

CL-10836196-7714

February 29, 2016

Administrator

National High Traffic Safety Administration

1200 New Jersey Ave. S.E

Washington, DC 20590

MAR 28 2016

REFERENCE: SAFETY RECALL: VIN:2G4WB52K5X1 [REDACTED]

FILE # [REDACTED]

GENTLEMEN;

GETTING MY BUICK 1999 SERVICED BECAUSE OF THE RECALL HAS BEEN IMPOSSIBLE.

I HAVE NOT BEEN ABLE TO GET RESPONSE FROM THE ISSAQUAH DEALER (DOES NOT ANSWER THE PHONE) AND THE KIRKLAND DEALER INFORMS ME THEY WILL NOT COME TO PICK UP MY CAR WHERE THAT SERVICE IS SUPPOSED TO BE PERFORMED. I AM [REDACTED] AND IT IS IMPOSSIBLE FOR ME TO DRIVE TO KIRKLAND. I ONLY DRIVE IN ISSAQUAH BUT IF GENERAL MOTORS IS SUPPOSED TO FOOT THE BILL, WHY IS THIS NOT POSSIBLE?

I HAVE BEEN FIGHTING THIS PROBLEM FOR SOME TIME AND IT IS ONLY FAIR THAT BUICK GET THE PROBLEM SOLVED ONCE AND FOR ALL.

ISSAQUAH, WASHINGTON [REDACTED]

Enclosure: Copy

NAH
4516
SMD



IMPORTANT SAFETY RECALL

February 2016

[REDACTED]
Issaquah, WA [REDACTED]

This notice applies to your vehicle, VIN: 2G4WB52K5X1 [REDACTED]

Dear [REDACTED]

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

Previously, you were notified that your 1999 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.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1999 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.
- This service will be performed for you at **no charge**.

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?

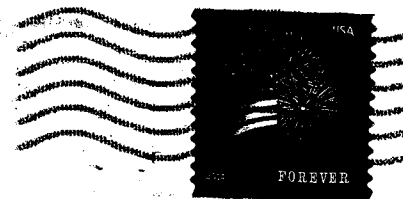
You should contact your Buick dealer to arrange a service appointment as soon as possible.

Issaquah, WA



SEATTLE WA 980

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