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EXECUTIVE SECRETARIAT

2005 FEB 11 P 12:13

January 17, 2005

2005 FEB 16 PM 9:39

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street SW  
Washington, DC 20590

RE: Vehicle ID #: 1G2HX52L3W4211144 / Recall Campaign #: 03054

Dear Sir/Madam:

We are sending this letter after contacting the Pontiac Customer Assistance Center and are still not satisfied with their efforts to remedy the recall problems with our 1998 Pontiac Bonneville.

Enclosed are letters dated July 31, 2004 and October 31, 2004 that we sent to General Motors Corporation. These letters were sent to GM along with a list of the problems and bills we incurred with our 1998 Pontiac Bonneville, which were related to the above recall on the fuel pressure regulator leak.

We have also enclosed a letter from Pontiac GMC, dated September 16, 2004. They sent us a check for \$294.42. We felt that this did not cover the extensive problems we had incurred. We returned the check back to Pontiac GMC for a further review.

We received a call about a month later from GMC stating they were going to void the check. They did not mention reviewing all the bills we had incurred. We do not feel this is good customer service from GMC and are disappointed with their review process.

Please review all the enclosed information. Please let us know if you have any further questions regarding this matter. We can be reached at [redacted] We appreciate your time in resolving this issue. Our address is Evans, CO

Enclosures: Letters dated 7/31/<sup>04</sup>~~03~~, 9/17/04 & 10/31/04, list of problems and copy of bills

*Janson*  
2/17/05

Evans, CO

July 31, 2004

General Motors Corporation  
PO Box 33170  
Detroit, MI 48232-5170

RE: Recall on 1998 Pontiac Bonneville

Dear Sir/Madam:

We have received the notice for the recall on our 1998 Pontiac Bonneville. The recall is campaign number 03054. Our Vehicle Identification number is 1G2HX52K3W4. We had previously had problems with this vehicle and they appear to be related to the recall.

We have enclosed what and how the problems occurred and two bills showing the repairs done on the vehicle. We had repair work done in Oct, 2003 and Dec, 2003. This work was performed by Automotive Services of All Sorts. We have listed the total amount of the repairs that we feel are related to this recall. On July 19, 2004, we also took the vehicle to Ghent to have it looked at. We feel that the repairs could have been avoided. We have taken this vehicle in to have the regular required maintenance according to the pontiac guide.

Please review the attached list of bills for reimbursement. If you should have any questions, please let us know. Our home telephone number is \_\_\_\_\_ Our address is \_\_\_\_\_ Evans, CO

Thank you for your time.

Sincerely,

The following is a list of the problems that occurred to our 1998 Pontiac Bonneville, ID Number 1G2HX52K3W4

**October, 2003:**

The temperature gauge was fluctuating on the car, while driving. It went up and back down again. The check engine soon light did not come on. It was assumed that the water pump was going out. However, no water was leaking from the engine or seals. The thermostat was replaced at that time. You could also smell fuel but could not see any leaks. The cylinder head gasket was removed and replaced. The block was checked for cracks and the surface heads were also checked.

The surfaces were checked for warp age, the valves were adjusted and the ignition timing was checked. The fuel pressure regulator was replaced.

**November, 2003:**

In November, 2003, we were visiting family, 500 miles away and were heading back home, when the temperature gauge stated fluctuating again. This was after all the work we had done in October, 2003. We immediately stopped and called friends to help us. Again, the check engine soon light did not come on. We let the car cool down and tried to restart it again. The car backfired with a loud bang and it would not start again. You could smell fuel at that time. We were afraid it would burn.

We were stuck 500 miles away when we thought our car had already been fixed. We had to have the car towed from Lincoln, NE to Evans, CO. We took it back to Automotive Services to take a look at since they did all the work in October, 2003. The intake plenum needed to be replaced and also the intake plenum gaskets had to be replaced. The thermostat blew out again. The starter was also broken and the starter motor was replaced.

During this entire time, the check engine soon indicator light did not come on. Also the mechanic told us the computer chip did not register that any type of failure had occurred.

All the bills for repairs that needed to be done are attached. We did not include the towing charge and use of the rental car.

We have had all the required maintenance performed on this vehicle at the time it should be according to the Pontiac guidelines. If you need to see any of the maintenance records, I have kept all of them and can send you copies of them showing this. Please reimburse us for the items checked on the bills. We will be waiting to hear back from you. Thank you.

October 31, 2004

General Motors Corporation  
PO Box 33170  
Detroit, MI 48232-5170

RE: Recall on 1998 Pontiac Bonneville

Dear Sir/Madam:

This letter is in response to the reimbursement we received on our 1998 Pontiac Bonneville recall. The recall is campaign number 03054. Our Vehicle Identification number is 1G2HX52K3W4. We had previously had problems with this vehicle and they appear to be related to the recall.

On September 16, 2004, you sent a reimbursement check for \$294.42 to us. According to you, this was the entire reimbursement we were entitled to for the fuel regulator repairs. We feel this is not an adequate reimbursement. We have enclosed two bills, which show the repairs and charges we incurred. We feel these charges, are a result of the failure of the fuel regulator (the charges are marked on the bills).

We had repair work done in Oct, 2003 and Dec, 2003. This work was performed by Automotive Services of All Sorts. We feel that the repairs could have been avoided. We have had this vehicle since 1998. We purchased it from our local GMC dealer with 4,000 miles. The alternator went out within a couple months of purchase. This was also a recall. We are very disappointed that a vehicle with only 54,790 miles would have such mechanical problems.

As you stated in your letter dated, September 16, 2004, the maintenance and care of your vehicle should be followed by the guidelines in your book. We did follow all the scheduled maintenance required by your book.

Please review this request again. We would expect better performance from a Pontiac/GMC product. Also you reimbursed us \$294.42 and you did not tell us how you came up with that amount. Since this has happened to us, we can not trust your products again. From this experience, we have come to the conclusion, that we will not purchase another GMC/Pontiac product in the future. We have also let others know how we feel. I would think that a company such as yours would want to have repeat customers and not dissatisfied ones.

Please review this again for additional reimbursement. We have attached another list of the bills incurred, along with the original check for \$294.42 back to you. If

on have any questions, our home telephone number is  
address is Evans, CO

and our

Thank you for your time and review of this.

Sincerely,

Enclosure: copy of 9/16/04 letter, copy of 7/31/04 letter, 2 bills, check for \$294.42

September 16, 2004

Evans, CO

Service Request: 1-252266027  
Customer Relationship Manager: Laura Grayson

Dear

Thank you for contacting us recently regarding the recall notice you received for your 1998 Pontiac Bonneville. We apologize for any inconvenience you have experienced as a result of this recall.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the Fuel Pressure Regulator that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the recall. We have enclosed a check in the amount of \$294.42.

In order to assure completion of this recall, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have additional questions or concerns, please feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and anyone of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

# PONTIAC · GMC

Division of General Motors Corporation

June 2004

Dear Pontiac Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 model year Pontiac Bonneville vehicles equipped with a 3.8L V6 engine. These vehicles have a much higher than usual rate of fuel pressure regulator diaphragm leaks. A leak can allow fuel to enter the intake manifold through a vacuum line. In low battery conditions, if the engine does not start when cranked, the fuel from the leaking regulator and a mistimed spark can cause a backfire. The backfire can rupture the intake manifold, causing a loud bang. The rupture of the intake manifold can displace a fuel line, pulling an injector out of place, and causing a fuel leak. If there is an ignition source, a fire can result.

Slow engine cranking and difficulty starting the engine could indicate a low battery. Poor driveability or a check engine light could indicate a fuel pressure regulator leak. If you experience these conditions, have your dealer check and repair your vehicle.

If your vehicle does not start and you hear a loud bang, there could be a fuel leak. Do not try to start it again. Contact your dealer for assistance.

**What Will Be Done:** Your Pontiac dealer will inspect the engine fuel rail and, if necessary, replace the fuel pressure regulator. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This inspection and service correction will take approximately 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your Pontiac dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Pontiac dealer be unable to schedule a service date within a reasonable time, you should contact the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7666. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.7666.

If, after contacting the Pontiac Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Program Information Online:** More information about this program (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit [www.mygmlink.com](http://www.mygmlink.com), and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Pontiac-GMC Division  
General Motors Corporation

Enclosure  
03054B

**General Motors  
Product Recall Customer Reimbursement Procedure**

If you have paid to have this recall condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors.
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.7668.





## RECALL NOTICE

Your GM (Year/Model) 98 GMC is included in a recall campaign. It needs an inspection and, if necessary, a repair. General Motors sent you, or a prior owner, a letter asking that it be brought in for this service, but, according to our records, it hasn't been done yet. We realize that our records could be wrong, so if this recall campaign has been complete, or if you no longer own this vehicle, please let us know by calling the telephone number listed below. However, if this recall campaign hasn't been performed on your vehicle, please call the telephone number indicated below as soon as possible to arrange for a service appointment. Of course, this work will be done at no charge to you. We sincerely appreciate your cooperation.

1G2HX52K3W4

Vehicle Identification Number

03054

Campaign Number

PLEASE PHONE FOR APPOINTMENT

352-7200

CAM-04

**GENERAL MOTORS  
CUSTOMER REIMBURSEMENT CLAIM FORM**

**THIS SECTION TO BE COMPLETED BY CLAIMANT**

Date Claim Submitted: \_\_\_\_\_

Vehicle Identification Number (VIN): 1G2HX52K31L

Mileage at Time of Repair: <sup>54,790</sup>56,465 Date of Repair: 10/9/03; 12/16/03

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: Evans State: CO ZIP Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM**

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this program.

Claimant's Signature: \_\_\_\_\_

Please mail this claim form and the required documents to:

**General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-8170**

All reimbursement questions should be directed to the following number:  
1-800-204-0261

**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).**