



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

1200 New Jersey Avenue SE
Washington, DC 20590

2007 SEP 24 AM 9:36

[REDACTED]

Decatur, IL 62526

NVS-216 mec
Ref. No. 10203748

Dear [REDACTED]

Thank you for your correspondence dated September 5, 2007, concerning a problem you encountered with your model year (MY) 2007 Buick Lucerne vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on September 13, 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.

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 poor visibility of the instrument panel during daylight hours in MY 2007 Buick Lucerne vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with other reports to identify any safety defect trends that may require our attention.

NHTSA is aware of a General Motors Corporation's (GM) Technical Service Bulletin (TSB) (Bulletin No. 06-08-49-021A) concerning the instrument panel in certain MY 2006 to 2007 Buick Lucerne vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Neither GM nor NHTSA has determined that the vehicles in question contain such a



defect. Therefore, NHTSA cannot require GM to perform the corrective action described in the TSB on your vehicle at no cost to you. For your information, we have enclosed a copy of the TSB.

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 dark ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure