

FEB 3 2005

[REDACTED]
Long Beach, CA [REDACTED]

NVS-216 aac
Ref. No. 10108707

Dear [REDACTED]

Thank you for your correspondence dated January 11, 2005, concerning the problems you have encountered with your model year (MY) 2000 Pontiac Bonneville vehicle. Your correspondence was received on January 18, 2005.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to reported problems associated with the power train and steering systems in several MY 2000 General Motors Corporation (GM) vehicles, including the Pontiac Bonneville, revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

Our database has revealed that there are two safety recalls that affect certain MY 2000 Pontiac Bonneville vehicles that may be of interest to you. We have enclosed copies of the recall summaries for your information. Please contact your local dealership or the GM for further details and have your vehicle's make, model, model year, and vehicle identification number available for their information.

Additionally, NHTSA maintains an Internet Web site at <http://www.safercar.gov> that you may want to visit to obtain information concerning vehicle owners' complaints, safety defect investigations, safety recalls, manufacturers' service bulletins, etc.

With respect to your question concerning warranty issues and financial compensation, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the California State Office of the Attorney General. You may also ask your local dealership for a meeting with GM's district manager regarding your vehicle problems.

If further assistance is needed, please contact Mr. Alberto A. Jimenez, Chief, Correspondence Research Division, Office of Defects Investigation, at (202) 366-5211.

Sincerely,



Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure

NHTSA: NVS-210: General Response
NVS-216: aalonso ext 6-6903
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