

JUN 21 2011

June 8, 2011

EXECUTIVE SECRETARIAT

2011 JUN 20 P 2:41

RECEIVED - NHTSA

10

Mr. Jim Maloney
General Director - Customer & Relationship Services
BUICK MOTORS
P. O. Box 909989
Milwaukee, WI 53209-9989

Dear Mr. Maloney,

0947 2G47 2G4WB52K8W1 [REDACTED] 11 0007919

[REDACTED]
Puyallup, WA. [REDACTED]

Your "April 2011" letter is just received. I have been receiving the RECALL notices for a couple of years at least (I don't remember when it started) and have continuously tried to work with my local Buick dealership to get this matter off the record. I have not owned this car since September 2003 when it was totaled by a drunk driver who ran into me and it was totaled. No such luck!

I continued receiving notices from both locations - Puyallup and Milwaukee, WI. Finally, the local dealership told me it was corrected but that I would have to notify the Wisconsin Center to do the same.

Finally I wrote a letter to "someone" in Wisconsin and received a letter from "someone" (note - no person's name is mentioned) who stated that my records have been 'updated'. I am enclosing a copy of the letter I received on December 16. Well, it obviously wasn't corrected since I JUST received another THIS WEEK (copy enclosed).

I feel I have done all I can. As you suggested, I am sending a copy of this letter to the Administrator, National Highway Traffic Safety Administration at 1200 New Jersey Avenue, SE, Washington, DC 20590 for their information

Meantime, I have owned a 2003 Buick Century, VIN 2G4WS52J931 [REDACTED] since September 2003 and wonder if I might have missed out on any recalls for this model.

[REDACTED]

[REDACTED]
Puyallup, WA [REDACTED]

CC- Nat'l. Hwy Traffic Admn ←

Encl.- Recall notice
12/16/10 Letter from Buick
"April 2011" Letter From Buick

MC
062711
TGW

P.S. I just received another recall notice from the local dealership, from whom I thought had finally corrected their files.



RECALL INFORMATION PROCESSING CENTER
P.O. BOX 909989
MILWAUKEE, WI 53209-9989

PRESORTED
FIRST CLASS
U.S. POSTAGE PAID
JANESVILLE, WI
PERMIT NO. 1195

RECALL!

RECALL INFORMATION

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

IMPORTANT

2G4WB52K8W1 [REDACTED]

[REDACTED]
PUYALLUP, WA [REDACTED]



001F045457*742*17533-01

HARNISH PONTIAC OF PUYALLUP
820 RIVER ROAD
PUYALLUP, WA 98371
(253) 845-8881

[REDACTED]
PUYALLUP, WA [REDACTED]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.

**SCHEDULE
YOUR
APPOINTMENT
TODAY!**

AS A VALUED BUICK OWNER, WE WANT TO LET YOU
KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND
CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF FEBRUARY 1, 2011, SERVICE
HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S)
FOR YOUR BUICK:

9047 ENGINE COMPARTMENT FIRE

Received June 1, 2011 / tm





December 16, 2010

[REDACTED]
Puyallup, WA [REDACTED]

Dear [REDACTED]

Thank you for updating our information on the 1998 Buick Regal you formerly owned. We are aware our success directly depends on the satisfaction customers receive from the products they buy and the service they receive. Your comments and feedback will help us improve the products and services we offer. We hope you will consider us in the future for your transportation needs.

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,

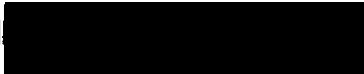
Buick Customer Assistance Center
Service Request 71-898946552



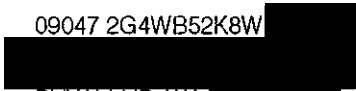
Buick
 P.O. Box 909989
 Milwaukee, WI 53209-9989

SAFETY RECALL NOTICE

111 0001 1 01001 01 10 001 0 010 000



09047 2G4WB52K8W 11 0007919



PUYALLUP, WA

|||||

NB- received 7/6/11

April 2011

Dear General Motors Customer:

General Motors is very interested in your safety and continued satisfaction with your vehicle. Our records show that although your 1998 model year Buick Regal vehicle is subject to an important safety recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important safety recall. Please follow the instructions below to address this important matter.

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 naturally aspirated 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.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in safety recall 09047. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled?

An underhood fire 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, the oil 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 GM dealer will replace the spark plug wire channel with new spark plug wire 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 15 minutes.



What should you do?

You should contact your GM 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.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Oldsmobile	1-800-630-6537	1-800-833-6537
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

Jim Moloney
General Director - Customer & Relationship Services



uyallup, WA



SEATTLE WA 981

13 JUN 2011 PM 4 T



USA FIRST-CLASS FOREVER

JUN 15 2011
MAIL SANITIZED

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



CPO, NOT ID DOE