



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

JUN 7 2005

NVS-216aae
Ref. No.10121504

[REDACTED]
La Palma, CA [REDACTED]

Dear Mr. [REDACTED]

Thank you for your correspondence dated April 25, 2005, concerning your 2000 Buick Century vehicle. Your correspondence was received on May 10, 2005. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems associated with the pressure solenoid in 2000 Buick Century vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. Whether the failure of the unit invokes the failure of other systems is unknown at this time. However, the information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

Regarding your reimbursement request, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the California Office of the Attorney General regarding your request.

You can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236