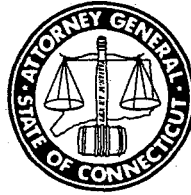


RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

2009 APR -1 PM 5:07

Office of The Attorney General
State of Connecticut

March 23, 2009

CL-10263076-9822

[REDACTED]
Seymour, CT [REDACTED]

RE: General Motors

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for thinking of our Office in connection with this matter.

By copy of this letter, I have taken the liberty of forwarding your correspondence to the National Highway Traffic Safety Administration. I sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by this agency. If you have any questions concerning this matter, please contact the National Highway Traffic Safety Administration at (888) 327-4236 to inquire which investigator is handling your case.

Very truly yours,

M.G. Alonzo

M.G. Alonzo

Assistant Attorney General

MGA/sp

Cc: National Highway Traffic Safety Administration
Investigations/CRD
NVS-216
1200 New Jersey Avenue SE
Washington, DC 20590

ET
5:07
4/1/09
NJ

Dec. 8 - 2008

294072

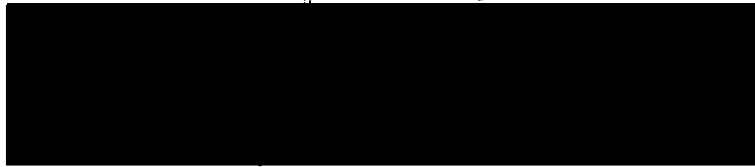
Dear Attorney Blumenthal

My Name is [REDACTED] I will be 65 Dec 31, 2008.

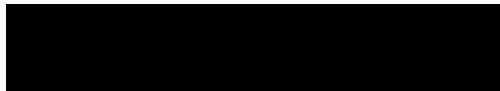
Last year - the day before Thanksgiving - Nov 2007 - my Buick Regal G.S. Burned to a crisp under the hood - Totalled. My car was in perfect condition inside & out. It was a 1998 with 120,000 miles on it. I loved my car and had no intention of buying a new one. #1 - I was losing my job - #2 - I loved my wonderful "Buick" - I immediately called G.M. and told them what happened. I asked if there were any recalls on this make & model with fire under the Hood. They told me not at all but they would come look at it. I said don't bother seeing you have had no such problems with this car as described. Three months later I get mail from G.M. (enclosed) stating not to park in garage - car port etc. If you smell a burning aroma bring your car in immediately. Occasionally I smelled a funny ^{Hot} wire smell. I brought it to my mechanic he could not find a problem - nor my son who knows a tremendous amount about cars. This problem occurred only when brakes were applied abruptly. I called G.M. back - 3 mos passed since fire. They wanted to check my car. Needless to say my car was disposed of 2 mos. prior to these calls. My Insurance Co handled it. G.M. was rude & refused to compensate me or my insurance Co. I received approx 5-6 thousand dollars from Ins. My car was worth much more than that to me. I had to borrow money to replace my vehicle. G.M. lied to me about recalls & fire problems. Unfortunately, I could not afford another Buick. I paid 29,000⁺ for this car. Brand new in 1998. Also purchased Brand new Buick in 1976 - And was taken out by a tractor trailer on 95-1997 - Truck to Blm. That Buick saved our lives - he recovered with discomfort to this day.

G.M. Has done nothing for me. Can you please help me
get some satisfaction from this company that is now
begging for help from people like me & the government.
I realize you are an extremely busy man and I
appreciate any help you can give me. If not I thank
you extremely from the bottom of my heart for
taking the time to read this lengthy letter.

Thank you again & God Bless you!



Seymour C+



P.S. Enclosed material from G.M.

And I still get recall letters
from them.

A little too late

I SAW Riost in to in
Conn. Post News paper
About recall in Feb. 2008
3 mos after my disaster



SAFETY RECALL NOTICE

April 2008

Seymour, CT

Dear

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 1998 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 1998 model year Buick Regal, VIN 2G4WF5218W1 is involved in safety recall 07035.
- Schedule an appointment with your Buick dealer.
- This service will be performed for you at **no charge**.

Nov. 2007

was told no problem
with motor or fires
under hood

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.



Buick Motor Division • P.O. Box 33136 • Detroit, MI 48232-5136

Customer Reimbursement Procedure

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

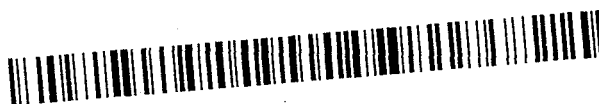
Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt of all required documents.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll free telephone number provided at the bottom of the form. If you have any questions or need assistance with any other concern, please contact the Buick Customer Assistance Center at 1.866.608.8080 (TTY 1.800.832.8425).





Buick
P.O. Box 909989
Milwaukee, WI 53209-9989



07035 2G4WF5218W1 [REDACTED] 11 0010486

SEYMOUR, CT [REDACTED]



MAIL THIS FORM ONLY if any of the items below apply to this vehicle.
This will help us in contacting the present owner/lessee and ensure that
you do not continue to receive notifications for this vehicle.

CHECK (X) APPROPRIATE BOX.

☐ My new address OR Vehicle sold/traded to:

Owner Name _____

Address _____

City, State, Zip _____

Phone (____) _____

- ☐ I have never owned/leased this vehicle.
- ☐ Vehicle was damaged beyond repair and scrapped.
- ☐ Vehicle was stolen and not recovered.
- ☐ Other: _____

By providing the information above you are authorizing an update
to our records for this vehicle.

CUSTOMER REPLY FORM

To mail: Fold so the return address on the back of this panel is showing.
Place a piece of tape on each of the shorter ends to seal the mailer.