



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

September 28, 2011

Orange, CT

NVS-216 nam
Ref. No. 10408050

Dear

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2007 Buick Lucerne. You can be assured that your complaint will be considered along with other complaints for future defect investigations and to identify safety-related defect trends. If necessary, we will follow up by contacting the vehicle owner.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236). For your information, the investigation process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. The NHTSA Executive Summary and NHTSA Full Report for the NHTSA-NASA investigation on unintended acceleration in Toyota vehicles can be located online at www.nhtsa.dot.gov.

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your vehicle problem. In addition 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 the Federal Trade Commission, CRC-240, Washington, DC 20590; and by the Internet complaint form at www.ftc.gov/ftc/complaint.htm.



Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely yours,



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