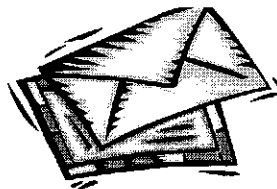


# NHTSA ccmMercury Routing Slip



10108707

Printed: 1/18/2005

**NHTSA #: ES05-000528**

**XREF #:**

**Delivery: CRT**

**Rec'd Date: 1/18/2005**

**Doc Type: GEN**

**Address To: NHTSA**

**Referred By: NEC-110**

**Doc Date: 1/11/2005**

**Due Date:**

**S10 #:**

**DOT/I #:**

**RMP #:**

**Subject: CERTIFIED LTR FM OWNER OF A 2000 PONTIAC BONNEVILLE RE DEFECTIVE TRANSMISSION, REQUESTING A DEFECT AND RECENT RECALL INVESTIGATION**

**Ack Date:**

**Sign Office: SENIOR AA  
VEHICLE SAFETY**

**Cleared Date:**

**File Loc: PROG OFC**

**Added By: NMOODY x62544**

**Ack By:**

**Signature: NRN**

**Cleared By:**

**XREF File:**

**Modified By: NMOODY**

**Signed For:**

**Cleared For:**

**Closed Date: 1/18/2005**

**Most Recent Comment:**

## **Author:**

**GENERAL PUBLIC**

**LONG BEACH, CA**

**Tel: Fax: E-mail:**

| <b>Assigned To</b> | <b>Task</b> | <b>Asgn Date</b> | <b>Deadline</b> | <b>Returned Date</b> |
|--------------------|-------------|------------------|-----------------|----------------------|
| NVS-200            | APPROPRIATE | 1/18/2005        |                 | 1/18/2005            |
| NVS-010            | APPROPRIATE | 1/18/2005        |                 | 1/18/2005            |

EXECUTIVE SECRETARIAT  
2005 JAN 18 P 5:02  
NATIONAL HIGHWAY  
TRAFFIC SAFETY ADMIN.



we might expect a Repair Job Such as  
that at 65 or 70,000 miles. However our  
Real Surprise was to learn that the  
GM Corporation offered no factory warranty  
on the Tie Rod or Transmission mounts.  
Of all the auto makers we have favored  
General Motors because of it's style, craftsmanship,  
Engineering and dependability in it's automobiles.  
In the Past we've owned a Buick, Oldsmobile,  
Chevrolet, we Truly Love our Bonneville.

Please Reply to our correspondence and  
tell us <sup>①</sup> whether or not there have been  
Reported Problems with either the Tie Rods  
or Transmission mounts <sup>②</sup> Have there been  
any Recall Notices for these Parts that  
we may have missed <sup>③</sup> Are there any  
factory warranties on either Part.  
<sup>④</sup> and Are we due any Financial considerations  
because of warranties or Recalls of either  
or both Parts. We are Loyal GM Customers  
and wish to Remain so. we were considering  
Purchasing the 2005 Bonneville. Please Respond  
to our concerns as quickly as possible  
we Greatly Appreciate your attention and  
consideration.



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).