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Middletown, CT

3/23/08

Scott Lawson
General Director
Customer and Relationship Services
Buick Motor Division
P.O. Box 33186
Detroit, MI 48232-5136

Sir -

On March 15th I read the attached announcement in the Hartford Courant newspaper of a General Motors recall involving my 2000 Buick Regal GSE.

On March 16th I downloaded from the NHTSA website the attached notice involving the recall announced by General Motors on March 12th.

On March 17th I received a letter from Buick announcing the recall.

So you can imagine my surprise when I arrived at Tony March Buick in Hartford, CT. on March 18 and was told by the service advisor and the service manager that no such recall appeared on the Buick computer "Bible", as they termed it.

Obviously there is a disconnect between Buick and it's dealer service network.

Given the danger involved in this recall and the obvious liability of General Motors and Buick Division I want to know more about this recall. I want to know whether my specific vehicle is involved and I want to know when Buick is going to address the situation.

Please have someone get back to me on the above.

CC: NHTSA
President Buick Division
Tony March - Tony March Buick

2/13/08



Important Safety Notice

March 2008

[REDACTED]
Middletown, CT [REDACTED]

Dear [REDACTED]:

Part of our commitment to you is providing important information whenever a specific concern or problem may affect your vehicle.

GM will soon announce a safety recall to correct an issue that may cause a fire in your 2000 model year Buick Regal with the 3.8L supercharged engine.

The purpose of this letter is to explain this issue, what GM is doing to correct it, and what you can do immediately to reduce the potential for injury.

We believe that the fires may be caused by drops of engine oil being deposited on the exhaust manifold through hard braking. If the manifold is hot enough and the oil runs below the heat shield, it may ignite into a small flame and in some instances the fire may spread to the plastic spark plug wire channel. This may have occurred in about one in one thousand vehicles.

We are currently working with our suppliers to obtain sufficient parts so we can launch a full recall to address this situation.

Please know that we understand the concern this may cause and the need to correct it as quickly as we can. Until we are able to do so, there are three very important precautions you should take:

- We strongly recommend you not park your vehicle in a garage, car port, or other structure.
- If you notice a burning odor, you should have your Buick dealer inspect your vehicle. The dealer will inspect your vehicle without charge.
- Use premium fuel (91 octane or higher) in your vehicle, as recommended in your vehicle's owner manual.

~~If you have any questions or need any assistance, please call the Buick Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday. It can be reached at 1.866.608.8080 (TTY 1.800.832.8425).~~

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Scott Lawson
General Director,
Customer and Relationship Services



☐ Check to Request Research. Submit below.

Make : BUICK

Model : REGAL

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Mfr's Report Date : MAR 12, 2008

NHTSA CAMPAIGN ID Number : 08V118000

NHTSA Action Number: EA07008

Component: ENGINE AND ENGINE COOLING

Potential Number Of Units Affected : 207542

Summary:

GM IS RECALLING 207,542 MY 1997-2003 BUICK REGAL AND PONTIAC GRAND PRIX VEHICLES EQUIPPED WITH A 3.8L SUPERCHARGED V-6 ENGINE. CERTAIN UNDERHOOD FIRES MAY BE CAUSED BY DROPS OF ENGINE OIL BEING DEPOSITED ON THE EXHAUST MANIFOLD THROUGH HARD BRAKING.

Consequence:

IF THE MANIFOLD IS HOT ENOUGH AND THE OIL RUNS BELOW THE HEAT SHIELD, IT MAY IGNITE INTO A SMALL FLAME AND, IN SOME INSTANCES, FIRE MAY SPREAD TO THE PLASTIC SPARK PLUG WIRE CHANNEL.

Remedy:

UNTIL SUFFICIENT PARTS BECOME AVAILABLE TO REPAIR ALL OF THE AFFECTED VEHICLES, GM STRONGLY RECOMMENDS THAT OWNERS OBSERVE THE FOLLOWING IMPORTANT PRECAUTIONS (1) THEY STRONGLY RECOMMEND THAT OWNERS DO NOT PARK THEIR VEHICLE IN A GARAGE, CAR PORT, OR OTHER STRUCTURE; (2) IF OWNERS NOTICE A BURNING ODOR, THEY SHOULD HAVE THEIR DEALER INSPECT THE VEHICLE. THE DEALER WILL INSPECT THE VEHICLE WITHOUT CHARGE; (3) USE PREMIUM FUEL (91 OCTANE OR HIGHER) IN THE VEHICLE AS RECOMMENDED IN THE VEHICLE'S OWNER MANUAL. OWNERS MAY CONTACT BUICK AT 1-866-608-8080 OR PONTIAC AT 1-800-620-7668.

Notes:

GM RECALL NO. 07035. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

<http://www-odi.nhtsa.dot.gov/cars/problems/recalls/results.cfm>

3/17/2008

Hartford Courant - 3/15/08 Section m

I wasn't prepared to be happy with a non-turbocharged four-cylinder engine in a 3,436-pound car, but it turned out much differently; the Malibu performed well and passed well on the path to Poughkeepsie.

My mission to Poughkeepsie (it actually wound up being

pointing out my size-13 shoes fitting in 42.2 inches of legroom in the front and my passenger's matching size-13 runners in the glorious 37.6 inches of legroom in the back seat. The adjustable brake and accelerator pedals also make it easy for different-sized people to fit in the driver's

front shoulder room is 55.3 inches and rear shoulder room is 53.9 inches, which is good design/engineering in a 70.3-inch-wide four-door. The front doors seemed to open extra wide to let me swing my legs out without a problem.

The Malibu is 191.8 inches

long. The automatic transmission; it seems to defeat the idea of having an automatic if you are going to second-guess it.

The dashboard was relatively clean and didn't light up at night with an array of red lights like a jet fighter's control panel,

every charge of \$650.

The Malibu's pricing seems close to the mark, so Edmunds.com's True Market Value look at the average selling price in this region came out at \$20,981, which isn't a great savings.

AUTO NOTES

PHOTO LICENSE BUS

The state Department of Motor Vehicles says its photo license bus will be at the Stop & Shop on Route 16 in Colchester from 10 a.m. to 6 p.m. Tuesday and at the Centennial Plaza (Stop & Shop), 560-566 W. Main St., Meriden, from 10 a.m. to 6 p.m. on Wednesday.

BLUE BOOK FAVORITES

The editors at Kelley Blue Book (www.kbb.com) have picked their top 10 new family vehicles for 2008, judging them on such complex criteria as "safe, roomy and affordable."

The list (alphabetically): Chevrolet Malibu: sophisticated exterior; interior; Chevrolet Tahoe: interior volume, towing capacity; Dodge Grand Caravan: kid-friendly; Ford Taurus X: safest seven-passenger vehicle; Honda Odyssey: confidence-inspiring driving dynamics; Mazda CX-9: sporty design, family-friendly features; Saturn Outlook: superior ride, fuel economy; Su-

baru Outback: SUV versatility, car-like ride; Toyota Highlander: one of the most fuel-efficient.

BUICKS, PONTIACS RECALLED

General Motors Corp. is recalling 207,542 Buick Regal and Pontiac Grand Prix sedans over a risk they could catch fire, and warned their owners not to park the cars in garages until they are fixed.

The automaker said Friday it is recalling the 1997-2003 Buick Regal GS and Grand Prix GTP models with 3.8-liter supercharged V-6 engines.

During hard braking, drops of oil can

leak from the engine onto the exhaust manifold, and fires can start if the oil gets hot enough, the National Highway Traffic Safety Administration said.

GM said the problem has caused 267 vehicle fires and six injuries, as well as 17 fires in structures.

— FROM FREE-LANCE AND WIRE REPORTS

Items to be considered for this column should be sent two weeks in advance to Auto Notes, Business News Department, The Hartford Courant, 285 Broad St., Hartford, CT 06115, or e-mail haimerl@aol.com.

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