine and 3.6L V6 Engine with FWD)* ⇨ 247 or *Power Steering Fluid (3.6L V6 Engine with AWD)* ⇨ 247.
3. *Engine Oil Fill Cap. See Engine Oil* ⇨ 236.
4. *Engine Oil Dipstick. See Engine Oil* ⇨ 236.
5. *Engine Cover.*
6. *Transmission Fluid Cap and Dipstick. See Automatic Transmission Fluid* ⇨ 239.
7. *Brake Master Cylinder Reservoir. See Brake Fluid* ⇨ 249.
8. *Coolant Surge Tank and Pressure Cap. See Engine Coolant* ⇨ 243.
9. *Battery Cover. See Battery - North America* ⇨ 250.
10. *Engine Compartment Fuse Block* ⇨ 258.
11. *Windshield Washer Fluid Reservoir. See Washer Fluid* ⇨ 248.



3.6L V6 Engine FWD

1. Engine Air Cleaner/Filter ⇨ 240.
2. Engine Oil Fill Cap. See *Engine Oil* ⇨ 236.
3. Engine Oil Dipstick. See *Engine Oil* ⇨ 236.
4. Engine Cover.
5. Transmission Fluid Cap and Dipstick. See *Automatic Transmission Fluid* ⇨ 239.
6. Brake Master Cylinder Reservoir. See *Brake Fluid* ⇨ 249.
7. Coolant Surge Tank and Pressure Cap. See *Engine Coolant* ⇨ 243.
8. Battery Cover. See *Battery - North America* ⇨ 250.
9. Engine Compartment Fuse Block ⇨ 258.
10. Windshield Washer Fluid Reservoir. See *Washer Fluid* ⇨ 248.

Engine Oil

To ensure proper engine performance and long life, careful attention must be paid to engine oil. Following these simple, but important steps will help protect your investment:

- Always use engine oil approved to the proper specification and of the proper viscosity grade. See "Selecting the Right Engine Oil" in this section.
- Check the engine oil level regularly and maintain the proper oil level. See "Checking Engine Oil" and "When to Add Engine Oil" in this section.
- Change the engine oil at the appropriate time. See *Engine Oil Life System* ⇨ 238.
- Always dispose of engine oil properly. See "What to Do with Used Oil" in this section.

Checking Engine Oil

It is a good idea to check the engine oil level at each fuel fill. In order to get an accurate reading, the vehicle

must be on level ground. The engine oil dipstick handle is a See *Engine Compartment Overview* ⇨ 231 for the location of the engine oil dipstick.

Obtaining an accurate oil level reading is essential:

1. If the engine has been running recently, turn off the engine and allow several minutes for the oil to drain back into the oil pan. Checking the oil level too soon after engine shutoff will not provide an accurate oil level reading.

Warning

The engine oil dipstick handle may be hot; it could burn you. Use a towel or glove to touch the dipstick handle.

2. Pull out the dipstick and wipe with a clean paper towel or cloth, then push it back in all the way. Remove it again, keeping the tip down, and check the level.

Clarkston, MI

METROPLEX MI 490

12 JUL 2023 PM 3 L

USA
FOREVER

7/20
AN

National Highway Traffic
Safety Admin.

1200 New Jersey Ave. SE
Washington DC 20590

20590-

