



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

1200 New Jersey Avenue SE.
Washington, DC 20590

May 28, 2009

[REDACTED]
Washington, WV [REDACTED]

NVS-216 nlm
Ref. # 10268089

Dear [REDACTED]:

Thank you for your correspondence dated April 20, 2009, concerning your model year (MY) 2000 Buick LeSabre. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 4, 2009.

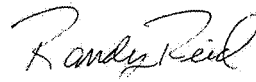
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 safety defect may exist. 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. NHTSA Campaign No. 04V-090, remedies engine coolant leaks at the upper intake manifold in certain MY 2000-2003 Buick LeSabre vehicles equipped with 3800 V6 engines. Unfortunately under the Motor Vehicle Safety Act, vehicle owners who have had a corrective action completed through a safety recall are only entitled to one free remedy under the recall. As a result, we are precluded from intervening on anyone's behalf to secure reduced cost or free repairs. We suggest you contact General Motors Corporation directly to assist you with regard to reimbursement. Additionally, a review of our database revealed no evidence that the remedy for the recall is not effective. The information you provided has been entered into our database and will be reviewed. It will be considered with other reports to identify any



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 cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement