



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

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

June 22, 2007

[REDACTED]
[REDACTED]
Lake Havasu City, AZ [REDACTED]

NVS-216 aae
Ref. # 10194333

Dear [REDACTED]

Thank you for your correspondence dated May 31, 2007, concerning the OnStar system in your Model Year (MY) 2005 Buick Park Avenue vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on June 14, 2007.

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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

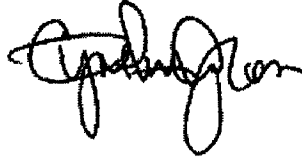
[REDACTED] we understand your frustration regarding the analog OnStar system equipped in your MY 2005 Buick Park Avenue vehicle and your request to install the current digital version being offered on newer vehicles. This request does not represent a safety defect, nor does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Arizona Office of the Attorney General regarding your problem. Please continue to work with your manufacturer regarding the installation of the digital wiring for your OnStar system and the subscription compensation you are requesting.



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

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

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