

FAX - SHEET

JAN 13 AM 11

USA
 Mr. & Mrs. James Fleming
 1101 Pueblo Verde NE
 Albuquerque NM 87111

(#) 505 884-0001
 (#) 505 884-0008

10109609

TO - Office of Defects Investigation (O.D.I.)

FROM -

SERVICE REQUEST - #1240404185

VEHICLE - 9800US-88LS

COMMENT - I WAS TOLD TO SEND YOU A REQUEST TO
 PAY THEM OR FAX 2 THE DEALER
 DATED FEB. 16, 2004.

PROBLEM - ATTACHED IS A COPY, WHICH SHOULD HAVE
 ON FILE UNDER MY SERVICE REQUEST
 NUMBER, LISTED ABOVE, WITH ALL THE "INFO".

CORRESPONDENCE - ANY FURTHER INFORMATION YOU NEED ON MY
 CLAIM CONTACT - MS. SANDY BYALOCK PRES

CC/ CAROL BYALOCK
PRESIDENT

CHRYSLER AND PONTIAC
 5101 BROADWAY S.W.
 ALBANY, NM 87105
 TEL: (505) 813-0665
 FAX: (505) 813-1889

P.S. / MS. BYALOCK OVERSIGHT
 REPAIRS, INSTALLATION, & SERVICE
 ON MY VEHICLE.

THANKS, James R. Fleming
 (505) 884-0027

M. J. J. J. J.
 1/14/05



General Motors Corporation
P.O. Box 33171
Detroit, MI 48232-5171

October 1, 2004

Re:
Service Request 1-240404185

Mr. Holloway,

I believe there is a misunderstanding as to the nature of the complaint had with his 1998 Olds 88. The problem he encountered was not caused by the final pressure regulator but a cracked intake manifold which led to the complete failure of the engine.

This problem is fairly common and seen when the intake manifold develops a crack where the throttle valve mounts directly over an engine water jacket. This causes water to seep into the engine eventually causing engine overheating and complete failure.

Unfortunately this problem is most commonly misdiagnosed as a blown head gasket. We see these failures quite frequently in our business. In fact we will replace the intake with a new one when installing one of these engines because of this well known problem.

At one time we encountered a service bulletin regarding a problem with the ECM on these vehicles that was known to have caused a backfire which resulted in this crack developing in the intake/throttle valve mount area. I do not know if this is what caused the crack in Mr. Flemming's vehicle but it was cracked in the exact same location.

I believe this is a well known problem and should be addressed properly with the owners of these vehicles.

Sincerely,

Sandy Blalock
President



Quality New & Recycled Auto Parts
5701-Broadway S.E. • Albuquerque, NM 87105
Office 505-873-0665 • WATS 800-469-0665 • Fax 505-873-1889