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Office of Defects Investigation

2004 APR 22 PM 12:26

Complaints

Defect Investigations

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1-888-DASH-2-DOT
(1-888-327-4236)

VOQ Information

Completed

- ☒ Edit consumer
- ☒ Edit complaint
- ☒ Edit vehicle

Optional

- Add tires
- Add equipment
- Add childrestraint

NOTE: Please review your Complaint information and click on "Submit Complaint" button in bottom of this page to Submit your complaint to NHTSA.

Consumer Information

Name : [REDACTED]
 Org. Name : [REDACTED]
 Address : [REDACTED]
 City, State, Zip : Pittsburgh, PA USA
 Daytime Phone : [REDACTED] Ext :
 Evening Phone : [REDACTED] Fax :
 Email : [REDACTED]

Complaint Information

Description : See letter attached
 Incident Date : 3/5/2004
 Num. Petitions : 0
 Num. Failures : 0
 Num. Injured : 0
 Referral Source : ACQUAINTANCE
 Fire : Yes
 Crash : No
 Property Damage : YES to CAR
 Police Report : YES

Vehicle Information

VIN :	1G2HXS4K0Y	Purchase Date :	10/7/2000
Year, Make and Model :	2000/PONTIAC/BONNEVILLE	Original Owner :	Yes
# of Cylinders :	6	Trans. Type :	AUTOMA
Engine Size :	3.8	Vehicle Details Usage :	PERSONAL
Cruise Control :	Yes	Antilock Brakes :	Yes
Current Mileage :	20990	Speed :	20
Failure Mileage :	20990	Powertrain :	FRONT V DRIVE
Body Style :	4-DOOR	Fuel System :	FUEL INJECTIC
Fuel Type :	GAS		

Vehicle Component Information

Component 1:	ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE	OEM:
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Vehicle Dealer Information

# Dealer :	1	
Name :		Dealer Type : SALES DEALER
Address :		
Dealer Phone:		Dealer Fax:
Email:		

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March 9, 2004

Dear Mr. Wagoner,

Enclosed please find pictures of our 2000 Pontiac Bonneville with 20,990 miles that unexpectedly caught fire March 5, 2004. Thankfully our family did not get hurt. As a very loyal Pontiac owner and someone who praised the vehicles that we owned we are very disappointed in the quality of the vehicle that we received when we purchased it. After this traumatic experience we decided to file a complaint with the Pontiac Division which we did Monday March 8. Someone from the Par Department contacted us on Tuesday, March 9, 2004 and asked some information from my husband. After about 5 minutes he gathered his information and said because the insurance company totaled the car there was nothing the consumer could do, it was up to the insurance company, since we no longer owned the car.

Now we are very upset, we bought this vehicle with the intent to keep it when it was paid off in 18 months. After making payments of over \$14,000 we have nothing. We had maintenance performed on it as needed and kept it for vacations and an occasional drive. Our last 4 vehicle purchases were all Pontiacs and you can check your records. We purchased a Grand Am in 1991, a Grand Am 1994 a Grand Prix in 1997 and the Bonneville in 2000. That's customer loyalty. We can not believe that nothing can be done and we lose out on this whole thing. especially, when in December of 2002, the government was investigating these 3.8-liter engines because 44 owners at the time complained of engine fires. due, to the plastic intake manifold. How, many more caught fire after that only you would know. Also in December of 2003 we had our Bonneville serviced for a recall for the coolant, recall #03034. that we received a letter on. Is there a correlation?

No matter what the outcome of this may be, we want you to look at these pictures and you can keep them, and tell us how a vehicle that is supposed to be a quality product do this with only 20,990 miles on it? Give these to your engineers and have them explain How could this happen? In closing we would like to say that even though we need another vehicle and as much as we enjoyed driving the Pontiac we would be hard pressed to purchase another GM product after the way we were treated by the Par Department. I guess if we would have been hurt then things would be different. Please fix this problem with these engines before someone does die or gets seriously hurt.

Sincerely Yours,

Pittsburgh, Pa.

April 19,2004

National Highway Traffic Safety Administration
Office of Defects Investigation
Nsa-10.01 400 7th Street,SW.
Washington D.C. 20590

To Whom It May Concern:

Please find enclosed for your records, copies of pictures of an engine fire in my 2000 Pontiac Bonneville. I had previously sent these to your Baltimore Maryland office on March 25th and after some research realized they should have went to this office. This incident happened on March 5, 2004 with no warning and this engine only had 20,990 miles on it at this time. I made a formal complaint to Pontiac on March 8, 2004 and found that, was a waste of time. Also, on March 13, 2004 I mailed the same pictures to General Motors in care of their CEO, along with a letter (copy, enclosed). As you will see from the pictures this vehicle was well maintained and I have the maintenance records to prove it. In fact there was a recall that was done on my vehicle for the coolant system in December and I will always wonder if there was a correlation.

Thankfully, due to the quick response by my husband, getting this vehicle off to the side of the road and out of traffic, no one got hurt. Before we totally stopped everything went no brakes, power etc. Also ,due to someone having a digital camera at their business and a copier we were given these pictures to show what happened and what might have been. What disturbs me most is that in 2002 your agency investigated these 3.8 engines when there were 44 engine fires reported in G.M. vehicles, the Bonneville included. How many more were reported after 2002 only you would have those figures. General Motors knows there was a problem with these engines but, will not admit to any liability. I also would be anxious to know what your agency did or what the record says on this investigation.

In closing I would like to state that someone had better fix these engines before some family does get killed. General Motors attitude is they just don't care as long as they can just sell cars. The consumer be damned. Please get this problem fixed, before we read about it in the paper and then it will be too late.

Sincerely Yours,

Pittsburgh Pa.











