

May 29, 2015
CL-10725016-1349

General Motors Corporate Office
300 Renaissance Center
Detroit, Michigan
48265

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

JUN - 4 2015

Dear sir,

I purchased the Buick La Crosse from Kerbeck Motors, Atlantic City, NJ on Oct. 12, 2009 Vin # 200#2G4WD582591 [REDACTED] When driving home from Atlantic City, NJ on the Garden State Parkway on Dec. 12, 2014 late on a moonless night my headlights went out. Using my high beams sparingly I finally reached home. It was a frightening experience. I took it to Barlow Buick in Manahawkin, NJ, the nearest dealership on Dec .14, 2014. They said it was fixed. Then on Jan., 2015 I received a letter from you stating that General Motors had a recall for this very problem and even if I had had it fixed it would not solve the problem. I was to wait for a second letter that would tell me when parts were available. Now I am told that General Motors does not know how to fix the problem. I am [REDACTED] yrs, old and do not want to drive a car with this problem. The only advice your management office gave was to drive with the bright lights constantly on and carry your recall letter in the glove compartment to show the police if stopped. I want you to give me a new car. This is absurd.

I also had another recall on this same vehicle because having too many keys on my key chain could cause the ignition to completely stop. This car is dangerous. I have owned many Buicks and Chevys over the years but my confidence in your ability to build a safe automobile has been destroyed.

You must make good on your product. I feel that my life is in danger driving this automobile. Also, the manager of the maintenance department of Barlow Buick has refused to compensate me for paying to have the lights repairs originally even though you have stated that this did not solve the problem.

Yours,

[REDACTED]

Manahawkin, NJ

[REDACTED]

V.c.c. National Highway Traffic Safety Administration

ET
6/10/15
SMD

Manahawkin, NJ



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7014 2870 0000 7353 1132

Administrator
National Highway Traffic Safety Bd.
1200 New Jersey Ave. SE
Washington, DC
20590

W40-304

