



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



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October 21, 2021

[REDACTED]  
[REDACTED]  
Clayton, IL [REDACTED]

NEF-109 ela  
Ref. No. 11405509

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2003 Buick Century vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Please note that recalls are very specific with regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. NHTSA Safety Recall Campaign No. 07E-021 affected Delphi fuel pressure regulator replacement parts. Recall No. 09E-005 affected Dorman steering knuckle replacement parts. Only vehicles which received these replacement parts during a mechanical service repair were affected by these recalls. We recommend that you contact General Motors (GM) or your local dealer to determine if your vehicle is affected by these recalls.

Additionally, we reviewed our database to identify whether a safety defect trend exists with the other problems you reported on your MY 2003 Buick Century vehicle. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We encourage you to continue working with GM and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a GM district manager regarding your problem. You could consider contacting the Federal Trade Commission (FTC), which regulates and investigates unfair, deceptive, or fraudulent practices in the marketplace. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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