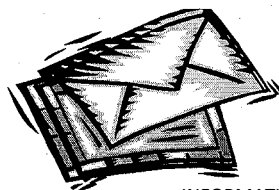


CL-10818925-5830



NHTSA ccmMercury Routing Slip

Printed: 1/14/2016

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

NHTSA #: ES16-000145	Rec'd Date: 1/14/2016	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 1/13/2016
Delivery: EML	Address To: DOT/I	Due Date: 2/16/2016
S10 #:	DOT/I #: H-2016 5	RMP #:
Subject: LETTER FROM CONGRESSMAN ALLEN ON BEHALF OF CONSTITUENT [REDACTED] RE BUICK REGAL RECALL		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

THE HONORABLE RICK W ALLEN
 U.S. HOUSE OF REPRESENTATIVES
 743 PERIMETER PKWY, BUILDING 200 SUITE 225
 AUGUSTA, GA 30909
 Tel: Fax: E-mail:

JAN 15 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	1/14/2016	2/16/2016	
NGA-010	SIGN	1/14/2016		

NAM
11516
SMD



Congressman Rick W. Allen
Georgia's 12th Congressional District

2743 Perimeter Parkway
Building, 200, Suite 225
Augusta, GA 30909

Phone: (706) 228-1980
Fax: (706) 228-1954

NEW CONGRESSIONAL

To: National Highway Traffic Safety Administration From: Christine Rhodes
Fax: (202) 366-3675 Page: 12
Phone: (202) 366-4573 Date: 1/13/16
Re: [REDACTED] cc:

- Urgent
- For Review
- Please Comment
- Please Reply

● Comments:

[REDACTED] Buick Regal had a recall due to the possibility of engine compartment fire. [REDACTED] car did catch fire, and she is not satisfied with the way GM is handling the repairs or assisting her with a loaner until her car is fixed. Thank you for any assistance you can provide to remedy [REDACTED] situation.

CONFIDENTIALITY NOTICE: This facsimile, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information or may otherwise be protected by law. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender and destroy all copies of the original message and any attachment thereto.

ES16-000145

COMMITTEE ON AGRICULTURE

SUBCOMMITTEE ON
CONSERVATION AND FORESTRY

SUBCOMMITTEE ON
GENERAL FARM COMMODITIES
AND RISK MANAGEMENT

COMMITTEE ON
EDUCATION AND THE WORKFORCE

SUBCOMMITTEE ON
HIGHER EDUCATION
AND WORKFORCE TRAINING

SUBCOMMITTEE ON
HEALTH, EMPLOYMENT, LABOR,
AND PENSIONS



RICK W. ALLEN
12TH DISTRICT, GEORGIA

Congress of the United States
House of Representatives

WASHINGTON OFFICE:
513 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-2823

AUGUSTA OFFICE:
2743 PERIMETER PARKWAY
BUILDING 200, SUITE 225
AUGUSTA, GA 30909
(706) 228-1990

DUBLIN OFFICE:
101 NORTH JEFFERSON STREET
DUBLIN, GA 31021

STATESBORO OFFICE:
50 EAST MAIN STREET
STATESBORO, GA 30458

[HTTP://ALLEN.HOUSE.GOV](http://ALLEN.HOUSE.GOV)

January 13, 2016

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Mr. Gresham:

Enclosed please find correspondence from my constituent, [REDACTED], requesting assistance with an issue related to General Motors.

I would appreciate your careful review of this situation and any information which might be helpful to my constituent. Please mail your response to my Augusta district office at 2743 Perimeter Parkway, Bldg. 200, Ste. 225, Augusta GA 30909, respond via fax at 706-228-1954, or email to Christine.Rhodes@mail.house.gov.

Sincerely,

Rick W. Allen
Member of Congress

RWA/CR

Congressman Rick W. Allen

Georgia's 12th Congressional District



513 Cannon Building
Washington, DC 20515
Phone: (202) 225-2823
Fax: (202) 225-3377

2743 Perimeter Parkway
Building 200, Suite 225
Augusta, GA 30909
Phone: (706) 228-1980
Fax: (706) 228-1954

Privacy Release Form

Preferred Title: Mr. Mrs. Ms. Dr. Other: _____

Name: [REDACTED]

Address: [REDACTED]

City: EVANS State: GA Zip Code: [REDACTED]

Home #: (____) _____ Cell #: [REDACTED]

E-mail Address: [REDACTED]

Please complete the identification below that pertains to your inquiry request.

Social Security Number: [REDACTED] Date of Birth: [REDACTED]

VA File Number: _____ Claim Number: Service Reg # [REDACTED]

USCIS A# or Receipt #: _____

Please indicate the Federal Agency involved in your request: General Motors

Nature of Problem: Please provide a brief explanation of your situation with the above agency and the assistance you are seeking from this office. Continue on another sheet if necessary. Send photocopies only of any documents you may have to support your claim. It is important for you to retain the originals for your files.

Statement: Recall on Buick Regal - engine compartment
fire -

see attached

I hereby authorize the office and staff of Congressman Rick W. Allen to contact the above agency or any other applicable government agency, whether it be federal, state or local on my behalf and to inspect, copy, examine or inquire regarding my records on file, with such agency or entity whether protected by the Privacy Act.

Signature: [REDACTED] Date: 1/8/16



IMPORTANT SAFETY RECALL

December 2015

██████████
Evans, GA ██████████

This notice applies to your vehicle, VIN: 2G4WB52K331 ██████████

Dear ██████████

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2003 model year Buick Regal vehicles equipped with a 3.8L V6 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.

IMPORTANT

- Your vehicle is involved in GM safety recall 15757.
- Parts to repair your vehicle are not currently available.
- Previously, your vehicle was repaired under a safety recall for this condition. The remedy procedure performed on your vehicle may not be sufficient to prevent subsequent engine compartment fires relating to this condition. Your vehicle will require further repairs to remedy the condition.
- Until you have had your vehicle repaired it is recommended that the vehicle be parked outside and not in a garage or other structure.

Why is your vehicle being recalled?

Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Buick dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" cover and plastic oil-fill-tube extension will be removed, if they haven't been already. This service will be performed for you at no charge.

When parts are available, we will send you another letter asking you to take your vehicle to your Buick dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the next letter.



This condition does not affect the safe operation of the vehicle, but it is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V701.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15757

1/6/15

①

1p

②

Truck caught fire. Called 800-521-7300
Records verified road
09047A - Engine compartment fire

James 194,000 miles

Came in from work, pulled into garage
notice plastic smell. Back out of garage, looked under hood & saw flames
& spray fire extinguisher.

Called fire dept - they recommended we not drive or move car.

per James parts still not available

James asked what our request is. Request they repair at their expense & pay for repair since parts still not available

do not want to file as insurance claim

866-790-3600

Service Reg #

Claim # [redacted] Product Advocate Ctr
Claims Advisors

escalated within 2-business (by Friday)

4

1/8

Raymond - told him I was calling to find out the confirmed that James had escalated to product assistance claim. They will have to check just to see if the fire was related to the recall. I asked who makes that determination. They will coordinate to an expert and the dealership to see what caused fire.

1:54p spoke to Phillip Thomas

They have not heard from GM & are surprised that they have not suggested I call GM back.

2:22pm - called GM back & asked for a supervisor. Got transferred to Mr. Farber (?) left a VM explaining told him would like process started for a loaner as we are w/o a vehicle.

Ben 3:04p called back & spoke to Ben told him I would like to "speak" to a supervisor.

He said it had been "sent to legal for review" & would take 3 business days.

He was borderline rude & not wanting to transfer

5

I told him I wanted to talk to someone about a loaner.

He didn't want to transfer me but I insisted.

Transferred to Erin, explained situation.

She stated that since when I called and talked to James & car was not at a dealership it was escalated to a Product Asst Claims & not a Sr. Advisor.

GM would have to send someone from Michigan to look @ vehicle & that Sr advisor was being assigned.

They have 3 bus days to resolve.

I asked her what would have happened if before I called the car was at the dealership & she said it would have gone to a Sr Advisor.

Someone from GM has to come to Augusta.

(6)

I expressed how frustrated I was & felt I was getting the run around. That this was not our fault, we had done the first fix, the parts were still not in to fix on going problem & that I needed a loaner.

I asked when we could expect to hear from someone & she said today, I told her rental place closed @ 5pm & she said that they had ways to get rentals after hours.

We are in the queue & they will call today.

I asked her why it was not assigned to a Sr Adv. & she said it was because it was not at a dealership when I spoke to James. (I don't remember telling James where it was).

I strongly expressed my dissatisfaction w/ situation & told her I felt I

(5)

EM open full 9p

was getting the run around
& I need a loan
as my husband was going
out of town on a
business trip.

Vehicle Report

Printed on: 01/07/2016 02:35:31

WORKBENCH

VIN: 2G4WB52K331 [REDACTED] Vehicle Model: 2003 REGAL CUSTOM

Delivery Date: 12/02/2002

Service Consultant : Phillip Towns

Mileage : 194353

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Not Equipped	No	No	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
09047	Product Safety Recall	ENGINE COMPARTMENT FIRE	04/09/2009	Closed
15757	Product Safety Recall	Engine Oil Leak		Incomplete - Remedy not yet available
03034	Customer Satisfaction Program	ENGINE COOLANT LEAK CLOSED 8/8/2005 BECAUSE OF EXPIRATION DATE	07/07/2003	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Warranty Odometer	Status
Bumper to Bumper Limited Warranty	12/02/2002	10 MI	12/02/2005	36010 MI	Expired
Corrosion Limited Warranty	12/02/2002	10 MI	12/02/2008	100010 MI	Expired
Emission Select Component Ltd Wty	12/02/2002	10 MI	12/02/2010	80010 MI	Expired

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Effective Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
---------------	------------	-------------	-------------------	----------------------------------	----------------	--------------------	-----------------	---------------------

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
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No information found for this vehicle.

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
10/13/2009	[REDACTED]	ZPTC	J8441	Evaporative Emission Canister Vent Solenoid Valve Replacement	109845 MI	Warranty
06/23/2009	[REDACTED]	ZFAT	V2066	09047 - Intall Spark Plug Retainers	108540 MI	Warranty
12/27/2004	[REDACTED]	ZREG	E9060	Power Steering Pump Replacement	32198 MI	Warranty
12/27/2004	[REDACTED]	ZREG	Z5000	DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	32198 MI	Warranty
02/18/2004	[REDACTED]	ZREG	J9991	Customer Concern Not Duplicated (CCND) - Engine Concern	22963 MI	Warranty
08/27/2003	[REDACTED]	ZFAT	V1038	03034 - REPLACE THROTTLE BODY NUTS/ADD COOLANT PELLETS	14751 MI	Warranty
11/27/2002	[REDACTED]	ZPDI	Z7000	Pre-Delivery Inspection - Base Time	0 MI	Warranty

Vehicle Report

Printed on: 01/07/2016 02:35:31

WORKBENCH

VIN: 2G4WB52K331 [REDACTED] Vehicle Model: 2003 REGAL CUSTOM

Delivery Date: 12/02/2002

Service Consultant: Phillip Towns

Mileage: 194353

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
05/23/2009	[REDACTED]	GA	CAMPAIGNS	1	W	108640 MI



**2014 House Input Form for Governmental Affairs
Correspondence Control Sheet (I-10), W85-328**



**EXECUTIVE SECRETARIAT
RECEIVED-NHTSA**

2016 JAN 14 A 8:59

Control Number H - 2016 5

General

Date DOT Received 1/13/2016
Date DOT Entered 1/13/2016
Member's Date 1/13/2016
Member Last Name Allen
Member First Name Rick W.
Member Organization United States House of Representatives
Address1 2743 Perimeter Pkwy
Address2 BLDG 200 Suite 225
City Augusta
State GA
Zip 30909

Constituents

File Name [REDACTED]
Date 1/13/2016
Subject Buick Regal
Action Office NHTSA
Action Code
Due Date 2/16/2016

Contacts

Member Contact Christine Rhodes
Phone (706) 228-1980
Pending ✓
Closed Date
Remarks chrisine.rhodes@mail.house.gov
DOT Contact Nikki Purnell at (202) 366-4573

Notes: