

[REDACTED]
Menomonee Falls, WI [REDACTED]
May 9, 2016

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

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

Dear Madam or Sir:

MAY 17 2016

Last February, we received a letter from General Motors regarding recall #15757 for our 1997 Buick Regal (copy enclosed).

The letter says we "should contact [our] Buick dealer to arrange a service appointment as soon as possible" and includes a procedure for submitting a reimbursement claim to the local GM dealer if the repair was done somewhere else.

Given the reimbursement option, we had the repair done on April 6th (copy enclosed) at the garage where the car has been exclusively serviced since we purchased it over 10 years ago. I took the Reimbursement Request Form (copy enclosed) to the local dealership (EVS GMC, 262-253-8935) on April 8th.

On May 6th, Jan called from the dealership to inform us that the reimbursement request had been denied because the repair was done after the recall letter was mailed to us. Jan and I spoke without resolving the matter.

The February recall letter suggests contacting the Buick Customer Assistance Center if there are questions that the dealer is unable to resolve. I spoke with Julie at the Buick Customer Assistance Center on May 6th (case ID # [REDACTED]). After speaking with Julie (who also called the dealer), the reimbursement request remains denied.

The February recall letter suggests contacting the NHTSA "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."

Can you obtain reimbursement for the cost of this recall repair for us?

Sincerely,

[REDACTED]
Enclosures: 3

NAM
5/26/16
SMD



IMPORTANT SAFETY RECALL

February 2016

Menomonee Falls, WI

This notice applies to your vehicle, VIN: 2G4WF521XV1

Dear

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

Previously, you were notified that your 1997 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 1997 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.

GM

This condition does not affect the safe operation of the vehicle, 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. 04/08/16

**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

FALLS MUFFLER & ALIGN
DIVISION OF TJN SERVICES, INC.
N90 W17082 APPLETON AVE
MENOMONEE FALLS WI 53051
(262) 251-8088

COMPLETE CAR CARE SERVICES
NAPA AUTOCARE CENTER ASE CERTIFIED

24 HOURS TOWING-CONTACT ROSKOPF'S SERVICE & TOWING (262) 251-0600

4/6/2016 4:20 PM

page 1

Invoice [REDACTED]

Day Phone : [REDACTED]

MENOMONEE FALLS WI [REDACTED]

Vehicle : 1997 Buick Regal 3.8 L 231 CID V6

VIN : 2G4WF521XV1 [REDACTED]

Created : 1/18/2016 12:45:03 PM

Complete : 4/6/2016 2:30:51 PM

Invoiced : 4/6/2016 4:18:01 PM

Tag/State : [REDACTED]

Color : White

Odometer In : 103563

Odometer Out : 103563

Labor/Notes

Qty	Code/Tech*	Reference	Description		Unit Price	Price
1.6	19*	ProDemand	VALVE COVER GASKET Remove & Replace	M	\$85.95	\$137.52
--		NOTE	RECALL #15757			

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	[REDACTED]	VALVE COVER	New	\$77.38	\$77.38
1	-	[REDACTED]	GASKET	New	\$24.09	\$24.09
1	-	[REDACTED]	RETAINER	New	\$1.64	\$1.64
1	-	[REDACTED]	RETAINER	New	\$1.58	\$1.58

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	-	SHOP SUPPLIES	SHOP SUPPLIES	\$3.00	\$3.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$137.52
Parts	\$104.69
Sublet/Misc.	\$0.00
SHOP SUPPLIES/EPA	\$0.00
Charges	\$3.00
Sales Tax	\$12.51
Tax @ \$245.21 * 5.1000%	\$12.51
Total	\$257.72
Paid	\$257.72

Tech Certification #

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General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: MENOMONEE FALLS State: WI Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: 04/08/2016

Vehicle Identification Number of Involved Vehicle: 2G4WF521XV1 _____

(17 Characters)

Mileage at Time of Repair: 103563 Date of Repair: 04/06/2016

Amount of Reimbursement Requested: \$ 257.72

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

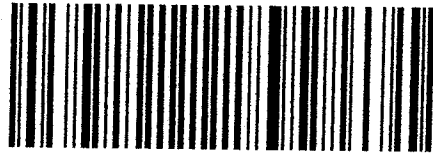
Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7016 0600 0000 0986 2771

MENOMONEE FALLS, WI

MI
WI
10
PM

U.S. POSTAGE
MENOMONEE FALLS, WI

W40
304

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590

20590-

