

December 22, 2015

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

RE: GM Recall #15757

JAN 23 2016

Dear Administrator:

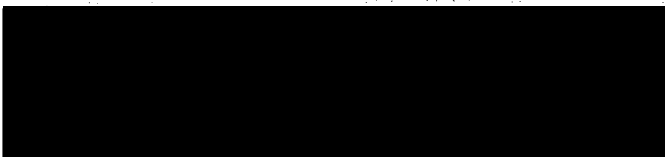
This letter is in response to a Safety Recall letter dated **December 2015** which I received from Mr. Jeffrey M. Boyer, Vice President, Global Vehicle Safety relative to 2000 Buick Regal vehicles with a 3.8L V6 engine. The letter (copy enclosed) states the reason for the recall involves drops of engine oil that may be deposited on the exhaust manifold through hard braking, and could cause an engine compartment fire. This actually happened to my 2000 Buick Regal on **Friday, October 23, 2015** and resulted in fire damage under the hood of my car. I noticed smoke coming from underneath my hood as I parked my car at Maury Regional Medical Center where I volunteer. I raised the hood and flames were flaring up from my oil cap. I immediately called 911 and was told to get away from the car, which I did. The Columbia Fire Department came and extinguished the car fire and left. They weren't sure what caused the fire, but said it could possibly be from an oil leak or an electrical problem. They said I could pick up a copy of their report the next day from any of their stations.

In the meantime, I contacted my insurance agent and reported the fire incident. I also called the towing lot to come pick up the car as it was not drivable. My agent contacted their adjuster who inspected the vehicle and determined it was a loss and filed the claim. Farm Bureau, the agent for Tennessee Farmers Mutual Insurance Company paid my claim, I signed the title to the Buick over to them, and I bought another vehicle.

Imagine my surprise when I received the recall letter in the mail in **December 2015**, almost two months after this happened to my 2000 Buick Regal. At the time of the fire, I still owned the Buick, and it had been driving great. It did need some repairs, such as none of my windows worked, the leather seats had cracked and needed replacing, the odometer had stopped working, and I had just had routers and pads installed on the rear wheels. The front ones needed replacing also, according to the mechanic. After receiving the recall letter, I did call the Buick Customer Assistance Center and was told to contact Farm Bureau to see if they still had possession of the vehicle so it could be inspected. I did call them and was told they no longer have the vehicle as it was sold. I'm writing this letter in case there is a rebate due.

Should you need further information from me, you may contact me at [REDACTED] or write to me at [REDACTED] Columbia, Tennessee [REDACTED] Thank you.

Sincerely,



Enclosure

NAM
0416
SND



IMPORTANT SAFETY RECALL

December 2015

[REDACTED]
Columbia, TN [REDACTED]

This notice applies to your vehicle, VIN: 2G4WB55K7Y1 [REDACTED]

Dear [REDACTED]

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

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.

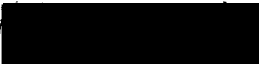


Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15757

12/21/15

Called ~~Greg~~ *Robert* to call Ins. Co. for inspection of Buick
Called Penny Norman w. Farm Bureau
931-380-3636

Call Katie Henson - ~~615-619-7702~~ (Claims) *main-winter*
Re:  931-560-5000 (signature)
By message - 4:20 PM

12/22/15 - Katie called & said they no longer have the Buick as it was sold.

Columbia, TN



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National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

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