



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

Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

February 7, 2008

The Honorable John Cornyn
United States Senator
5005 LBJ Freeway, Suite 1150
Dallas, TX 75244

NVS-216 et
Ref. # 10212788

Dear Senator Cornyn:

Thank you for your facsimile dated December 6 on behalf of your constituent, [REDACTED]. [REDACTED] wrote concerning the problems he encountered with his model year (MY) 2002 Buick LeSabre vehicle.

The National Highway Traffic Safety Administration (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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist.

We appreciate the previous report [REDACTED] provided by contacting NHTSA's Vehicle Safety Hotline and the follow-up Vehicle Owner's Questionnaire (VOQ) he submitted. Information submitted by vehicle owners using VOQs is automatically entered into our complaint database. The data are then reviewed and analyzed by NHTSA's Office of Defects Investigation investigators to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused [REDACTED]

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to power window devices, specifically window regulators, in MY 2000 through MY 2005 Buick LeSabre vehicles. Although we are not opening a safety defect investigation at this time, we continually review all available data to determine whether an investigation may be warranted.



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General Motors issued a Technical Service Bulletin (TSB) (Article No. 1643689) concerning inoperative power windows in certain MY 2000 through MY 2005 Buick LeSabre vehicles. However, the issuance of a TSB does not necessarily indicate the existence of a safety-related defect. NHTSA would need to demonstrate the existence of such a defect in order to take action under the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require General Motors to perform, at no cost to [REDACTED], the corrective action described in the TSB.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety at (202) 366-9700.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Nicole R. Nason", with a stylized flourish at the end.

Nicole R. Nason

cc: Washington Office