



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



July 31, 2026



Beverly Hills, CA [REDACTED]

NEF-109 rrr
Ref. No. 11730174

Dear [REDACTED],

Thank you for the letter about your client Tesha Garland's model year (MY) 2025 BUICK Envista vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. We regret any inconvenience our delay in responding may have caused you.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. The information you provided has been reviewed and entered into our database. It will be used with other reports to identify recall inadequacies or safety-related defect trends that require our attention. NHTSA staff may follow up and contact vehicle owners if we require additional information. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf

To determine whether your client's vehicle has been recalled, NHTSA's free vehicle identification number (VIN) Look-Up Tool searches for open recalls via a direct connection to the manufacturer's database (<https://www.nhtsa.gov/recalls>). The VIN can be found on the door label, your client's insurance card, or the lower left corner of her windshield. Enter the 17-character VIN into the search box on our website above. If your client has any open recalls, you will know immediately. If she received a recall notification from a manufacturer alerting her that the repair has been delayed due to a part availability issue and/or that the final remedy is still under development, we recommend that she contact the manufacturer or her local dealer for the latest status of the recall.

You can find information on motor vehicles or motor vehicle equipment on our Internet website at www.nhtsa.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Vehicle Safety Hotline at 888-327-4236.

A complaint regarding a service/repair problem, warranty issue, or request for reimbursement does not fall under our jurisdiction. If she has not done so, she may consider contacting her local Consumer Protection Agency or the Office of Attorney General in her State regarding her

problem(s) or request. She has certain rights under her state's lemon law. She may also ask her dealership for a meeting with the manufacturer's district manager regarding her problem or request.

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 two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

She 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. She can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please have your client complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if she encounters a safety-related problem with a motor vehicle or motor vehicle equipment in the future. She can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement