

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

NOV 1 0 2010

[REDACTED]
Auburn, NY [REDACTED]

NVS-216 nlm
Ref. No. 10348800

Dear [REDACTED]

Thank you for your correspondence concerning a problem you encountered in your model year (MY) 2003 Buick Park Avenue. The U.S. Department of Justice forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation and asked that we respond directly to you.

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 motor vehicle equipment when our investigations indicate that they contain 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. We are sorry to hear of your recent need to have your muffler replaced and the poor illumination of the heating and air conditioning selection controls in your MY 2003 Buick Park Avenue. You feel Buick is attempting to avoid their responsibility because they declined to repair your vehicle due to the warranty expiration.

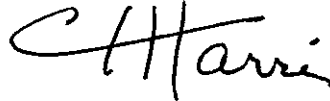
We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to mufflers and instrument panel lighting problems in MY 2003 Buick Park Avenue vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for your information; or you may visit our web site at: <http://www-odi.nhtsa.dot.gov>. 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.



ES10-005386

I hope this information is helpful. If you have any questions, please contact me or Mr. Richard Boyd, Acting Director, Office of Defects Investigation, at (202) 366-1690.

Sincerely yours,

A handwritten signature in black ink, appearing to read "CHarris". The signature is written in a cursive, flowing style.

Claude H. Harris
Acting Associate Administrator
for Enforcement

Enclosure