

CL-10215050-33321

2008 JAN 14 AM 8:20

January 3, 2008

To whom it May Concern:

I am writing regarding a safety hazard in my 2003 Buick Regal. The vehicle was purchased October 19, 2007. About a month later my son and I noticed an odor while the car was driven. When he checked, he found the transmission fluid was dripping on the ^{engine} and exhaust which could have ignited and burned my car.

Following instructions in my owners' manual, I wrote Buick in case it was a known problem. A letter was received from their Detroit, MI office requesting I call.

I called December 31, 2007 and talked to Laura Ewalt. She put me on hold and called the GMC dealer who told her they would have had to run diagnostic tests to find the problem. We still have the hoses in case anyone wants to see them. Laura was not interested.

Have you had complaints regarding transmission fluid leaking causing a safety hazard? The parts manager where the hoses were purchased said he had never heard of them needing to be replaced.

Sincerely

Indianola IA

MM
01/14/08
KS



December 25, 2007

[Redacted]

Indianola, IA [Redacted]

Service Request: 71-587193888

Customer Relationship Specialist: Lei Webber

12-31-07
Laura Ewert

Dear [Redacted]

We would like to discuss your request for assistance regarding your 2003 Buick Regal, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Buick Customer Assistance Center at 1-800-521-7300 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Buick and your dealer's mutual goal is your total satisfaction with Buick products and services. We look forward to talking with you soon.

Sincerely,

By: [Redacted] Customer Assistance Center