



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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

1200 New Jersey Avenue SE.
Washington, DC 20590

October 11, 2011

[REDACTED]

Houston, TX

Dear [REDACTED]

NVS-216 nam
Ref. No. 10408056

Thank you for your correspondence concerning your model year (MY) 1997 Buick Regal vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 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.

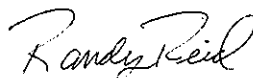
We appreciate the report you provided. You indicated that your MY 1997 Buick Regal was destroyed in a explosion on March 16, 2011. You are seeking a replacement vehicle from Buick.

Our database revealed that your MY 1997 Buick Regal vehicle may have been included in two NHTSA Safety Recall Campaigns, No. 09V-116 and No. 08V-118 (summaries enclosed), that addressed potential engine compartment fires. It is difficult for NHTSA to ascertain whether the recalls were the cause of the fire; only an expert in fire investigations could provide an opinion as to the actual cause. Also, The National Traffic and Motor Vehicle Safety Act does not require manufacturers to reimburse vehicle owners for other costs associated with a safety defect, including damage caused by a vehicle fire. We recommend you continue to work with General Motors and a local dealer to determine the cause of the fire. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your request to have your vehicle replaced does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your vehicle problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at the Federal Trade Commission, CRC-240, Washington, DC 20590; and by the Internet complaint form at www.ftc.gov/ftc/complaint.htm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely yours,



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

Enclosures

Recall Detail

11-OCT-2011

Recall Num: 09 V 116 000 573 Date: 08-APR-2009 573 Date Rcvd: 08-APR-2009 Potentially Affected: 1,497,516 Potentially Defective: 1,497,516
Mfr Recall Num: 09047
Subject: ENGINE COMPARTMENT FIRE Remedy Type: Inspect and Replace RP Num: FMVSS Num:
Recall Type: Defect Recall Effect: Crash Avoidance NHTSA Inv Num: EA07-008 Influenced by: ODI
Problem Exp: Fire Manufacturer: GENERAL MOTORS Recall Status: CONDUCTING RECALL
CORP.

Problem Descr: GENERAL MOTORS IS RECALLING 1,497,516 MY 1997-2003 BUICK REGAL, MY 1998-2003 CHEVROLET LUMINA, MONTE CARLO AND IMPALA, MY 1998-1999 OLDSMOBILE INTRIGUE, MY 1997-2003 PONTIAC GRAND PRIX VEHICLES EQUIPPED WITH A 3.8L V6 NATURALLY ASPIRATED ENGINE. SOME OF THESE VEHICLES HAVE A CONDITION IN WHICH DROPS OF ENGINE OIL MAY BE DEPOSITED ON THE EXHAUST MANIFOLD THROUGH HARD BRAKING.

Consequence: IF THE MANIFOLD IS HOT ENOUGH AND THE OIL RUNS BELOW THE HEAT SHIELD, IT MAY IGNITE INTO A SMALL FLAME AND MAY SPREAD TO THE PLASTIC SPARK PLUG WIRE CHANNEL AND BEYOND INCREASING THE RISK OF AN ENGINE COMPARTMENT FIRE.

Remedy Type: DEALERS WILL REMOVE THE SPARK PLUG WIRE RETENTION CHANNEL AT THE FRONT OF ENGINE AND INSTALL TWO NEW SPARK PLUG WIRE RETAINERS FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING MAY 2009. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438, OLDSMOBILE AT 1-800-630-6537, AND PONTIAC AT 1-800-620-7668 OR [HTTP://WWW.PONTIAC.COM](http://www.pontiac.com) OR [HTTP://WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

Notes: GM RECALL NO. 09047. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov) .

MFR Knowl Dt: 15-JUL-2008 Prod Change Dt: Mfr Press Release Dt: NHTSA Press Release Dt:
Stop Sales: Regional:
Supplier: Mfr Toll Free Num: Country of Origin: United States of America

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :PONTIAC Model :GRAND PRIX Model Year :2002 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :PONTIAC Model :GRAND PRIX Model Year :1998 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :MONTE CARLO Model Year :2000 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :IMPALA Model Year :2000 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :PONTIAC Model :GRAND PRIX Model Year :2003 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :LUMINA Model Year :1998 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :OLDSMOBILE Model :INTRIGUE Model Year :1999 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :IMPALA Model Year :2001 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :BUICK Model :REGAL Model Year :2003 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :PONTIAC Model :GRAND PRIX Model Year :1999 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :OLDSMOBILE Model :INTRIGUE Model Year :1998 Type :PASSENGER CAR	Passenger		

Component Name

ENGINE AND ENGINE COOLING

Recall Detail

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :MONTE CARLO Model Year :2003 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :MONTE CARLO Model Year :2001 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :MONTE CARLO Model Year :1999 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :IMPALA Model Year :2002 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :BUICK Model :REGAL Model Year :2001 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :BUICK Model :REGAL Model Year :1999 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :PONTIAC Model :GRAND PRIX Model Year :2000 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :PONTIAC Model :GRAND PRIX Model Year :1997 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :MONTE CARLO Model Year :1998 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :BUICK Model :REGAL Model Year :2002 Type :PASSENGER CAR	Passenger		
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :PONTIAC Model :GRAND PRIX Model Year :2001 Type :PASSENGER CAR	Passenger		

Component Name

Recall Detail

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
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Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :BUICK Model :REGAL Model Year :2000 Type :PASSENGER CAR

Passenger

Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :BUICK Model :REGAL Model Year :1997 Type :PASSENGER CAR

Passenger

Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :BUICK Model :REGAL Model Year :1998 Type :PASSENGER CAR

Passenger

Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :LUMINA Model Year :1999 Type :PASSENGER CAR

Passenger

Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :MONTE CARLO Model Year :2002 Type :PASSENGER CAR

Passenger

Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :GENERAL MOTORS LLC Make :CHEVROLET Model :IMPALA Model Year :2003 Type :PASSENGER CAR

Passenger

Component Name

Influencing Investigation(s)

Investigation Num	Subject	Investigator	Relationship
EA 07 008	ENGINE COMPARTMENT FIRE	KYLE BOWKER	Influencing

Related Recalls

Yr	Type	Major Sub	Relationship
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Recall Characteristics

Unique Recall	Unique Descr
573 modified	REMAIL OWNER LETTERS 4/26/11 1997 VEHICLES

Recall Communications

Fax Ack: 08-APR-2009	Letter Ack: 10-APR-2009
Draft 577 Received: 08-APR-2009	Draft 577 Approved: 08-APR-2009
Final 577 Received: 14-APR-2009	Owner Notification: 09-APR-2009
Phased: N	577 End:
Renotification:	Envelope Approved:
Dealer Notification Received: 08-APR-2009	Dealer Notification: 09-APR-2009