



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

2004 OCT 20 PM 12:54

## FOR AGENCY USE ONLY

Date Received

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_itr \_\_\_\_\_

Reference No.

10097459

### OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Street # \_\_\_\_\_ Apt. No. \_\_\_\_\_  
City Cheektowaga State NY Zip Code \_\_\_\_\_  
Daytime 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 9/15/04

### PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side) 1G2Hx52K6W4 \_\_\_\_\_ Make Pontiac Model BONNEVILLE Year 1998  
Purchased Date 2-01 Dealer's Name Gillogly Chevrolet Engine Size (CID/CYL) \_\_\_\_\_  Turbo  Diesel  Gas  Fuel Injection  
 New  Used Dealer's City W. Seneca State NY Zip Code 14227 No. Cylinders 6  Gas Injection  
Manufacture Date (on driver's door or pillar) 10-97 Transmission Type  Manual  Automatic Restraint System  Driverside Air Bag  Motorbell  Passengerside Air Bag  2-Point Belt  3-Point Belt Cruise Control  Yes  No Drivetrain  Front  Rear  4-Wheel Vehicle Type  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

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

Part Name(s) Intake manifold Fuel Pressure Regulator Location  Left  Right  Front  Rear Failed Part(s)  Original  Replacement Handicap Adaptive Equip  Yes  No

### TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand \_\_\_\_\_ Tire Name \_\_\_\_\_  
Complete Tire Size \_\_\_\_\_ DOT No. \_\_\_\_\_  
No. of Failures \_\_\_\_\_ Date(s) of Failure(s) \_\_\_\_\_ Mileage at Failure(s) \_\_\_\_\_ Vehicle Speed at Failure(s): \_\_\_\_\_  
Failed Part(s) Available?  Yes  No NHTSA Previously Contacted?  Yes  No

### APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash  Yes  No Fire  Yes  No Number of Persons Injured \_\_\_\_\_ Number of Fatalities \_\_\_\_\_ Reported to Manufacturer  Yes  No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). Parts failed as per recall notice, previous to Pontiac notifying us and we paid for repairs, they're recall notice states that failure of regulator diaphragm would cause failure of intake manifold, the cost of which was \$137.91 + cost of starter which broke after a due to failure of defective parts \$16.88 plus cost of rental car \$24.13 for total of \$178.92, Pontiac's offer of reimbursement \$145.93

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7862

August 20, 2004

[REDACTED]  
Cheektowaga, NY [REDACTED]

Service Request [REDACTED]

Customer Relationship Manager: Kennard Holloway

Dear Ms. [REDACTED]

Thank you for contacting us recently regarding the recall notice you received for your 1998 Pontiac Bonneville. We apologize for any inconvenience you have experienced as a result of this recall.

At Pontiac, 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 appearance. Unfortunately, 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 on the fuel pressure regulator that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the recall. We have enclosed a check in the amount of \$145.03.

In order to assure completion of this recall, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have additional questions or concerns, please feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m. Eastern Time. Please refer to your service request number above and anyone of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Pontiac • GMC Division • General Motors Corporation • P.O. Box 33172 • Detroit, Michigan 48232-5172

# PONTIAC · GMC

Division of General Motors Corporation

June 2004

Dear Pontiac Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 model year Pontiac Bonneville vehicles equipped with a 3.8L V6 engine. These vehicles have a much higher than usual rate of fuel pressure regulator diaphragm leaks. A leak can allow fuel to enter the intake manifold through a vacuum line. In low battery conditions, if the engine does not start when cranked, the fuel from the leaking regulator and a mistimed spark can cause a backfire. The backfire can rupture the intake manifold, causing a loud bang. The rupture of the intake manifold can displace a fuel line, pulling an injector out of place, and causing a fuel leak. If there is an ignition source, a fire can result.

Slow engine cranking and difficulty starting the engine could indicate a low battery. Poor driveability or a check engine light could indicate a fuel pressure regulator leak. If you experience these conditions, have your dealer check and repair your vehicle.

If your vehicle does not start and you hear a loud bang, there could be a fuel leak. Do not try to start it again. Contact your dealer for assistance.

**What Will Be Done:** Your Pontiac dealer will inspect the engine fuel rail and, if necessary, replace the fuel pressure regulator. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This inspection and service correction will take approximately 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your Pontiac dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Pontiac dealer be unable to schedule a service date within a reasonable time, you should contact the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.7668.

If, after contacting the Pontiac Customer Assistance Center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Program Information Online:** More information about this program (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit [www.mygmlink.com](http://www.mygmlink.com), and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Pontiac-GMC Division  
General Motors Corporation

Enclosure  
03054B



**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).**