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Shorewood, IL [REDACTED]  
[REDACTED]

March 5, 2007

National Highway Traffic Safety Administration  
Department of Transportation  
Office of General Counsel  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Ladies and Gentlemen:

A letter was sent to you on December 28, 2006. A copy of that letter is enclosed. Perhaps, it did get lost in the mail.

We have had all four of our regulator assembly mechanisms replaced on our 2000 Buick LeSabre, which seems to me that there is a major flaw in this product. It also is a safety issue in that we could not move the windows up or down. If one of our grandchildren had fingers caught in the window area, it would have been impossible to free the fingers because of this malfunction.

Possibly, a recall is in order. If I could receive reimbursement of \$669.70 for the replacement costs, that would be most helpful.

I would appreciate hearing from you. If you need additional information, please call or write to me.

Sincerely,

[REDACTED]  
[REDACTED]

Enclosure

ET  
3/22/07  
cc

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

December 28, 2006

National Highway Traffic Safety Administration  
Department of Transportation  
Office of General Counsel  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Ladies and Gentlemen:

My wife and I own two Buick LeSabre automobiles—a 1998 and 2000. We have had many problems with the window assembly mechanisms in the 2000 Buick. In fact, all four-window regulator assemblies have been replaced, which seems to me that there is a major flaw in this product.

It is a safety issue in that we could not move the windows up or down. If one of our grandchildren had fingers caught in the window area, it would have been impossible to free the fingers because of this flaw.

A letter was sent to the Buick Customer Assistance Center in Detroit on October 14, 2006 indicating our safety concern and our request for reimbursement of our recent expenses for the two back door regulator assembly mechanisms at a total cost of \$669.70. The two front door assembly mechanisms were replaced when the car was under warranty. We did not get a response so a follow-up letter was sent on November 14.

On December 1, Tina Jones from General Motors called and said they could not reimburse me as I had the work done at a private dealership. I asked her if I brought it in to a GM dealer, would they then reimburse me. She said she did not say there would be any type of reimbursement.

I mentioned to Tina that there is a safety issue here and that I would report this to the Consumer Product Safety Commission. It was reported to the CPSC, and they indicated that this falls under the jurisdiction of the National Highway Traffic Safety Administration. Thus, I am now asking you for help to look into this matter. I do have one of the flawed regulator assembly mechanisms that I could send to you if needed.

My main concern at this point is to eliminate the possibility that someone could get injured in the future—possibly a recall is in order. Secondly, if I could receive reimbursement of \$669.70 for the replacement costs that would truly be appreciated.

If you need additional information, please call or write me.

Sincerely,  
[REDACTED]