

2005 MAR 28 PM 2:40

Hobe Sound, FL

Tel: [REDACTED]

March 9, 2005

10117454

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

RE: 1998 Oldsmobile 88 recall

To Whom It May Concern:

I am writing this letter in regards to a recall concerning my 1998 Oldsmobile 88. I received a recall letter in June 2004 about a defect on the 3.8 V6 engine (copy of recall enclosed). I contacted GM when I received the letter and told them that I already had this repair done in January 2003. GM reimbursed some of the money I put out for the repair.

On February 25, 2005, I had to have the same repair done, (costing me \$1351.14). I contacted the Oldsmobile Customer Assistance Center (ph# 866-942-4368, ext: 48186) who recorded my claim and gave me a document number (1-316-272835). I was informed by GM that they would not reimburse for this claim. I feel that GM should reimburse some, if not all, of the cost of repair seeing that this is a re-occurring problem with their product.

Sincerely,

cc: General Motors Corporation, Oldsmobile Division

EXECUTIVE SECRETARIAT
MAR 28 P 2:52
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

Jman
3/20/05

Doc 1-316-272 835

Oldsmobile Division
General Motors Corporation
200 Renaissance Center
Detroit, Michigan 48266-2000

GM Prod Recall
P.O. 33170
Det. # 48232-5170

Phone 1-866-942-4368 ext. 43186



June 2004

Dear Oldsmobile 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 Oldsmobile Eighty-Eight 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 Oldsmobile 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 Oldsmobile 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 Oldsmobile dealer be unable to schedule a service date within a reasonable time, you should contact the Oldsmobile Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.6537. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.633.6537.

If, after contacting the Oldsmobile 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, 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.

Oldsmobile Division
General Motors Corporation

Enclosure
03054B

**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).**