



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 23, 2008

[REDACTED]

Indianola, IA [REDACTED]

Dear [REDACTED]:

NVS-216 nlm
Ref. # 10215050

Thank you for your correspondence dated January 3, 2008, concerning the transmission leak in your model year (MY) 2003 Buick Regal. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on January 14, 2008.

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. A review of our database relative to problems associated with transmission fluid leaks revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>. However, NHTSA is aware of a Technical Service Bulletin (TSB) (Article No. 10009104, copy enclosed) concerning transmission fluid leaks in certain 2003 Buick Regal vehicles. Please contact your local Buick dealership or General Motors Corp. for further details and have your make, model, model year and vehicle identification number available for their information. 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. We will continue to monitor this issue and



will take further action as necessary. We regret that we are unable to assist you further with this matter.

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.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large initial "R".

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

Enclosure:
Motor Vehicle Defects and Recall Campaigns brochure
TSB 10009104