

NHS-200

CL-10268130-9321

26 April 2009

National Highway Transportation Safety Administration
Office of Defects Investigation

RECEIVED
2009 MAY -5 PM 4:41
2009 MAY -11

Buick Safety Recall 07035

Attached is information submitted to Buick per the recall notice, asking reimbursement for expenses related to correcting the safety defect. This is for your information and any action you deem appropriate.

All information they asked for was provided and I received the attached refusal letter from them.

[Redacted]

[Redacted]

Jamestown, OH [Redacted]

Attachments:

- 1) Letter from Buick
- 2) My description of the problem
- 3) Safety Recall Notice
- 4) Customer reimbursement claim form

[Faint, illegible text]

NM

Customer Assistance Center
Buick
PO Box 33136
Detroit, MI 48232-5136

21 April 2009

Service Request: 71-681584435

I recently received your letter refusing reimbursement of expenses I incurred fixing a vehicle that I considered dangerous to me, my family and my property. It smoked and smelled inside and outside the garage and I couldn't in good conscience, ignore it. This vehicle was subsequently recalled (Buick #07035). In this recall notice you say that you are committed to customer satisfaction and safety, yet your actions do not coincide with your commitment.

Your recall indicated a need to "install a new front rocker cover gasket with an improved design" and "replace the spark plug wire channel with new retainers." I asked for reimbursement for the labor and valve cover (rocker cover) gaskets that I had installed in an attempt to correct the dangerous defective situation. Your response indicated that one of three reasons were responsible for your refusal to honor my request. None of the reasons apply to my situation.

I am 73 years old and have rebuilt and maintained motor vehicles most of my life. I have worked on Chev 327 and Corvette 427 engines so I know something about engines.

Your letter is by far the most broad brush attempt to say 'we aren't interested in resolving your problem' I have ever encountered. No wonder GM is in the state that it is in right now.

I am asking you for a detailed reason for not honoring my request for reimbursement. I have a legitimate request and deserves a responsible answer.

Sincerely,

[REDACTED]
[REDACTED]
Jamestown, OH [REDACTED]

cc: National Highway Transportation Safety Administration
Office of Defects Investigation



Customer Assistance Center
Buick
PO Box 33136
Detroit, MI 48232-5136

February 2, 2009

[REDACTED]
[REDACTED]
Jamestown, OH [REDACTED]

Service Request: 71-681584435

Dear [REDACTED]

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 1998 Buick Regal. We apologize for any inconvenience you have experienced.

At Buick, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount you requested. The reason behind our decision is based on one of the following factors: 1) the part that was replaced for which you are seeking reimbursement is not the part covered by this recall or special coverage, 2) the documentation provided did not substantiate your request, or 3) your vehicle is not included in this recall or special coverage.

At Buick, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Buick.com or call us at 1-800-521-7300.

Sincerely,

Buick Customer Assistance Center

November 17, 2008

Description of the problem:

I purchased the 1998 Buick Regal from its original owner in Nov 2006. I was informed that the car had developed a small oil leak as there was small drops of oil on the garage floor. I didn't think it was a serious problem at the time. After driving the vehicle for a few months, I noticed smoke coming from the engine compartment after a drive long enough for the engine to warm up. Finally I became concerned about it and took it to a dealer to check it out. They said that a small amount of oil was leaking from the valve covers and the oil pan but he wouldn't be concerned about it. Other issues caused me to take it to a recommended auto repair shop and they told me that the valve covers were dropping oil onto the exhaust manifold. At that time I asked them to replace the gaskets so the oil would not be dripping onto the exhaust manifold. At this time there was no recall that I know about. This fix stopped the smoking. Later I got the notice of the recall and took the car back to the dealer. They had no knowledge of the recall. Later I received detailed instructions on how to handle the recall and took it back to the dealer. I told them that I had the valve cover gaskets replaced. They indicated that the gaskets used earlier were not the correct ones and the brackets were not changed, so they went ahead and replaced the gaskets for the new design and added the brackets

I am asking reimbursement for the labor and parts to replace the gaskets that I paid for prior to the recall. That was done prior to my knowledge or the dealers knowledge of the recall.

| | |
|-------|----------|
| Labor | \$352.00 |
| Parts | \$ 96.88 |
| Total | \$448.88 |

Please send any correspondence to me in Ohio. I reside in Palm Desert, CA in October and from Jan 2 to April 15.

Send to: [REDACTED]
[REDACTED]
Jamestown, Ohio [REDACTED]

[REDACTED]

Attachments:

Cam Stone's Automotive Invoice
Customer Reimbursement Claim Form
Copy of check used to pay for work



SAFETY RECALL NOTICE

April 2008

[REDACTED]
Jamestown, OH [REDACTED]

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 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 2G4WF5211W1 [REDACTED] is involved in safety recall 07035.
- Schedule an appointment with your Buick dealer.
- This service will be performed for you at **no charge**.

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?

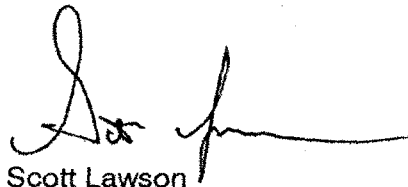
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

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



Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 11/17/08

17-Character Vehicle Identification Number (VIN): 2G4WF5Z11W1 [REDACTED]

Mileage at Time of Repair: 79316 Date of Repair: 10/18/2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: PALM BEACH State: CA Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 448.88

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

Reimbursement Department

PO Box 33170

Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:

1-800-204-0261

