

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Rec'd 3/18/16



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

11-FEB-2016

Reference No.
10825599

OWNER INFORMATION (Type or Print)

Name

Address

City

BELL FLOWER

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2G4WB52K5Y

Make

BUICK

Model

REGAL

Model Year

2000

Date Purchased

8/02/1999

Dealer's Name and Telephone Number

SIMPSON BUICK

Engine:

No: Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☐

Dealer's City

BUENA PARK 90261

State

CA

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

31-DEC-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

N/A

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location:

ENGINE FRONT VALVE COVER

FRONT

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

N/A

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

N/A

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2000 BUICK REGAL. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V701000 (ENGINE AND ENGINE COOLING) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

RECEIVED

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THIS "RECALL" IS TAKING WAY TOO LONG SINCE I FIRST
RECD NOTICE!

SEVERAL MAILINGS, PHONE CALLS, PAPER WORK etc

JUST DO IT!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

Bellflower, CA

SOUTHERN DISTRICT
CALIFORNIA
90707
RECALL

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

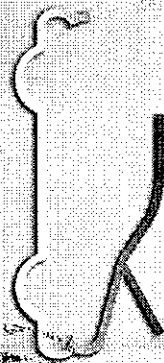


Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



or visit:
www.safercar.gov
or call:
Vehicle Safety Hotline
888-327-4236

If so:
Use the enclosed
form to file a report.



Think your vehicle
has a safety defect?





IMPORTANT SAFETY RECALL

December 2015

*Rec'd
12/14/15*

*2/11/16
Complaint
Bill Ocker
Jan 4, 2016*

Bellflower, CA

This notice applies to your vehicle, VIN: 2G4WB52K5Y1

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 2000 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.

GM

*- Jay Malloy -
SVC MGR Simpson*

my.gm.com/recalls

PF
FI
U.S.
GRE
PER

LAST

TIC
ATION

HTS
www.hts.com

*REPAIR
11/11/15
2/11/16
9:00 AM*

*W261 12/16/15
12:41 PM*

*JV
Simpson Buick
NO PARTS YET
714-690-6251*



IMPORTANT SAFETY RECALL

Reddy 2/25/16

February 2016

Bellflower, CA

This notice applies to your vehicle, VIN: 2G4WB52K5Y1

Dear

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

Previously, you were notified that your 2000 model year Buick Regal was involved in GM recall 15757. This letter is to inform you that parts are now available to repair your vehicle. No

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 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 recall 15757.
- Schedule an appointment with your Buick dealer. *No parts - ordered from GM*
- This service will be performed for you at no charge. *2/11/16 - Jose said parts not in yet 2-25-16*

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?

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. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 35 to 55 minutes, depending on your vehicle's engine configuration.

What should you do?

You should contact your Buick dealer to arrange a service appointment as soon as possible.



*3/18/16 NO CALL TO DATE
From Simpson Buick
re: part being in from
GM*

FIRST-CL
MAIL
U.S. POST
PAID
REEN BA
ERMIT NC

IS M

ICE

ON

SA
2016

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.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, and have not previously submitted, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2017, unless state law specifies a longer reimbursement period.

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

Enclosure
GM Recall #15757

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

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Jeffrey M. Boyer

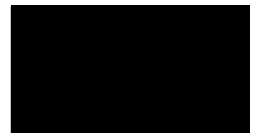
Jeffrey M. Boyer
Vice President
Global Vehicle Safety

2/11/16 9:50 AM

complaint

#10825599

Ref



GM Recall #15757

Got GM recall notice #15757 in the mail today, HOWEVER "Parts to repair your vehicle are not currently available." "The remedy procedure performed on your vehicle may not be sufficient to prevent subsequent engine compartment fires related to this condition. Your vehicle will require further repairs to remedy the condition." "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." What is "plastic beauty cover/plastic oil fill tube extension?" HAS GM TOLD SIMPSON BUICK WHEN THE REQUIRED PARTS TO REPAIR MY VEHICLE WILL BE AVAILABLE. I park my 2000 Buick Regal (I bought from Simpson when I was working there) in my single attached garage for safety / theft/vandalism prevention. NOW I HAVE TO WORRY ABOUT THAT. However, "hard braking" is the cause so if I don't "hard brake" I should be safe. ?????

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12/16/15 Rec'd recall notice for VIN 2G4WB52K5Y1 [REDACTED] 2000 BUICK REGAL LS.

12/16/15 Called Simpson Buick dealer where I bought car. No parts yet from GM!

1/26/16 STILL NO REPLACEMENT PART! 2/25/16 NO PARTS IN YET FROM Simpson Buick

Recall says "Recommend vehicle be parked OUTSIDE & not in garage or other structure until it is repaired." I get an insurance discount for "garage parking." Weather takes its toll on paint so parking outside deteriorates car appearance! Why is it taking so long for GM to provide dealers with part so owners don't have to worry about "this condition could cause an engine compartment fire?"

3/18/16 NO CALL FROM Simpson Buick About part being
rec'd from GM. Jose said part not in yet. 2/25/16

10:15 AM GAVE INFO SHE CONNECTED Simpson Buick in Buick Park
(Jay Mallory is Src MAN)
11:50 Jose called-will order parts & call when they come in.
(1 Day to Repair)