

CL-10228516-6388

I am writing regarding our 1997 Buick Regal GS. While returning from a trip to California visiting my Daughter for her birthday, my Husband, my Son, and I were driving late at night so that I could return to work the next day. I was asleep in the back seat, my son was asleep in the front seat, and my husband was driving. As he pulled out to pass a truck the car died and he coasted over to the side of the road to see what had happened. I half woke up during this time, after a moment I heard him yell at my son and I to get out that the car was on fire. As you can imagine we scrambled out in a semi confused state having just been woken up and grabbed most of what we had with us on the way out the door. We walked a distance down the road and watched our car being consumed by flames. A trucker called the Fire Department for us, and the Highway Patrol. We were between Quartzsite, Arizona, and Blythe, California, which is a very desolate stretch of road. In the 10 minutes it took to respond with the Fire Department our car was totally engulfed in flame. We now have submitted the information to our insurance and feel certain that that the insurance will pay off the car but after reading online the recall for car fires that Buick has released as of the 15<sup>th</sup> of March I realized that we will be basically left with nothing but the payoff and will have no vehicle. I feel that Buick is responsible to somehow compensate us for the car as I had put 5000.00 dollars down on it when I bought it and would like to realize some cash compensation so that I will be able to purchase another vehicle. Or if you would like to compensate us by way of a replacement vehicle I am open to that too. I do believe after reading the recall letter that the car was mechanically faulty or would not have caught on fire like this. Fortunately none of us were hurt in the incident and lost only some clothing, my husband's wallet, and my son's CD player, and a day of work for me. I did not have to incur further expense to get home as my Brother came from Mesa, Arizona 3 hours away and picked us up. I look forward to some communication with you on this incident, and a phone call or letter of intent as to what compensation you can offer for our damages. I thank you in advance for handling this in a fair and prompt manner.

Sincerely

Queen Creek, Arizona

Nature of Defect: <b>2. ENGINE AND ENGINE COOLING</b>	Recall Number: 08V118000
	Dates Manufactured: APR 1997 to AUG 1998
	Number of Vehicles Affected: 207,542
	Date Owners Notified On: N/A

Vehicle: 1998 Buick Regal

**Defect Description:**

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 of Defect:**

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.

**Corrective Action:**

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-

MCS  
05/21/09  
8:42  
KG

866-608-8080 OR PONTIAC AT 1-800-620-7668



# SAFETY RECALL NOTICE

April 2008

Queen Creek, AZ

Dear [REDACTED]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1997 model year Buick Regal vehicles, equipped with a 3.8L V6 Supercharged engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

We recently sent you a letter about this issue in March.

## IMPORTANT

- Your 1997 model year Buick Regal, VIN 2G4WF5216V is involved in safety recall 07035.
- Schedule an appointment with your Buick dealer.
- This service will be performed for you at **no charge**.

*This vehicle was destroyed by fire on 3-31-08*

### Why is your vehicle being recalled?

These vehicles have higher front rocker cover gasket temperatures, creating the potential for earlier degradation of the front rocker cover gasket and eventual oil seepage. Certain underhood fires may be caused by drops of engine oil, from seepage or spillage, 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 and beyond. If this occurs, there could be a fire in your vehicle and nearby property.

### What will we do?

Your Buick dealer will install a new front rocker cover gasket with an improved design from the original gasket, and replace the spark plug wire channel with new retainers. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 55 minutes.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.



**What should you do?**

You should contact your Buick dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

There are two very important precautions you should take before your vehicle is serviced:

- 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 GM dealer inspect your vehicle immediately. The dealer will inspect your vehicle without charge.

For your continued satisfaction with your vehicle, you should know:

- Your vehicle requires premium fuel (91 octane or higher), as stated in your vehicle owner's manual. Exhaust manifold temperatures are higher if regular fuel is used.
- Gaskets, including the new front rocker cover gasket that will be installed in your vehicle, eventually may need replacement. If oil seepage is observed, see your dealer for this regular maintenance.

**Did you already pay for this repair?**

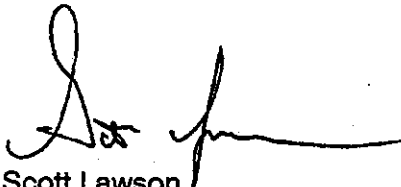
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.866.608.8080 (TTY 1.800.832.8425). More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
07035



ADOT USE ONLY

ARIZONA TRAFFIC ACCIDENT REPORT

REPORT ID

Agency Report Number

1 POLICE ONLY - FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION 064R 206 S. 17th AVE., PHOENIX, ARIZONA 85007-3233

YEAR	MONTH	DAY	HOUR	NCIC NO.	OFFICERS ID NO.
08	03	31	10	0799	10832

2008-018405  
Total No. of Sheets

COMPLETE THE FOLLOWING SUPPLEMENT IF ANY (circle) AND ANY (diamond) ARE CHECKED

2 Total Units: 1, Total Injuries: 0, Total Fatalities: 0, Estimated Total Damage Compared to Limit:  Over  Under,  Fatal  Govt. Prop.,  Persons Transported to Immediate Medical Care,  Tow Away of At Least One Vehicle from Scene, District or Grid No. 0424

3 LOCATION: On Highway/Road/ Street: I-10/910, Intersecting Street, Road/M.P. or R.P.: MP 11.0, City: WAREHOSE, County: LAOAS

TRAFFIC UNIT NO. 1: State: AZ, Class: 2, End: 0, Driver:  Driver,  Pedestrian,  Pedalcyclist, Name: [REDACTED], Sex: M, Inj: 0, Plate Number: [REDACTED], Year: 410Y, Make: BUICK, Color: BLUE, Year: 97, VIN: 2G4WF52K0V1, Safety Device Code: 3, Removed to: BY THE CA, Insurance Company: SAFE AUTO, Telephone Number: [REDACTED], Policy Number: [REDACTED], Eff Date / Exp Date: [REDACTED]

TRAFFIC UNIT NO. 2: State: AZ, Class: 2, End: 0, Driver:  Driver,  Pedestrian,  Pedalcyclist, Name: [REDACTED], Sex: M, Inj: 0, Plate Number: [REDACTED], Year: 410Y, Make: BUICK, Color: BLUE, Year: 97, VIN: 2G4WF52K0V1, Safety Device Code: 3, Removed to: BY THE CA, Insurance Company: SAFE AUTO, Telephone Number: [REDACTED], Policy Number: [REDACTED], Eff Date / Exp Date: [REDACTED]

TRAFFIC UNIT NO. 3: State: AZ, Class: 2, End: 0, Driver:  Driver,  Pedestrian,  Pedalcyclist, Name: [REDACTED], Sex: M, Inj: 0, Plate Number: [REDACTED], Year: 410Y, Make: BUICK, Color: BLUE, Year: 97, VIN: 2G4WF52K0V1, Safety Device Code: 3, Removed to: BY THE CA, Insurance Company: SAFE AUTO, Telephone Number: [REDACTED], Policy Number: [REDACTED], Eff Date / Exp Date: [REDACTED]

5 PASSENGERS: Seating Position: 07 04 01, 08 05 02, 09 06 03; Safety Devices: 1 None used, 2 Lap belt, 3 Lap & shoulder, 4 Airbag deployed, 5 Child restraint, 6 Protective helmet, 7 Passive belt, 8 Passive & lap, 9 Other, 0 Unknown; Injury Severity Codes: 1 - No injury, 2 - Possible injury, 3 - Non Incapacitating Injury, 4 - Incapacitating Injury, 5 - Fatal Injury, 6 - Not Reported / Unknown

Unit #	Seat Pos	SD	Name	Address	City	State	Zip Code	Age	Sex	Inj
1	S	3	[REDACTED]	SANG	[REDACTED]				F	I
1	S	3	[REDACTED]	SANG	[REDACTED]				M	I

6 Other Property Damage (Describe): [REDACTED], Owner's Name: [REDACTED], Address: [REDACTED], City: [REDACTED], State: [REDACTED], Zip Code: [REDACTED], Telephone Number: [REDACTED]

7 WITNESSES: Name: [REDACTED], Address: [REDACTED], City: [REDACTED], State: [REDACTED], Zip Code: [REDACTED], Telephone Number: [REDACTED], Age: [REDACTED]

8 Photos Taken:  Yes  No, Photographer's Name, ID Number, and Agency: J. COHNS #0832, Agency: ARDPS, Invest. at Scene:  Yes  No, Date Invest.: 3/31, Time Invest.: 0140, Officer's Signature and ID Number: [REDACTED], Date Completed: [REDACTED]



**ARIZONA DEPARTMENT OF PUBLIC SAFETY**  
**VEHICLE REMOVAL REPORT**

DATE: 3/13/08

DR NUMBER: 21008-10184015  
 LOCATION: I-10 E/M MILEPOST: 116

LICENSE NO. [REDACTED] STATE: AZ YEAR: 08 TYPE: [REDACTED]  FRONT PLATE  REAR PLATE  
 VEHICLE COLOR: BLUE top/btm. YEAR: 07 MAKE: BUICK MODEL: REALL STYLE: 50

IN/OUTSIDE CITY: QUARTZSITE COUNTY: LA PEF  
 DAY OF WEEK (✓ box):  Sun.  Wed.  Sat.  Mon.  Thu.  Tue.  Fri.  
 STOLEN VEHICLE:  YES  NO  
 VEHICLE CONDITION:  Drivable  Wrecked  Vandalized  Stripped  Burned  See Remarks

VEHICLE IDENTIFICATION NO. (VIN): 2K1H1512111111111111  
 SPECIAL MARKINGS (damaged, customized, etc.): FIRE DAMAGED ODOMETER - no 10ths.

REASON:  ACCIDENT  
 >2 hrs. METRO FWY.  
 >4 hrs. RURAL FWY.  
 >48 hrs. OTHER HWY.  
 ARREST  
 SEIZURE  
 MOTORIST ASSIST  
 IMPOUND  
 OTHER (Specify Below): FIRE  
 ACCESSORY CONDITION:  
 I = Installed  
 M = Installed but missing  
 D = Damaged

DATE OF FIRST CONTACT WITH VEHICLE: 3/11/08 TIME: 0400  
 VEHICLE REMOVAL NOTICE AFFIXED  
 TOWING AND STORAGE INFORMATION:  
 TOWING COMPANY NAME: RAMSEY TOW OFFICER ID NO. FROM STICKER:  
 STORAGE YARD ADDRESS: RYAN CA

TIME CALLED: 0130 TIME ARRIVED: 0235 SERVICE TYPE:  ROTATION  AGREEMENT  OPERATOR'S REQUEST

	I	M	D
DRIVING LIGHTS			X
GRILL			X
HOOD			X
RIGHT SIDE MIRROR			X
RIGHT FRONT TIRE			X
RIGHT REAR TIRE			X
RIGHT SIDE			X
TRUNK LID			X
LEFT SIDE MIRROR			X
LEFT FRONT TIRE			X
LEFT REAR TIRE			X
LEFT SIDE			X
TOP			X
GLASS			X
TRUNK			X
SPARE			X
JACK			X

DRIVER'S/OWNER'S NAME: [REDACTED] ADDRESS: [REDACTED]  
 CITY: GLENDALE STATE: AZ ZIP CODE: [REDACTED] PHONE NO.: [REDACTED]

**VEHICLE REMOVAL AUTHORIZATION**

AS OWNER/PERSON IN CHARGE OF THE ABOVE, DESCRIBED VEHICLE, I REQUEST THAT THE VEHICLE BE:  
 REMOVED TO:  
 SECURED AND LEFT TEMPORARILY AT THE SCENE

AUTHORIZED SIGNATURE: X TIME: [REDACTED] AM/PM  
 SIGNATURE: X TIME: [REDACTED]  
 NAME/ADDRESS: [REDACTED]  
 DRIVER'S LICENSE NO.: [REDACTED] DATE OF BIRTH: [REDACTED]  
 CONTACT: [REDACTED] PHONE: [REDACTED]

MECHANICAL			
ENGINE			X
BATTERY			X
TRANSMISSION			X
INTERIOR			X
GLOVEBOX			X
CB RADIO			X
STEREO (Tape)			X
RADIO			X
CLOCK			X
FRONT SEAT			X
REAR SEAT			X
REARVIEW MIRROR			X
WHEEL TYPE			
HUBCAPS (#)			
IGNITION KEY			X
CARGO			X
VESSEL AS LOADED			X

**IMPOUND INFORMATION**

NOTICE: FOR VIOLATIONS OF ARS 28-3511, YOUR VEHICLE IS IMPOUNDED FOR THIRTY (30) DAYS. ANY PARTIES HAVING AN INTEREST IN THIS VEHICLE MAY WITHIN TEN (10) DAYS RECEIVE THIS NOTICE REQUEST A HEARING TO DETERMINE THE VALIDITY OF IMPOUNDMENT.

DRIVER / OWNER SIGNATURE: X DATE: [REDACTED]

TO REQUEST A HEARING CONTACT THE ARIZONA DEPARTMENT OF PUBLIC SAFETY AT:  
 ADDRESS: [REDACTED] ARIZONA PHONE: [REDACTED]

**REMARKS / PERSONAL PROPERTY LEFT IN VEHICLE**

DRIVER REMOVED VALUABLES  
 REST OF PERSONAL PROPERTY BURNED

OFFICER'S NAME: J. G. [REDACTED] BADGE NO.: [REDACTED] LOCATION CODE: [REDACTED]



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

1200 New Jersey Avenue SE  
Washington, DC 20590

*March 14, 2008*

MS. GAY P. KENT  
DIRECTOR, PRODUCT INVESTIGATIONS  
STRUCTURE & SAFETY INTEGRATION  
GENERAL MOTORS CORPORATION  
30001 VAN DYKE – MAIL CODE 480-210-G11  
WARREN MI 48090-9055

NVS-215paw  
08V-118

**SUBJECT: UNDERHOOD FIRES**

**DEAR MS. KENT:**

This letter serves to acknowledge General Motors Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

BUICK/REGAL/1997-2003  
PONTIAC/GRAND PRIX/1997-2003

**NHTSA Campaign Number:** 08V-118

**Mfg's Report Date:** March 12, 2008

**Components:** ENGINE AND ENGINE COOLING

**Potential Number of Units Affected:** 207,542

**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).

This recall was the subject of an Engineering Analysis, EA07-008, conducted by the Office of Defects Investigation.

The information in your defect noncompliance report appears to satisfy the requirements of 49 CFR 573.6.

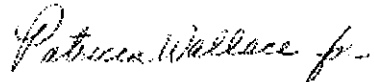
Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [Patricia.wallace@dot.gov](mailto:Patricia.wallace@dot.gov), [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Wallace for".

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement