



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

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

April 4, 2007

[REDACTED]
[REDACTED]
Shorewood, IL [REDACTED]

NVS-216et
Ref. # 10186845

Dear [REDACTED]

Thank you for your correspondence dated March 5, 2007, concerning your window regulator problems and the request for reimbursement on your model year (MY) 2000 Buick LeSabre vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 22, 2007. We regret any inconvenience our delay in responding 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. 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 determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to power window device problems in MY 2000 Buick LeSabre vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

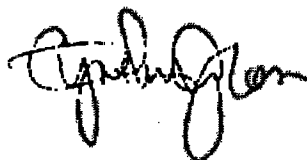
We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Illinois State Office of the Attorney General regarding your problem.



VEHICLE SAFETY HOTLINE
888-327-4236

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and, by using the Internet complaint form: <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name "Cynthia" and last name "Glass" clearly distinguishable.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement