

CL-10274511-2394

NVS-200

June 5, 2009

2009 EXECUTIVE SECRETARIAT
JUN 2 42

2009 JUN 11 A 9 09

RECEIVED - NHTSA

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington, DC 20590

RE: Buick Division of GM
Recall 09047

To Whom It May Concern:

I am enclosing a copy of a letter I sent to GM concerning the total loss of my 2000 Buick Regal due to an engine fire. You may want to add it to your file.

Sincerely,

[REDACTED]
[REDACTED]
Belmont, CA
[REDACTED]

MC
2:42
6/17/09
NW

June 4, 2009

General Motors
Mr. Scott Lawson
Director
Customer and Relationship sServices

RE: Safety Recall 09047

To Whom It May Concern:

I purchased my 2000 Buick Regal from Putnam Buick in Burlingame, California in the summer of 2000 and because of job relocation, I started having my car serviced at Jenson Motor Center in Napa.

I told them to treat the car as if it was theirs and I followed all their service recommendations religiously so I know the car was in great shape.

I retired in 2007 and because it wasn't expedient for me to travel to Napa for servicing I started using a local company in Belmont called Spiteris for regular servicing. At my first visit they informed me that there was an oil leak in the engine that could possibly result in a fire if it wasn't taken care of. I immediately call Jenson's and they assured me that they had done a thorough inspection on my last service visit on 11/8/07. They said they hadn't found anything like an oil leak and that I shouldn't worry about it. Having full trust and faith in the company that had been servicing my Buick for so many years, I told Spiteri's to ignore their findings and just do a routine service of the car and I didn't give it another thought.

Several months later I needed a smog certificate to register my car so I took it back to Spiteri's and left it with them for a few days for servicing and to do what ever repairs necessary to insure that the car would pass a smog test. When they called me, instead of telling me the car was ready, they asked me to come over to their center. When I arrived I saw my Buick with burn marks on the hood. Spiteri informed me they had smogged my car and upon road testing it a fire broke out under the hood and they said the car was a total loss.

I called my insurance rep at Allstate. Upon examination of my Buick Allstate reaffirmed that the car was totaled and I eventually received a check for about \$3700. This is after I had to pay \$800 out of pocket to Spiteri's for the work they had to do the make the car smog proof!

Then, *a full year later*, I got your recall letter!

In as much as I treated this car with kid gloves over the last 7 years and that it was in excellent condition, I feel that I was shortchanged! Not only, through no fault of my own, was I out of a car but also had to pay \$800 only to have my car totaled. The responsibility lies with the Buick Division of General Motors in the first place.

Therefore, I feel that I am entitled to additional compensation from your company.

I await your reply and a check.

Sincerely,

[REDACTED]
[REDACTED]
Belmont, CA [REDACTED]
[REDACTED]