



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

2007 NOV -6 AM 10: 03

1200 New Jersey Avenue SE
Washington, DC 20590

NVS-216 mec
Ref. # 10207149

[REDACTED]
Austin, TX [REDACTED]

Dear Ms. [REDACTED]:

Thank you for your correspondence dated October 4, 2007, concerning a problem you encountered with your model year (MY) 2003 Buick Rendezvous vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 18, 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. However, 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 is warranted.

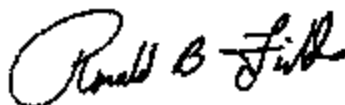
A review of our database relative to problems associated with the electrical brake system in MY 2003 Buick Rendezvous vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with your concerning your request for reimbursement; however, this type of request 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 Texas Office of the Attorney General regarding your request.



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 (VOQ) 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.dot.gov/cars/problems>.

Sincerely,



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