

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552 (b)(6) 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 CASE CRUISE ONLY 100148	
		Date Received 28-MAR-2016	Repository ☐ Reference No. 10852000		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City <u>LOVELAND LeveLand</u>	State <u>TX</u>	Zip Code [REDACTED]			
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 2G4WB52K1X1 [REDACTED]		Make BUICK	Model REGAL	Model Year 1999	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 10-FEB-2016	
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					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
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).)					
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 1999 BUICK REGAL. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V701000 (ENGINE AND ENGINE COOLING). THE DEALER INDICATED THAT THEY DID NOT HAVE THE TOOLS AND PARTS TO REPAIR THE VEHICLE FOR AN EXTENDED PERIOD OF TIME. THE CONTACT WAS UNABLE TO DETERMINE WHEN THE VEHICLE WOULD BE REPAIRED. THE MANUFACTURER WAS UNABLE TO DETERMINE WHEN THE PART WOULD BE SUPPLIED TO THE DEALER. 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 to 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.					



IMPORTANT SAFETY RECALL

December 2015

██████████
Levelland, TX ██████████

This notice applies to your vehicle, VIN: 2G4WB52K1X1 ██████████

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 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 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



IMPORTANT SAFETY RECALL

February 2016

Levelland, TX

This notice applies to your vehicle, VIN: 2G4WB52K1X1

Dear

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.

complaint form I. a vehicle safety
in 4 to 6 weeks GM
Buick 800 521 7300
complaint
#10852000

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~~
Global Vehicle Safety

Enclosure
GM Recall #15757



LEVELLAND, INC.

1403 E. State Rd. 114
P.O. Box 1389
Levelland, TX 79336
Phone: 806-894-6141
Fax: 806-894-5110

SERVICE INVOICE

VIN		2 G 4 W B 5 2 K 1 X 1		DATE IN		04/26/16	
YEAR	MAKE	MODEL	COLOR	TIME IN		10:40	
1999	BUICK	REGAL	BRIGHT WHI O	CLOSED		12:06	
MILES IN		MILES OUT		FIRST USE		04/26/16	
30122		30124		10/30/99		6525	
SEE ALSO		11/01/99		LISC.		WRITER	
				LEVELLAND TX		CANTU 54	
				H: [REDACTED] W: ()			

- (1) #15757B: PRODUCT SAFETY-UNDER HOOD FIRE
TECHNICIAN: PEDRO GUTIERREZ
REQUIRED FIELD ACTION
REPLACE VALVE ROCKER ARM COVER AND GASKET

9100840	T73	5
88891792	(RETAINER)	1
12132229	(RETAINER)	1
25532619	(GASKET)	1
12590366	(COVER)	1
..... (Warranty)		

(Tech:73) A

W C		INT.		CUSTOMER	
				Labor	.00
				Parts	.00
				Sublet	.00
				Shop Supplie	.00
				Oil/Grease	.00
				Sub Total	.00
				Tax	.00
				Total	.00

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any such attempt to disclaim or limit the extent of such warranties is hereby prohibited by law.

Page 1 of 1 Job [REDACTED]

Customer Copy

AUTOSOFT FORMS 1-877-427-6387