



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

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

SEP 28 2005

[REDACTED]
Calonia, NJ [REDACTED]

NVS 216 mrc
RefNo. 10128099

Dear [REDACTED]:

Thank you for your correspondence dated June 6, 2005, concerning your 1997 Buick LeSabre vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on June 22, 2005. However, our database did not indicate any prior correspondence from you. 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.

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.

Copies of service bulletins that are issued by the manufacturer to their dealerships are available from NHTSA's Office of Technology and Information Management. If you would like a list of these service bulletins, please contact:

National Highway Traffic Safety Administration
Technical Information Services NPO-405
400 Seventh Street, SW - Room 2336
Washington, DC 20590
FAX: (202) 493-2833
E-MAIL: tis@nhtsa.dot.gov <<mailto:tis@nhtsa.dot.gov>>

You will need to specify the make, model, model year, and type of problem for which you are requesting information. There is a nominal charge for providing the listings and detailed information; therefore, you may consider contacting TIS for price information before ordering.



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

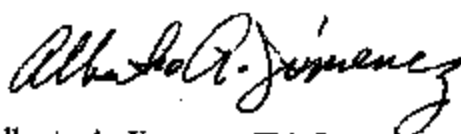
In order for us to record specific information concerning the problems you have encountered with your vehicle certain information must be provided. Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The information you provide will be entered into our database and considered with other reports to identify any safety-related defect trends that may require our attention. Please mark the appropriate authorization box and sign the form. Your information may assist Bridgestone and NHTSA in determining if a safety-related defect exists.

You can also 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 vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,



Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure