



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
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 AGENCY USE ONLY 335

Date Received 2004 MAR 17 11:19
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OWNER INFORMATION (Type or Print)

Name [Redacted] Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Address [Redacted] Evening Telephone Number [Redacted]
City BYRON CENTER State MI Zip Code [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an Signature of Owner [Redacted] YES NO
Date 03/01/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2HX52KXW [Redacted]
Make PONTIAC Model BONNEVILLE Model Year 1998
Date Purchased 14-JAN-97 Dealer's Name and Telephone Number OXON E COE
Original Owner Dealer's City Grand Rapids State MI Zip Code [Redacted]
Engine: V6 3500 Fuel Type: Unleaded
No. Cylinders 6
Transmission Type AUTOMATIC
 Antilock Brakes Cruise Control
Powertrain [Redacted] Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12/20/01 Failure Mileage 70,452 Failure Speed @ gas station

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code [Redacted] Tire Failure Type [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 [Redacted] Number of Deaths [Redacted] 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).

ENGINE IS IDLING AND RUNNING ROUGH DUE TO ANTI-FREEZE GETTING INTO THE CYLINDER. THIS COULD LOCK UP THE ENGINE. *AK
Repair of a common known issue with the 3800 series engine. Manifold (Plastic) warps and allows coolant to leak into the cylinders causing engine to vapor lock. Costs are result of this known failure. Any technician will tell you that this is a common failure.

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.

Seeking to be reimbursed for the cost for this fix.
Attached is the paperwork from the repair and recall notice for similar issue but don't own my vehicle.
Thanks - Mark

1G2HX52KXW
Description



SE

PONTIAC · GMC

Division of General Motors Corporation

Repair Order

MyGMLink.com

P03034
July, 2003

Dear Pontiac Customer:

This notice is sent to inform you that Pontiac-GMC Division is conducting a voluntary customer satisfaction program that affects certain 2000-2003 Pontiac Grand Prix and Bonneville model vehicle equipped with 3800 Series II (L36) V6 engines. ~

We have learned that your vehicle may develop an engine coolant leak at the upper intake manifold to throttle body gasket, or at the lower intake to upper intake gasket. This condition may result in a low engine coolant level and higher engine temperatures.

What We Will Do: To prevent this condition from occurring, your Pontiac dealer will replace the engine throttle body fasteners with redesigned fasteners, and add cooling system sealant to the radiator tank. This service will be performed for you at no charge through July 31, 2005.

What You Should Do: We recommend that you contact your dealer to arrange a service date. Presenting the attached card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please check the appropriate box and provide the new owner information, if available.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition. Reimbursement requests are to be submitted by July 31, 2004.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer-Assistance Center at 1-800-620-7668. The hearing-impaired, or speech-impaired should call 1-800-833-7668 (Utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

www-odi.nhtsa.dot.gov/vog1
1888 327-4236

Pontiac-GMC Division General Motors Corporation

P8x 733170 Detroit, MI

Enclosure

48232 5170

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**