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2 January 2005

2005 JAN 19 AM 2:07

Hampton, VA

Office of Defects Investigation
DOT Auto Safety Hotline
400 7th St., SW
Washington, DC 20590

Dear Sir/Ma'am,

I am a civil servant, member of the armed forces serving my country, and a loyal GM customer. I am writing because I believe you cooperatively hold the key to ultimately resolve an issue that I now face with my 1997 Pontiac Transport Montana SE. I bought the vehicle new in October 1997, and have since had the transmission replaced along with two separate incidents with overheating and head gasket malfunction the second of which lead to replacing the motor. The first transmission failed at 82K miles and this second new GM genuine transmission installed by Haines City Pontiac in November 2001 has failed at 60K miles. I have just recently had the vehicle inspected and serviced by Suttle Motors only to have the transmission fail on the highway as I was traversing my wife and children to visit with there grand-parents for the holidays. In order to not disappoint my crying children I had to have the vehicle towed for just over 200-miles at \$2 per mile; only to secure a rental vehicle to restart my family journey. This vehicle has left me stranded on the highway on four other separate occasions requiring towing. Understandably this might not mean a whole lot to the manufacture, but my family and I are not wealthy and this vehicle has definitely consumed a large part our finances in maintenance and up keep. I believe there is a definite product failure with the Pontiac Transport head gaskets and transmission. I make this assumption as a statement of fact as there are numerous testimonials posted to the consumer safety web site, along with your own DOT web postings of other Pontiac Transport owners who have experienced similar problems as I. What quality built vehicle needs three transmissions in just 7-years of being manufactured? Thank you for your time.

Respectfully,

Amma mersi
1/24/05