



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

MAR 26 2010

[REDACTED]  
[REDACTED]  
South Charleston, WV [REDACTED]

NVS-216 et  
Ref. No. 10318690

Dear [REDACTED]

Thank you for your correspondence dated February 4 concerning your model year (MY) 2003 Buick Park Avenue vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 5.

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. 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 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. In your letter, you indicated that the intake manifold and gaskets in your MY 2003 Buick Park Avenue vehicle failed, and you are requesting reimbursement for repair cost you incurred. You also requested that an upgraded intake manifold and gaskets be installed on your vehicle at General Motor's expense.

A review of our database relative to engine problems, specifically the intake manifold and gaskets in MY 2003 Buick Park Avenue vehicles, revealed insufficient evidence to warrant opening a safety defect investigation at this time. 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.



ES10-00137

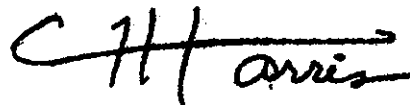
[REDACTED]

We sympathize with you concerning the costs associated with the repair of your vehicle. However, vehicle manufacturers are not required to provide free repairs unless there is a safety recall or the vehicle's warranty covers the repairs. This agency's jurisdiction does not extend to warranty issues and since there is no recall for the problem with your vehicle, this agency cannot assist you with your cost concerns.

The Federal Trade Commission (FTC) has jurisdiction over fraud, deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>. Additionally, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the West Virginia Office of the Attorney General regarding his problems.

I hope this information is helpful. If you have any questions, please contact me or Ms. Kathleen C. DeMeter, Director of NHTSA's Office of Defects Investigation, at (202) 366-4799.

Sincerely yours,



*for* Daniel C. Smith  
Associate Administrator  
for Enforcement