

MS-800

SUCCESSOR, NJ
FEBRUARY 17, 2005
PAGE 1

GMC
PO. BOX 33170
DETROIT, MI 48234-3170
2005 FEB 24 PM 10:28
2005 FEB 29 PM 10:27
SUBJECT: SR-1-236571667

GENTLEMEN:

BACK IN JUNE, 2004 I RECEIVED NOTICE THAT OUR '98 PONTIAC BONNEVILLE WAS RECALLED TO CORRECT A POTENTIAL (REAL) PROBLEM WITH THE FUEL PRESSURE REGULATOR. SEE EXHIBIT 1, PAGES 1 THROUGH 7 ATTACHED.

PAGE 2 NOTES THAT THE CLAIM FORM ON PAGE 4 EXPLAINS HOW TO REQUEST REIMBURSEMENT IF WE HAD ALREADY PAID FOR REPAIRS TO FIX THE RECALL PROBLEM. AND, AS SHOWN ON PAGE 3, OUR CLAIM WAS SUPPOSED TO BE ACTED UPON WITHIN 60 DAYS AND, IF APPROVED, WE WOULD RECEIVE A CHECK FROM GMC OR IF DENIED, WE WOULD RECEIVE A LETTER FROM GMC EXPLAINING REASON(S) FOR THE DENIAL. TO DATE WE HAVE RECEIVED NEITHER, EVEN THOUGH WE HAVE COMPLIED, TO THE LETTER, WITH YOUR INSTRUCTIONS. REPEATED CALLS AND LETTERS HAVE APPARENTLY FALLEN ON DEAF EARS.

WE DONATED THE CAR TO THE AMERICAN CANCER SOCIETY IN MAY OF 2004 AND, IRONICALLY, RECEIVED CORRESPONDENCE (EXHIBIT 2, PAGES 1 & 2) NOTIFYING US THAT THE OPEN RECALL (FUEL PRESSURE REGULATOR - REPLACE) HAS NOT BEEN COMPLETED ON OUR CAR! EVEN THOUGH THE

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PRESSURE REGULATOR WAS REPLACED, AMONG OTHER THINGS, AFTER AN EXPLOSION AND ENGINE-FIRE WE, AT PERIL, EXPERIENCED IN JANUARY, 2004.

DOCUMENTATION OF THIS EVENT IS EVIDENCED BY COPY OF THE DEALERS INVOICE ATTACHED (EXHIBIT 1, PAGES 6 & 6L) AND PROOF OF PAYMENT SHOWN ON PAGE 7.

WE WISH TO BRING CLOSURE TO THIS SITUATION BY REQUESTING FORMAL WRITTEN NOTIFICATION AS TO THE REASON(S) WHY REIMBURSEMENT HAS BEEN HELD UP OR WHY IT HAS BEEN DENIED.

SINCE WE ARE NOW IN OUR SEVENTIES EVEN PARTIAL REIMBURSEMENT WOULD GO A LONG WAY TOWARD HELPING PAY FOR MEDICAL AND OTHER BILLS PEOPLE OF OUR STANDING ARE SUBJECT TO.
A SPEEDY REPLY WILL BE APPRECIATED.

VERY TRULY YOURS,



COPY: ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

EXECUTIVE SECRETARIAT
2005 FEB 23 10 53 AM
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.

PONTIAC · GMC

Division of General Motors Corporation

SERVICE REQUEST No.

SR-1-236591667

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 1.800.620.7668. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.7668.

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.

EXHIBIT 1
PG 1

**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 1.800.820.7668. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.7668.

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Pg. 3

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**GENERAL MOTORS
CUSTOMER REIMBURSEMENT CLAIM FORM**

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: JULY 7, 2004

Vehicle Identification Number (VIN): 1G2HX5EK6W

Mileage at Time of Repair: 57,400 Date of Repair: 12/20/2000 THRU

01/11/2001

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: SUCKASUNNA State: N.J. ZIP Code [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: \$ 500.00

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: [REDACTED]

Please mail this claim form and the required documents to:

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

EXHIBIT 3
PK #

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

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PONTIAC



ATTENTION: Completion of the open recalls listed in the light is required. If these operations have not been made, contact your dealer immediately for an appointment. If you no longer own this vehicle for any of the reasons listed on the attached Owner Reply Card, please update the card and drop it into any mail box.

ACCORDING TO OUR RECORDS AS OF DECEMBER 7, 2004, THE FOLLOWING OPEN RECALL(S) HAVE NOT BEEN COMPLETED ON YOUR PONTIAC.

VEHICLE IDENTIFICATION NUMBER 1G2HD52K6W4200727.

03054 FUEL PRESSURE REGULATOR - REPLACE

Recall Service performed at no charge to owner.

Dealer:
JIM SALERNO PONTIAC-BUICK-GMC, INC.
1005 RTE 10
RANDOLPH NJ 07869
(973) 584-0606

1G2HD52K6W
SUGGASUNNA NJ

00000116644 EMS

581167-1341

PONTIAC



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 21530 MILWAUKEE, WI

POSTAGE WILL BE PAID BY THE ADDRESSEE

RECALL PROCESSING CENTER
P.O. BOX 908989
MILWAUKEE, WI 53209-9989



EXHIBIT 2
PG. 1

SR-1-236571667

January 31, 2001

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Vanguard Tax-Exempt Money Market Fund

The Vanguard Group



[Redacted]	[Redacted]	January 31, 2001
[Redacted]		
[Redacted]		
[Redacted]		
[Redacted]		



EXHIBIT-1
P. 7

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**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).**