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JUN 1 4 2011

EXECUTIVE SECRETARIAT

To: Administrator,

National Highway Traffic Safety Administration

2011 JUN 13 A 11:35

RECEIVED-NHTSA

In Reference To: Regal 1997 Buick Regal

2G4WB52KXV1 [REDACTED]

I have taken my car to the Buick Dealer here in Houston two times, Once to the Dealer shop located on Hwy 290 and then to the one on Hwy 10. Both times I was told they were extremely busy and would need to keep the car 1 to 2 days. I asked for a loaner car to get back and of course to work and was told no, they do not do that for service calls, I went back on Saturday and was still given the same treatment.

My car blew up on March 16, 2011 in the garage of my employer. I had just gotten out of the car & had taken 3 to 4 steps away from the car & then a loud boom & the car just exploded. I am now without a vehicle, what are my options now. I am on public transportation because they refused to service me on two occasions. All I want is another Buick like the one I had - that make a model.

It could be a Regal or Century. I just am in love with that Body Style. Please contact me at

[REDACTED] or my home address at [REDACTED]

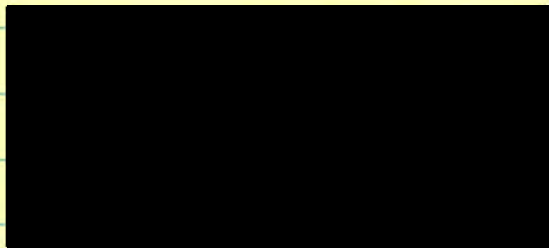
[REDACTED] I have been told it could bring a Law suit due to being denied service, I don't want

AM 06/16/11 [initials]

to go that route. Please respond to this letter  
and let me know what can be done.

I look forward to hearing from you.

Thank you for your attention to this matter.



Houston, TX

HOUSTON TX 770  
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Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

