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May 13, 2005

U.S. Dept of Transportation
Office of Defects Investigation
NVS-210
400 7th Street SW
Washington, D.C. 20590

2005 MAY 20 AM 5:05

Fax# 202 366-7882

Re: 2001 Grand Prix Srta Transmission
Vin# 162WP12K81F

Dear Representative,

On 11/17/03 I took my 2001 Pontiac Grand Prix to Foster Pontiac of Milwaukee because the transmission gears were not shifting properly. Foster is the dealership where I had purchased the car new. That day in November I was charged \$84.43 for draining the transmission fluid, replacing the filter, resealing the pan, and refilling fluid and roadtest. I was told they couldn't find anything wrong with the transmission. On 9/6/04 I had just exited off the expressway in Chicago, was proceeding down a busy main street when the transmission completely failed. My California guests/passengers assisted me in moving the car out of traffic and parking it. AAA was phoned but we couldn't find an auto establishment open on that Labor Day holiday to tow it to. In Chicago, most lots are fenced. I finally located a reputable repair shop through a local friend. It was Western & Bryn Mawr Auto Repair. The next day I phoned Pontiac General Motors Div. That was a very frustrating experience dealing with them since the initial rep., (Roy Williams) who was assigned to my case had left their employment leaving my file in limbo for a while. Pontiac General Motors had contacted Foster Pontiac. Western & Bryn Mawr Auto Repair had replaced my transmission with a new Srta transmission and advised me that the old one did not appear to have ever had any servicing. Foster assured me that they had indeed serviced it on 11/17/03 but that they were aware of a memo from Pontiac General Motors which alerted to a known defect in the srta transmission which was that the drive sprocket failed in some instances. This was indeed what had happened to my car. I paid \$2300.00 to Western & Bryn Mawr Auto Repair, plus \$272.81 for 8 day car rental, not to mention 2 days of lost wages. I had made several contacts with Pontiac gen Motors since I was very upset about the expense and the fact that this transmission was not recalled. I was told by the 2nd representative assigned to my case, Craig Pederson, that it was up to The U.S. Dept of Transportation to issue recalls but that Pontiac would work with Foster Pontiac Dealership to offer me some financial assistance. On 9/28/04 I received a check from Foster Pontiac for \$1150.00 as a good faith gesture. I am still upset about the entire incident, and would like to know why this known defective

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transmission was not recalled? I should have never been put in such a potentially dangerous situation nor should I have had such a financial burden on a 3 year old car that I have maintained well. Has this defect been corrected or am I still in danger of the current transmission failing at the worst possible time?

Respectfully,

New Berlin, WI.