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AUGUST 7, 2004

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10083354

[REDACTED]
READING, MA. [REDACTED]

NHTSA
US DEPT. OF TRANSPORTATION
WASH., D.C. 20590

DEAR SIRs;

HERE IS A COPY OF A LETTER I SENT TO GM IN AN ATTEMPT TO GET THEM TO ISSUA RECALL ON MY 1995 PONTIAC GRAND AM. AS YET I HAVE NOT RECEIVED A REPLY. I HAVE ALSO FILED A COMPLAINT WITH NHTSA. I DON'T HAVE THE FILE NO. AVAILABLE, BUT AM SURE YOU CAN LOCATE IT SINCE IT IS SO RECENT.

I AM WRITING THIS LETTER IN AN ATTEMPT TO EXPEDITE ACTION ON A SERIOUS SAFETY DEFECT THAT STILL EXISTS ON MY VEHICLE SINCE ONLY THE SIDE THAT COLLAPSED HAS BEEN REPAIRED, AND THE OTHER SIDE STILL HAS THE DEFECTIVE BUSHINGS AND BOLTS THAT CAUSED CCLLAPSE OF THE LOWER CONTROL ARM ON THE FRONT SUSPENSION

SIGNED

[REDACTED]

Josica
9/15/04

JULY 30, 2004

[REDACTED]
READING, MASS [REDACTED]

PONTIAC GM
P.O. BOX 33172
DETROIT, MICHIGAN, 48232 - 5172

RE. [REDACTED]

DEAR SIRs;

I REPORTED A SERIOUS SAFETY DEFECT ON MY 1995 PONTIAC GRAND AM VEHICLE I.D. NO. 1GZNF55D8SM [REDACTED] WHICH I PURCHASED NEW. SINCE I REPORTED THIS SAFETY DEFECT ORALLY I REQUESTED THAT GM VERIFY IN WRITING MY SAFETY COMPLAINT. THUS FAR, I HAVE NOT RECEIVED A REPLY.

IN SUMMARY, THE DRIVER'S SIDE FRONT SUSPENSION COLLAPSED. FORTUNATELY WHILE I WAS DRIVING ABOUT 5 MILES PER HOUR IN THE CENTER OF TOWN. THE NIGHT THE CAR WAS BEING DRIVEN ABOUT 70 MILES PER HOUR ON THE HIGHWAY. MY WIFE AND I ARE BOTH SENIOR CIIZENS AND THE CAR WAS DRIVEN ACCORDINGLY FOR THE 89,580 MILES BEFORE THE COLLAPSE OCCURRED.

I TOOK THE CAR TO DAVE FERRAEZ PONTIAC IN WOBURN, MA. AS I WAS INSTRUCTED BY [REDACTED] FROM GM, AND [REDACTED] THE SERVICE MANAGER DIAGNOSED THE CAR. I SHOWED HIM THE REPAIR BILL FOR ABOUT 1,000 DOLLARS. I WAS GIVEN A COPY OF THE VEHICLE INQUIRY FORM. I HOPE THAT COPIES WERE SENT TO GM OF THE REPAIR BILL AND THE INQUIRY FORM.

THE COLLAPSE WAS CAUSED BY FAILURE OF THE LOWER CONTROL ARM. IT BROKE OFF FOR NO APPARENT REASON. I SPOKE WITH THE SERVICE MANAGER OF A GM PONTIAC DEALER, AND HE INFORMED THE THEY KNEW ABOUT THIS SAFETY DEFECT, BUT AS YET THERE IS NO RECALL ON IT. IN FACT, THE SERVICE MANAGER INFORMED THAT HE CHANGED THE BUSHINGS ON HIS OWN CAR SO THAT THIS WOULDN'T HAPPEN TO HIM. THE BUSHINGS HE WAS REFERRING TO ARE ON THE BOLTS THAT CONNECT THE LOWER CONTROL ARM TO THE FRAME,

IN THE MEANTIME, I AM DRING A DANGEROUS CAR SINCE ONLY THE DRIVER'S SIDE WAS REPAIRED. I DON'T WANT TO SPEND ANOTHER ONE THOUSAND DOLLARS ON A THREE THOUSAND DOLLAR CAR.

I AM AWAITING A RECALL TO REPAIR THE PASSENGER SIDE WHICH COULD JUST AS EASILY FAIL SINCE IT HAS THE SAME DEFECTIVE BUSHING AND BOLTS AS THE SIDE THAT FAILED.

I HAVE ALSO REPORTED THIS DEFECT TO THE NHTSA. PLEASE CONFIRM THE RECEIPT OF THIS LETTER, AND PLEASE STATE THE POSITION OF GM ON THIS SERIOUS SAFETY DEFECT IN THE 1995 PONTIAC GRAND AM.

SIGNED

