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2004 NOV 5 PM 3:13

Cheswick, PA

September 11, 2004

NHTSA, U.S. Department of Transportation  
Washington, D.C. 20590

To Whom It May Concern:

Attached is a copy of the letter that I sent to Pontiac-GMC Customer Assistance Center regarding a broken front spring on my car. I wanted you to be aware of the broken spring that may have had a safety defect and could have cause a crash or injury.

Please contact me if you have had other letters regarding this problem.

Sincerely,

[Redacted Signature]

Ms.

*Jessica*  
11/8/04

Cheswick, PA

September 11, 2004

Pontiac-GMC Customer Assistance Center  
P.O. Box 436008  
Pontiac, MI 48343-6008

To Whom It May Concern:

This letter is regarding a broken front spring that was replaced on my car on July 18, 2004.

I own a 1999 Pontiac Grand Am, and my car has 32,000 miles on the speedometer. It was on July 18, 2004 as I was backing my car out of my driveway, when I heard a loud noise. Immediately I looked to see what caused the loud sound, but knew the car was not drivable, and called a towtruck.

It was towed to Bocheks Auto Body in Cheswick, PA. They are a reputable garage, and several insurance companies recommend them for collision repair. I was glad it occurred in the driveway, because if I was driving on the open highway, it could have caused a terrible accident. After examining the car they told me the spring was broken and had to be replaced and also the strut. The mechanic informed me that he has never seen a broken spring with the low mileage I have on my car. They gave me the broken spring, in case your company would like to inspect this part.

I am also sending a copy of this letter to the National Highway Traffic Safety Administration in case there was a defect in this part that could cause a crash or could cause injury or death.

Your prompt reply to this letter would be greatly appreciated.

Sincerely,

Ms. [REDACTED]