



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

2007 NOV 28 PM 2: 32

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

Acampo, CA [REDACTED]

NVS-216 aae
Ref. # 10209467

Dear [REDACTED]:

Thank you for your correspondence dated November 8, 2007, concerning your model year (MY) 2007 Buick Lacross vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on November 16, 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 or safety defect recall adequacy is warranted.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to sun visor design and functionality in MY 2007 Buick Lacross vehicles. At this time, there are no other complaints similar to yours; therefore, providing insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the California Office of the Attorney General regarding your problem and your rights under the California Lemon Law. You may also ask your dealership for a meeting with the district manager regarding your problem.

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 "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