



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

1200 New Jersey Avenue SE.
Washington, DC 20590

May 10, 2011

[REDACTED]
Pasadena, MD [REDACTED]

NVS-216 mec
Ref. # 10389248

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2005 Buick LeSabre vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 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 your report. Reports from motorists are a very important source of information for us. In your correspondence, you indicated that the RPM gauge dial and the gas gauge dial went around in a circle and fell to the bottom. You also stated the steering column was loose and wobbly. You were advised by a Buick dealer that your vehicle was no longer under warranty and you would have to pay for the repairs. You feel your vehicle should be recalled for these problems and are seeking a refund for the repairs you paid for.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to loose steering columns and dials falling off the gas and RPM gauges in MY 2005 Buick LeSabre vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. For your information, we have enclosed a brochure explaining the investigation process which can also be found on our web site at: www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your request for a refund; however, this type of request does not fall under our jurisdiction. We suggest you contact the Buick Customer Relation Center at 1-800-521-7300 regarding your request.

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or 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>.

Should you encounter a safety-related problem with a motor vehicle or 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

Enclosure