

NEF-010



FEB 10 2019

CL-11181851-2838

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

February 7, 2019

[Redacted]

Pana, IL [Redacted]

Re: General Motors ****

File No: [Redacted]

Dear [Redacted]

Please be advised that we are closing our file containing your complaint. We are doing so because we have exhausted all efforts available to us on your behalf.

The decision made by this office in no way precludes you from seeking further action or reflects upon the validity of your claim. If you wish to pursue this matter, you may obtain private legal counsel or file a claim with Small Claims Court.

Thank you very much for your cooperation in this matter. Please feel free to contact our office if we can be of some help to you in the future.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Susan Luckey

Susan Luckey
Citizen's Advocate
Consumer Protection Division
SLuckey@atg.state.il.us
217-782-9243

cc: NHTSA

EA
02/19/19
AS

102



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62701
217-782-1090
1-800-243-0618 (Toll free in IL)
TTY: 1-877-844-5461
www.IllinoisAttorneyGeneral.gov

Office Use Only

CLMS: _____

AG: _____

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr. Mrs. Ms. (check one)

Name: Buick

Address: P.O. Box 33136

City: Pana State: IL Zip Code: [REDACTED] County: [REDACTED]

City: Detroit State: MI Zip Code: 48232

Telephone: 800-521-7300 Ext.: _____

Your Telephone Number:

Daytime: [REDACTED]

Evening: [REDACTED]

Your e-mail address (optional): [REDACTED]

Are you a senior citizen? Yes No

Are you a veteran? Yes No

Are you a service member? Yes No

Website: _____

Additional seller or provider of service involved in transaction:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ Ext.: _____

Website: _____

Has this matter been submitted to another government agency, an arbitration service, or to any attorney? Yes No

If yes, please give name, address, telephone: _____

Is court action pending? Yes No

INFORMATION ABOUT THE TRANSACTION

Date of Transaction: _____

Did you sign a contract? Yes No
(If yes, please attach a copy)

Date contract was signed: _____

Was the product or service advertised? Yes No When? _____ (Please attach a copy of the advertisement, if applicable.)

How was the service advertised?

- Newspaper/magazine
- Radio advertisement
- Television advertisement
- Internet advertisement
- E-mail solicitation
- Direct mail solicitation
- Telephone solicitation
- Yellow pages of the telephone book
- Facsimile solicitation
- Door-to-door solicitation
- Display at merchant's place of business
- Display at a trade show/convention, etc.
- Other _____

Total Cost of product/service: \$0.00

Amount paid to date/down payment: \$0.00

Method of payment (check one) (Please attach a copy.)

Cash Check Money Order Credit Card Debit Card Bank Draft
Wire Transfer Automatic Debit Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (Please specify) _____
- There was no transaction

Have you complained to the company or individual?

Yes No

If yes, provide name and phone number of the individual(s):

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: Buick Model: Regal, L Year: 1997 New: Yes No As-Is: Yes No

Warranty: Yes No
Expiration Date: _____

Name of Extended Warranty: _____

Purchase Date: _____

Current Mileage: _____

Mileage at Purchase: _____

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. **Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint.**

PLEASE DO NOT SEND ORIGINALS.

I received a recall Notice in or about Sept. 2016. Upon receipt of recall Notice, I contacted Buick & informed them that my 1997 Buick Regal had caught fire & the car was completely destroyed. ~~The~~ Recall Notice stated the reason for the recall was the condition could cause an engine compartment fire. That is what happened to my Regal! Buick is stating there is no proof of what caused the fire. My vehicle was in mint condition. I contacted the Buick Dealership when the fire occurred & they was no help @ the time.

What form of relief are you seeking? (E.g., exchange, repair, money back, product delivery, etc.)

Money back

READ THE FOLLOWING BEFORE SIGNING BELOW:

- In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless the box below is checked.
- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

Signature: _____

Date: 10-25-2018

Please do not send this complaint to the business complained about.

Please print and send the completed form to the address at the top of this complaint form.

Print Form

Reset Form

[REDACTED]
PANA, ILLINOIS
[REDACTED]

December 7, 2017

Buick Customer Assistance Center
P.O. Box 33136
Detroit, Michigan 48232

Re: Service Request # [REDACTED]

To Whom It May Concern:

I have previously wrote three letters concerning the above-entitled matter.

Needless to say, I have not received any correspondence regarding any type of settlement concerning the recall notice. I have a right to a settlement as the owner of a recall vehicle that was completely destroyed by fire, which was the reason for such recall. I did everything I was suppose to in contacting the Buick dealership, at the time of the fire.

I previously sent you a copy of the recall notice and a copy of the fire department report and a news item from the local paper showing my car on fire. You know as well as I do that this vehicle caught fire due to the defect, in which this is why there was a recall. I will look forward to a reply and a settlement concerning this recall incident. Please be advised, I will be in contact with the Illinois Attorney General Lisa Madigan's Office and file a complaint with the Consumer Bureau and sending all copies of the correspondence as well the a copy of the recall notice and a copy of the fire department report and the news paper story showing my car on fire, which I sent to you previously.

It truly bothers me that my parents put their trust in a Buick and owned only Buick vehicles and this carried on through my generation in that I purchased a Buick, but, this is the respect that a Buick Family customer receives after years of purchasing a Buick product. But, Buick is now a multi-billion industry, thanks to your many customers, but, this is how a customer is treated. You should be ashamed of yourself.

Sincerely, [REDACTED]

[REDACTED]

[REDACTED]
PANA, ILLINOIS [REDACTED]
[REDACTED]

October 3, 2017

Buick Customer Assistance Center
P.O. Box 33136
Detroit, Michigan 48232

Re: Service Request # [REDACTED]

To Whom It May Concern:

I have previously wrote two letters concerning the above-entitled matter. I received a phone call from the Buick Customer Assistance Center in which a message was on my answering machine to call the Buick Customer Assistance Center in which I did. I spoke with the individual who stated she was taking the information I gave her and she would relay such information to whom it was to be directed to.

After such conversation, I decided to wait to see if the Buick Company had the courtesy to take into consideration my two previous correspondence as well as the phone conversation and receive a reply as well as a settlement concerning the recall incident.

Needless to say, that courtesy was not extended. It is not only a courtesy, but, I have a right to a settlement as the owner of a recall vehicle that was completely destroyed by fire, which was the reason for such recall. I did everything I was suppose to in contacting the Buick dealership, at the time of the fire.

I previously sent you a copy of the recall notice and a copy of the fire department report and a news item from the local paper showing my car on fire. You know as well as I do that this vehicle caught fire due to the defect, in which this is why there was a recall. I will look forward to a reply and a settlement concerning this recall incident.

Sincerely, [Signature]

[REDACTED]

[REDACTED]
PANA, ILLINOIS
[REDACTED]

June 16, 2017

Buick Customer Assistance Center
P.O. Box 33136
Detroit, Michigan 48232

Re: Service Request # [REDACTED]

To Whom It May Concern:

I previously wrote you a letter and received a letter of denial. Since that time, I have attempted to contact you through e-mail and the e-mail does not allow me to continue my correspondence. I decided I would write another request for compensation.

I am requesting compensation for the loss of my 1997 Buick Regal. The Kelley Blue Book price of this car at the time of the loss is \$5000-\$8000. My Buick Regal was in mint condition. In the past, every vehicle I owned was a Buick - this started with my parents. I took pride and care of this vehicle.

You sent me a safety recall notice stating to NOT PARK YOUR CAR IN A GARAGE OR OTHER STRUCTURE until the vehicle is repaired. Apparently, the reason is that the car can catch on fire which is exactly what happened to my Buick.

I previously sent you a copy of the recall notice and a copy of the fire department report and a news item from the paper showing my car on fire. You know as well as I do that this vehicle caught fire due to the defect. I would appreciate this matter being taken care of in a timely manner.

I will look forward to a quick reply and settlement concerning this recall incident.

Sincerely,
[REDACTED]



Thank you for contacting BUICK

1 message

crc@buick.com <crc@buick.com>

Tue, Nov 15, 2016 at 1:02 PM

Reply-To: crc@buick.com

To: [REDACTED]

Dear [REDACTED]

Thank you for responding to our message.

Regarding your concern, we understand that you feel it might be attributed to the vehicle. However, based on the information you have shared with us, since your vehicle has already been declared totaled. We are unable to investigate whether or not there was a product defect or what might have caused for it to ignite since the vehicle is no longer available for inspection.

We understand that this is not in accordance with your wishes; however, we hope you would understand our position.

We appreciate the opportunity to review this matter. For your reference, the Service Request number assigned to your case is [REDACTED]. Please refer to this number for any future correspondence regarding your case.

If you have additional questions or concerns, please reply to this email using the reply with history option or contact the Buick Customer Assistance Center at 1-800-521-7300. Customer Relationship Specialists are available Monday through Saturday from 8:00 A.M. to 9:00 P.M. EST.

Thank you again for taking the time to contact Chevrolet.

Lesther Octubre
Buick Customer Assistance

[SR [REDACTED]]

[THREAD ID [REDACTED]]

—Original Message—

From: [REDACTED]
Sent: 11/15/2016 10:42:23 AM
To: cac@gmc.com
Subject: US_GMC_EN Other Comments

Name: [REDACTED]
Email Address: [REDACTED]
Address:
Phone numbers: [REDACTED]

Comments: preferred comm=Home Email, customer comments=This is my third attempt to contact you concerning a recall notice I received on my Buick Regal. I sent a letter and received a letter back stating my request is denied. I



11/15/2016

Gmail - Thank you for contacting BUICK

attempted to

contact you through e-mail as stated and received a reply that I need to send you the following information:

[REDACTED] Pana, IL [REDACTED] - & [REDACTED] # [REDACTED] or &# [REDACTED] # [REDACTED]

Best time for contact: after 5pm VIN# 2G4WB52K5V1 [REDACTED] I am unable to complete any further information as the vehicle was a complete loss in a fire in which as stated previously, that was the reason for the recall. I sent pertinent documents in a previous letter which included: fire department report, picture of vehicle fire and a copy of the recent recall notice I received September 2016. The Buick Regal which I kept in great condition, as I was proud of that vehicle, was a complete loss to a vehicle fire right after I drove the vehicle to work on December 16, 2008.



Thank you for contacting General Motors Customer Assistance Center

1 message

cac@gmc.com <cac@gmc.com>

Tue, Nov 8, 2016 at 1:52 PM

Reply-To: cac@gmc.com

To:

Dear

Thank you for contacting the General Motors Customer Assistance Center. We appreciate the time you have taken to write us with regard to the issue on your vehicle. Please accept my apologies on behalf of General Motors for any inconvenience this matter has caused you.

Your continued loyalty and patronage to General Motors is very important to us. I recognize that this situation has caused you a great amount of inconvenience, and I hope that we can resolve this to your satisfaction in an effort to retain you as our customer.

In order to assist you better, we will need some additional information. Please contact us through email using the 'Reply with History' option to ensure that we have all the details needed for any follow-up. Please provide the following information:

Vehicle Owners Full Name
Mailing Address
Daytime and Evening Number
Best time for contact
Vehicle Identification Number
Current Mileage
Involved Dealer
Contact Person
Last Date of Dealer Contact for this concern

If you prefer to expedite the handling of your concern, please contact the General Motors Customer Assistance Center at 800-762-2737. Customer Relationship Specialists are available Monday through Saturday from 8:00 A.M. to 9:00 P.M. EST.

Thank you again for taking the time to contact General Motors.

Yna
General Motors Customer Assistance

[SR:





November 2, 2016

[REDACTED]
Pana, IL [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently regarding the recall notice you received for your 1997 Buick Regal. We apologize for any inconvenience you have experienced.

At Buick, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason for this decision is:

- The documentation provided did not substantiate the request.

At Buick, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Buick.com or call us at 1-800-521-7300.

Sincerely,

Buick Customer Assistance Center
Service Request [REDACTED]

[REDACTED]
PANA, ILLINOIS [REDACTED]
[REDACTED]

October 20, 2016

Buick Customer Assistance Center
P.O. Box 33136
Detroit, Michigan 48232

To Whom It May Concern:

Attached please find a copy of a Recall Notice which was recently received. Please be advised that my 1997 Buick Regal caught fire on December 16, 2008. I drove the vehicle to work that morning and within 10 minutes after I parked my Buick, it was on fire. I work at the Christian County Courthouse and court security called the fire department.

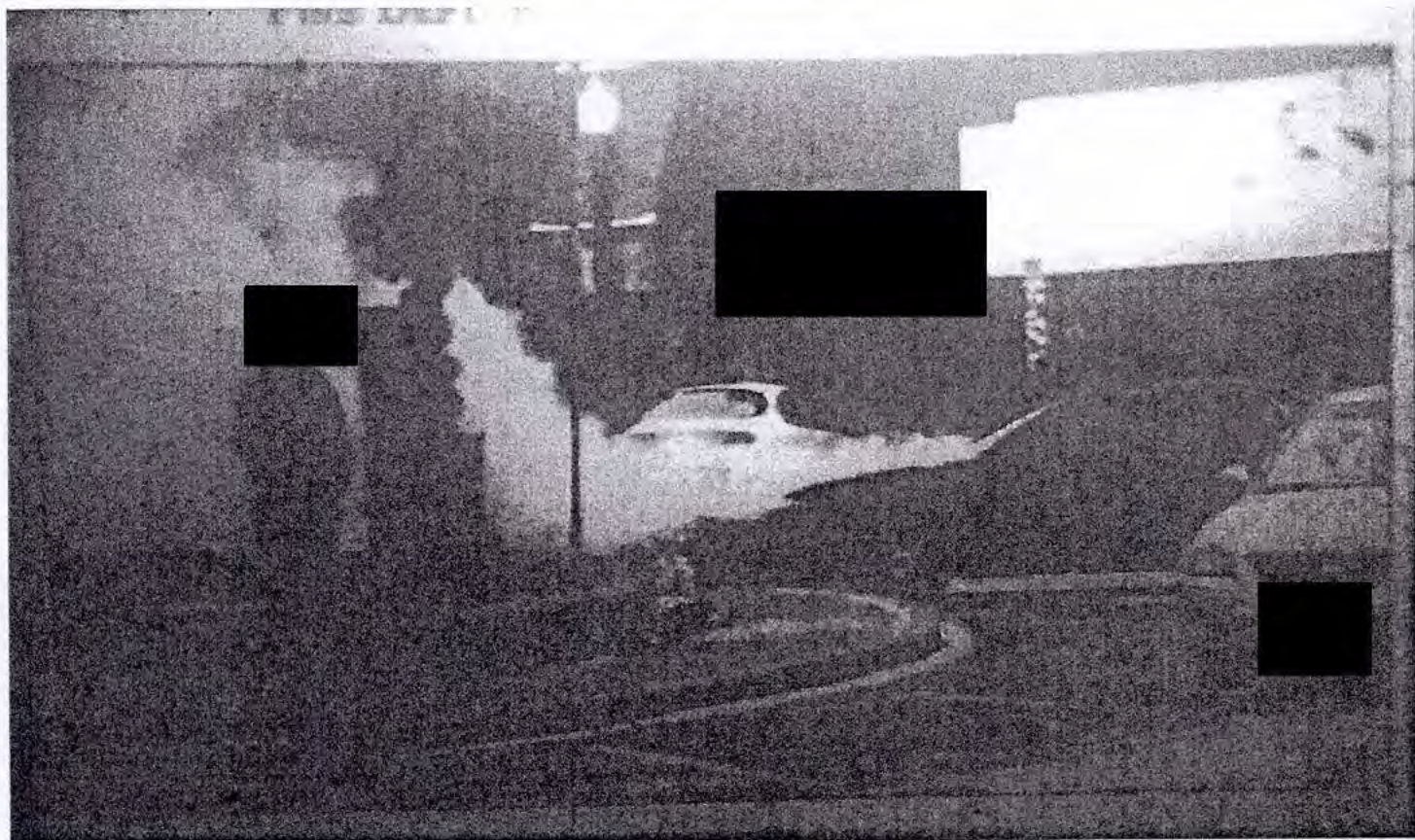
The recall notice states the reason for the recall is that the condition could cause an engine compartment fire. As you review the Taylorville Fire Department report that is exactly what happened to my vehicle. My Regal was a complete loss.

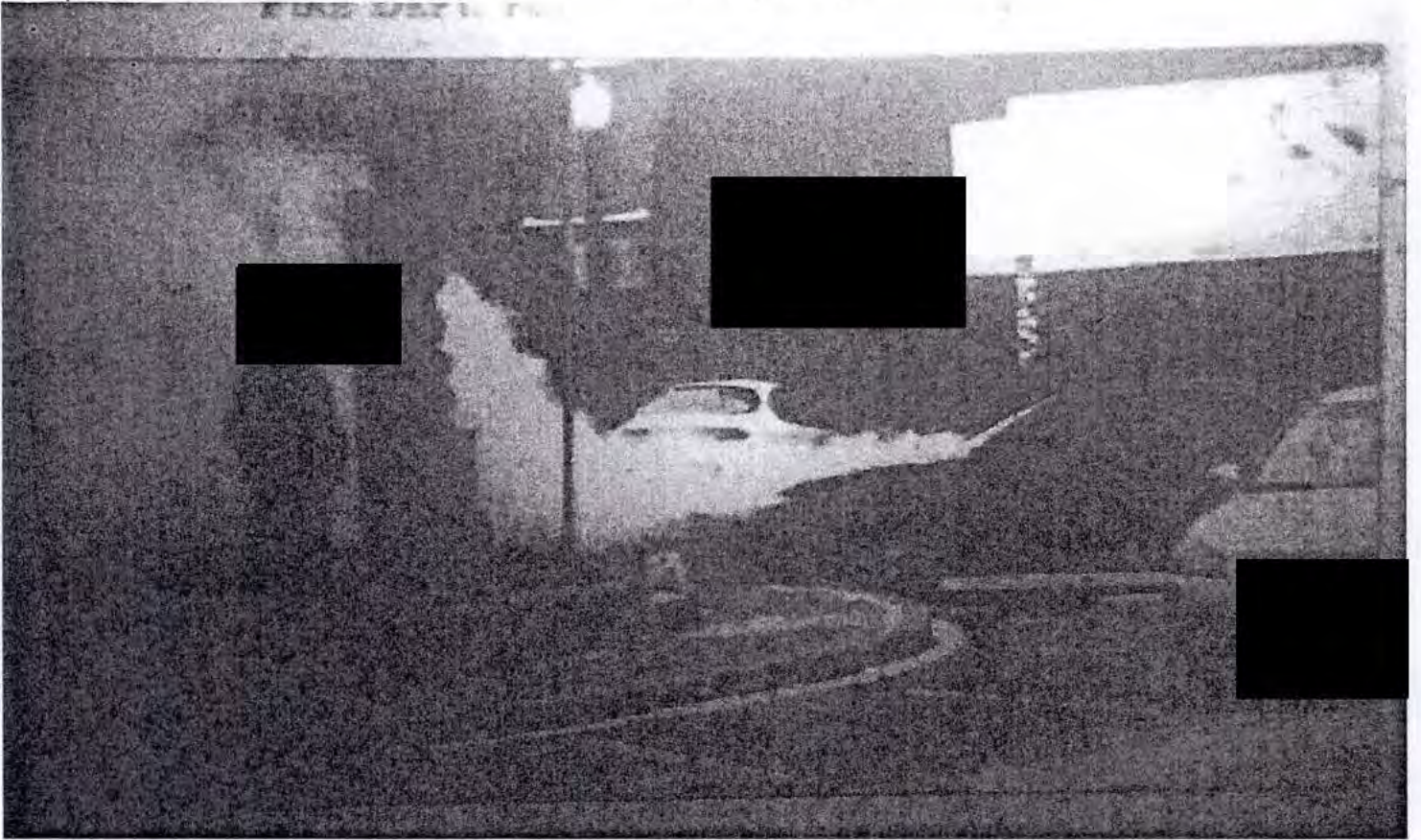
I am requesting compensation for the loss of my 1997 Buick Regal. The Kelley Blue Book price of this car at the time of the loss is \$5000-\$8000. My Buick Regal was in mint condition. In the past, every vehicle I owned was a Buick - this started with my parents. I took pride and care of this vehicle.

I will look forward to a quick reply and settlement concerning this recall incident.

Sincerely,
[REDACTED]
[REDACTED]

Enclosures





A FDID State Incident Data Station Incident Number Exposure **NFIRS-1 Basic**

MM DD YYYY
 11 2 16 2008 0011 [Redacted] [Redacted]

B Location Type Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section B, "Alternative Location Specification." Use only for wildland fires. Census Tract

Street address
 Intersection
 In front of
 Rear of
 Adjacent to
 Directions
 US National Grid

Number/Milepost: 100 Prefix: M Street or Highway: Big Mission Cross
 City: Taylorville State: ZIP Code:

Cross Street, Directions or National Grid, as applicable

C Incident Type Passenger vehicle fire
 Incident Type: 131

D Aid Given or Received None

1 Mutual aid received
 2 Auto. aid received
 3 Mutual aid given
 4 Auto. aid given
 5 Other aid given

Their FDID: Their State: Their incident Number:

E1 Dates and Times Midnight is 0000

Month Day Year Hour Min
 Alarm 12 16 2008 08:00

ARRIVAL required, unless canceled or did not arrive
 Arrival 12 16 2008 08:11

CONTROLLED optional, except for wildland fires
 Controlled 12 16 2008 08:20

LAST UNIT CLEARED, required except for wildland fires
 Last Unit Cleared 12 16 2008 08:20

E2 Shifts and Alarms Local Option

Shift or Platoon: Alarms: District:

E3 Special Studies Local Option

Special Study ID#: Special Study Value:

F Actions Taken Extinguish

Primary Action Taken (1): 11

Additional Action Taken (2):
 Additional Action Taken (3):

G1 Resources Check this box and skip this block if an Apparatus or Personnel Module is used.

Apparatus Personnel
 Suppression: 1 3
 EMS:
 Other:

Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses and Values

LOSSES: Required for all fires if known. Optional for non-fires. None

Property \$
 Contents \$

PRE-INCIDENT VALUE: Optional
 Property \$
 Contents \$

Completed Modules

Fire-2
 Structure Fire-3
 Civilian Fire Cas.-4
 Fire Service Cas.-5
 EMS-6
 HazMat-7
 Wildland Fire-8
 Apparatus-9
 Personnel-10
 Arson-11

H1 Casualties None

Deaths Injuries
 Fire Service: Civilian:

H2 Detector Required for confined fires.

1 Detector alerted occupants
 2 Detector did not alert them
 U Unknown

H3 Hazardous Materials Release None

1 Natural gas: slow leak, no evacuation or HazMat actions
 2 Propane gas: <21-lb tank (as in home BBQ grill)
 3 Gasoline: vehicle fuel tank or portable container
 4 Kerosene: fuel burning equipment or portable storage
 5 Diesel fuel/fuel oil: vehicle fuel tank or portable storage
 6 Household solvents: home/office spill, cleanup only
 7 Motor oil: from engine or portable container
 8 Paint: from paint cans totaling <55 gallons
 0 Other: special HazMat actions required or spill > 55 gal (Please complete the HazMat form.)

Mixed Use Property Not mixed

10 Assembly use
 20 Education use
 33 Medical use
 40 Residential use
 51 Row of stores
 53 Enclosed mail
 58 Business & residential
 59 Office use
 60 Industrial use
 63 Military use
 65 Farm use
 00 Other mixed use

J Property Use None

Structures

131 Church, place of worship
 161 Restaurant or cafeteria
 162 Bar/tavern or nightclub
 213 Elementary school, kindergarten
 215 High school, junior high
 241 College, adult education
 311 Nursing home
 331 Hospital

341 Clinic, clinic-type infirmary
 342 Doctor/dentist office
 361 Prison or jail, not juvenile
 419 1- or 2-family dwelling
 429 Multifamily dwelling
 439 Rooming/boardng house
 449 Commercial hotel or motel
 459 Residential, board and care
 464 Dormitory/barracks
 519 Food and beverage sales

539 Household goods, sales, repairs
 571 Gas or service station
 579 Motor vehicle/boat sales/repairs
 599 Business office
 615 Electric-generating plant
 629 Laboratory/science laboratory
 700 Manufacturing plant
 819 Livestock/poultry storage (barn)
 882 Non-residential parking garage
 891 Warehouse

Outside

124 Playground or park
 655 Crops or orchard
 669 Forest (timberland)
 807 Outdoor storage area
 919 Dump or sanitary landfill

936 Vacant lot
 938 Graded/cared for plot of land
 946 Lake, river, stream
 951 Railroad right-of-way
 960 Other street
 961 Highway/divided highway

981 Construction site
 984 Industrial plant yard

Look up and enter a Property Use code and description only if you have NOT checked a Property Use box.

Property Use Code: Property Use Description

K1 Person/Entity Involved

Local Option

Business Name (if applicable)

Area Code

Phone Number

Check this box if same address as incident Location (Section B). Then skip the three duplicate address lines.

Mr., Ms., Mrs.

First Name

MI

Last Name

Suffix

Number

Prefix

Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

City

Pana

More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary.

K2 Owner

Local Option

Same as person involved? Then check this box and skip the rest of this block.

Business Name (if applicable)

Area Code

Phone Number

Check this box if same address as incident Location (Section B). Then skip the three duplicate address lines.

Mr., Ms., Mrs.

First Name

MI

Last Name

Suffix

Number

Prefix

Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

City

State

ZIP Code

L

Remarks:

Local Option

Report of a vehicle fire on the northside of the square. Upon our arrival there was fire in the engine compartment of the vehicle. A 3/4 hose line was used with tank water to extinguish. The owner stated the vehicle was running rough & smell hot prior to entering the workplace.

Fire Module Required?

Check the box that applies and then complete the Fire Module based on Incident Type, as follows:

- Buildings 111 Complete Fire & Structure Modules
- Special structure 112 Complete Fire Module & Section I, Structure Module
- Confined 113-118 Basic Module Only
- Mobile property 120-123 Complete Fire Module
- Vehicle 130-138 Complete Fire Module
- Vegetation 140-143 Complete Fire or Wildland Module
- Outside rubbish fire 150-155 Basic Module Only
- Special outside fire 160 Complete Fire or Wildland Module
- Special outside fire 161-163 Complete Fire Module
- Crop fire 170-173 Complete Fire or Wildland Module

State Form agent Frank Albright

DN 204WB 52K5V1

1997 Buick Regal

LIC



ITEMS WITH A ★ MUST ALWAYS BE COMPLETED!

More remarks? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary.

M Authorization

Check box if same as Officer in charge.

Officer in charge ID

Member making report ID

FFA

Position or rank

Assignment

Month

Day

Year

12

17

2008

Position or rank

Assignment

Month

Day

Year

Run: 12/16/2008
8:35:47

**CHRISTIAN CO SO
DETAIL CALL SHEET**

Call No.: [REDACTED] Type: Fire - VEHICLE Date/Time 12/16/2008 08:07:21
Incident Address: [REDACTED] SQUARE Suite: Call Taker Done
TAYLORVILLE
Cross St./Intersect.:
Caller: AT&T MOBILITY
Address: [REDACTED] Suite:
TAYLORVILLE IL [REDACTED] Phone: [REDACTED]
Contact: DAVE GRAHAM
How Received: 911 Beat/Dist: Disposition:
Report No: [REDACTED] Fire Report No.: EMS Report No.:
Dispatcher: 61 ESN: Map Ref:
Comments: [REDACTED]
CORNER SOUTHEAST CORNER
BLACK BUICK IS ON FIRE/NO ONE INSIDE VEH
COURT SECURITY CALLED IN ADV THAT THIS IS NORTH SIDE OF THE SQUARE

Disposition
Comments

GOG:

Equipment:

Alerts:

Range: From: 700 To: 1500

Unit	Car No.	Date	Time	Status	Log Entry
TFD ENG3	TFD ENG3	12/16/08	08:08:48	Dispatched	SQUARE TAYLORVILLE
TFD ENG3	TFD ENG3	12/16/08	08:11:55	EnRoute	SQUARE TAYLORVILLE
TFD ENG3	TFD ENG3	12/16/08	08:11:57	On Scene	SQUARE TAYLORVILLE
TFD ENG3	TFD ENG3	12/16/08	08:16:20	10-43	COMMAND ADV UNDER CONTROL
TFD ENG3	TFD ENG3	12/16/08	08:28:34	In Service	SQUARE TAYLORVILLE
TFD ENG3	TFD ENG3	12/16/08	08:29:05	In Service	REMAINING ON SCENE OBTAINING INFO
TFD ENG3	TFD ENG3	12/16/08	08:35:43	In Quarters	SQUARE TAYLORVILLE



IMPORTANT SAFETY RECALL

September 2016

[REDACTED]
Pana, IL [REDACTED]

This notice applies to your vehicle, VIN: 2G4WB52K5V1 [REDACTED]

Dear [REDACTED]

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

General Motors is very interested in your satisfaction with your vehicle. Our records show that although your 1997 model year Buick Regal vehicle is subject to an important recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important recall. Please follow the instructions below to address this important matter.

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 naturally aspirated 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 09047.
- Schedule an appointment with your Buick dealer.
- This service will be performed for you at **no charge**.
- **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?

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 minutes.



What should you do?

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

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 09V116.

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 #09047



016126506518

\$0 1.450

02/07/2019

Mailed From 62701
US POSTAGE

Master

FROM

KWAME RAOUL

Attorney General
500 South Second Street
Springfield, IL 62701

TO

NHTSA
1200 New Jersey Ave, SE
Washington, DC 20590