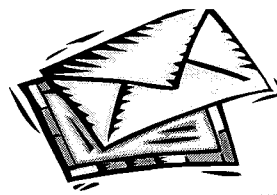


NHTSA ccmMercury Routing Slip



Printed: 12/18/2007

NHTSA #: ES07-007391

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Delivery: MESSENGER ENV.

Rec'd Date: 12/18/2007

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Referred By: NPO-011

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Due Date: 1/11/2008

S10 #:

DOT/I #: 2007-8404

RMP #:

**Subject: LTR FROM SENATOR JOHN CORNYN ON BEHALF OF CONSTITUENT, [REDACTED]
EXPRESSING CONCERN ABOUT THE REGULATOR THAT CONTROLS THE WINDOW GLASS IN HIS
BUICK LESABER REPLY ATTN DIANA PALACIOS DALLAS DISTRICT OFFICE DOT/I#2007-8404**

Ack Date:

Sign Office: ADMINISTRATOR

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: NICOLE R. NASON

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

**THE HONORABLE JOHN CORNYN SENATOR
UNITED STATES SENATE**

WASHINGTON, DC 20510

Tel: 972-239-2110 Fax: E-mail:

CL-10212788-8999

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-010	INFORMATION	12/18/2007		12/18/2007
NVS-200	REPLY	12/18/2007	1/11/2008	
I	INFORMATION	12/18/2007		12/18/2007
NIA-110	INFORMATION	12/18/2007		12/18/2007
NOA-010	INFORMATION	12/18/2007		12/18/2007
NOA02	INFORMATION	12/18/2007		12/18/2007

2007 DEC 19 AM 7:58

ET
12/19/07
105

JOHN CORNYN

TEXAS

United States Senate

WASHINGTON, DC 20510-4305

NHTSA

December 6, 2007

Transportation Department DC
400 Seventh Street, SW, Room 10408 (I-10)
Washington, District of Columbia 20590

Re: [REDACTED] / 1 pages to follow

My constituent has sent the enclosed communication. A response which addresses his/her concerns would be appreciated.

Please send your response to the following address:

Office of Senator John Cornyn
Occidental Tower
5005 LBJ Freeway, Suite 1150
Dallas, Texas 75244-6199

ATTN: Diana Palacios
(972) 239-3713
(972) 239-2110 (Fax)

E-mail: Diana_Palacios@cornyn.senate.gov

Enclosure

2007-8404

To Senator John Cornyn
att Diana

On October 18, 2001 I bought a new Buick Le Saber from Ewing Buick, Pontiac and GMC Trucks of Plano, Texas.

In September of 2005 the regulator in the rear door on the driver's side broke.

I took the car to Ewing Buick, Pontiac GMC Trucks Dealership in Dallas, the Service Manager said they would not fix the problem; I called GM at 1-800-762-2737 they also refused to fix the problem. I called the N.H.S.A. at 1-888-327-4236. They gave me a file #101-361-77 this was on 9-29-2005. Never heard from them.

The last week in September 2007 the regulator in the rear door on the passenger's side broke, again I called GM at 1-800-762-2737 spoke to Sarah Nitschke she said GM would do nothing about it. The GM file # is 1-361-877-326, the Vin# 1G4HP54K424 [REDACTED]

The car has 35613 miles as of 10/10/2007 the regulator controls the window glass.

I don't understand why this would not be considered a safety hazard.

These both happened with no indication there was any thing wrong.

I would like a response and an explanation why the N.H.S.A. and the Consumer Protection Agency (FTC) are unable or unwilling to do anything, who looks after our safety? I have both of the regulators in case anyone cares to look at them.

[REDACTED]
W. J. Lee, Texas
[REDACTED]

13-Dec-07

2007 Senate Report - Governmental Affairs Correspondence Control Sheet (I-1) W85-328

Control Number: 2007 — 8404
Date DOT Received: 2/11/2007
Date DOT Entered: 2/11/2007
Member's Date: 12/6/2007
Member Last Name: Cornyn
Member First Name: John
Member Organization: United States Senator
Address1: Occidental Tower
Address2: 5005 LBJ Freeway, Suite 1150
City: Dallas
State: TX
Zip: 75244
Constituent File Name: [REDACTED]
Constituent Date:
Action Office: National Highway Traffic Safety Administration
Subject: his 2001 Buick Le Saber
Action Office Code: NHTSA
Due Date: 1 /11/2008
Member Contact: Diana Palacios
Pending: Yes
Member Contact Phone: (972) 239-3713
Closed Date:
Remarks:
Direct Reply/Comeback Copy Yes
Congressional Affairs Contact Maria Harrison at (202) 366-4573