



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 241

Date Received

20-SEP-2004 001

Repository

19 PM 1-21  
Reference No.  
10092728

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: SEATTLE State: WA Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date: 11-SEP-2004

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G2HX52K4W4 [REDACTED] Make: PONTIAC Model: BONNEVILLE Model Year: 1988  
Date Purchased: 25-NOV-03 Dealer's Name and Telephone Number: Engine: No: Cylinders: 8 Fuel Type: Gas  
Original Owner:  Dealer's City: State: Zip Code:  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 089200 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 11-SEP-2004 Failure Mileage: 98098 Failure Speed: 55

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/66R15):  
DOT No. (Example: DOTM1ABC038)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code: Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

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

**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: 0 Number of Deaths: 0 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).

WHILE DRIVING 55 MPH VEHICLE OVERHEATED. WHITE SMOKE CAME FROM THE TAIL PIPE. VEHICLE WAS TAKEN TO A DEALER, WHO INFORMED CONSUMER THAT THE PROBLEM WAS A CRACK AROUND THE EGR LOCATED ON THE INTAKE MANIFOLD. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

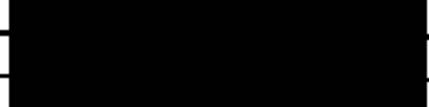
ATTACH ADDITIONAL SHEETS IF NECESSARY.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I Believe That This Can Be A Saffy Issue Because If The Car Had Been Brake Down In A Traffic Lane - Especially Fraway or Highway, That This Could Cause A Crash From on coming Traffic Specially At Night or If On The Side Of The Road, A Person Could Be Hit By Traffic While Trying To Work on The Car. I Believe That There Should Be A Recall For The Manifold Defect.

Sincerely, Concerned Citizen



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 7973 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590

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U.S. Department of Transportation  
National Highway Traffic Safety Administration  
www.nhtsa.dot.gov/odiv



DOT Auto Safety Hotline  
(DASH) 2 DOT

**1-888-DASH-2-DOT**  
**1-888-327-4236**

and dial toll free at

**DASH2DOT**



REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**QUESTIONNAIRE**

**VEHICLE OWNER'S**



RE - 1995 Through 1999 G.M. 3.8 L. Motor - Plenum Crack  
 At EGR Pipe Between Upper And Lower Intake Manifolds Defect.  
 1998 Pontiac Bonneville Vehicle ID# 1G2HX52K4W4  
 Dear Pontiac Customer Assistance,

I Am Writing Concerning A Problem With The Upper  
 And Lower Intake Manifolds Defect Having To Do With  
 "Plenum Was Cracked At EGR Pipe". Huling Bros.  
 Buick-Pontiac-GMC Dealership Service Department  
 "Removed Upper And Lower Intake Manifolds And  
 "Replace With New Style Parts". The Leak Caused The  
 Engine To Hydra Lock From Coolant Getting Into The  
 Cylinders Which Helped To Short Out The Starter  
 When Trying To Start The Motor And or Coolant Leaking  
 Onto The Starter.

I Know There Was A Recall For A Fuel Pressure Regulator  
 On The Manifold, But With The Plenum Crack On The  
 Manifolds - It sends Red Flags Up To Me That There Is  
 Obviously A More Serious Problem With The Intake Manifolds.

9-10-04 → I Got Stranded In Centralia, Wa. And Had To Be Towed  
 100 Miles Back To Huling Bros Dealership In West Seattle  
 By Grants Towing 276 W. Main In Chehalis Wa. 360-748-4118.  
 My Mom And Sister Had To Take The Cascade Train Back To Town.

The Service Manager Douglas Schripsema Told Me  
 That These Certain Years of Motors Have This Defect  
 In The Intake Manifolds And GM Has Since Finding  
 Out About The Problem Made New And Improved  
 Parts To Replace The Bad Parts, But There Has Not  
 Been A Recall.

When I Went Into The Service Department The  
 Following Week, I Immediately Saw A LeSabre  
 Shooting Out White Smoke From The Exhaust That  
 Smelled Like Antifreeze And I Said "That's Exactly  
 What My Car Was Doing!"

I Talked To The Mechanic And He Was ~~Right~~.

1998 Pontiac Bonneville Vehicle ID# [REDACTED]  
GM. 3.8L Motor Plenum Crack 1G2HX52K4W4 [REDACTED]  
At Manifolds

Getting Ready To Put On The Same Exact Parts That Had To Be Put On My Bonneville, I saw The Leak On The Buick And It Was Exactly Where My Leak Had Been. I Asked Him About The Certain Years Of Cars That Had This Problem With The 3.8L Motor And He Pulled Out His Service Manual And Said "Yeah 1995 To 1999".

I Was Also Told That The Older 3.8L Motors Didn't Have This Problem Because They Used All Metal Parts, And on The Newer Motors They Used Plastic And Fiberglass And I Feel That This Is Why The "Upper Intake Plenum Was Cracked AT EGR Pipe And Allowed Coolant To Leak Into Intake Manifold", Which caused The Engine To Hydro Lock Which Inturn Caused The Starter To Go Out When They Tried To Start It. The Starter Was Working Fine Before That.

I Feel That I Should Be Reimbursed For The Full Amount Of The Bill Since GM Knows About This Defect, Besides The All The trouble I Had To Go Through Because of Being Broke Down On The Highway With My Family, The Stress, Anxiety, And Expence, Besides Ruining My Vacation.

I feel That There Should Be A Recall, But I would Be More Than Happy For Just Reimbersement.  
Sincerely Concerned Consumer

Cell [REDACTED]  
Home [REDACTED]

[REDACTED]  
Seattle, Wa. [REDACTED]

RE - 1995 Through 1999 GM, 3.8L Motor Intake Manifold Problem

Vehicle ID: 1G2NX52K4W4 [Redacted]

Seattle, wa  
Cell [Redacted]  
Home [Redacted]

Dear Better Business Bureau,

I am writing concerning a Intake Manifold Problem On My 1998 Pontiac Bonneville & All 1995 To 1999 GM 3.8L Motors Having To Do With The "Upper Intake Plenum was Cracked At EGR Pipe And Allowed Coolant To Leak Into Intake Manifold," And Caused The Starter To Short Out From

Coolant Leak.

I know There Was A Recall For A Fuel Pressure Regulator on The Manifold, but Now With The Plenum Crack On The Manifold Sends Red Flags Up To Me That There Is Obiously A More Serious Problem with The Intake Manifolds

I got Stranded In Centralia, wa. And Had To Be Towed 100 Miles Back To Huling Bro. Pontiac Buick In West Seattle. My Mom & Sister Had To Take The Cascade Train Back.

The Service Manager Douglas Schripsema Told Me That These Certain Years of Motors Have This Defect In The Motor Intake Manifold And GM Has Since Finding Out About The Problem Made New And Improved Parts To Replace The Bad Part, But There Has Not Been A Recall.

When I went Into The Service Department At Huling Bros. Today, I Immediately Saw A 1997 Buick Le Sabre Shooting Out White Smoke From The Exhaust That Smelled Like Antifreeze And I said "Thats Exactly what My car was Doing!"

I Talked To The Mechanic And He Was Putting On The Same Exact Parts That Had To Be Put On My Bonneville. He Said The Same Thing As

The Service Manager & Showed Me The New Parts  
For That Car - The Buick.

I Saw Leak on The Buick And It was Exactly  
Where My Leak Had Been.

I Feel That This Matter Needs To Be Investigated,  
That There Should Be A Recall For Defective Parts,  
And That Reimbursement Should Be Paid To  
All Owners WHO Had To Pay For This Defect.

I Was Also Told That The Older 3.8 L. Motors  
Didn't Have This Problem Because They Used  
All Metal Parts. - On These Newer Motors  
They Use Plastic And Fiberglass And That Is  
What Causes "Coolant To Leak Into Intake Manifold.

I Am Sending A Copy of My Repair Invoice  
And Hope To Hear From You Soon

Sincerely Concerned Consumer

[REDACTED]  
Seattle, Wa. [REDACTED]

Cell [REDACTED]  
Home [REDACTED]

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).