



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

1200 New Jersey Avenue SE.
Washington, DC 20590

May 18, 2009

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

NVS-216 nlm
Ref. # 10268130

Dear [REDACTED]:

Thank you for your correspondence dated April 21, 2009, concerning reimbursement for the valve cover gasket you replaced in your model year (MY) 1998 Buick Regal. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 5, 2009.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Based on the information you provided it appears that your MY 1998 Buick Regal is indeed included in NHTSA Campaign No. 08V-118. In your letter you indicate that you paid for a repair that is identical to the recall 08V-118 and provided an invoice from Cam Stone's Automotive Inc. dated 10/18/2007. Consequently, you are entitled to a reimbursement from General Motors for the pre-notification recall related repairs. Please be advised that not all of the repairs on the invoice apply. General Motors has been notified and will be contacting you soon regarding your reimbursement.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement