



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

2007 NOV -6 AM 11: 09

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
Inverness, FL [REDACTED]

NVS-216 et
Ref. No. 10204896

Dear Ms. [REDACTED]:

Thank you for your correspondence dated September 15, 2007 concerning the problem you encountered with your model year (MY) 2007 Buick Lucerne vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on September 25, 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. 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. A review of our database has revealed that there is a Technical Service Bulletin (TSB) concerning the instrument panel in certain MY 2006-2007 Buick Lucerne vehicles that may be of interest to you. Please be advised, 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. We have enclosed a copy of the TSB for your information. Please contact your local Buick dealership or contact General Motors for further details and have your make, model, model year, and vehicle identification number available for their information.

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/ivog>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.gov/cars/problems>.

Sincerely,

A handwritten signature in black 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