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December 4, 2005

Office Of Defects Investigation
400 7th St., SW
Washington, DC 20590
~~703-295-0000~~

Dear Sir,

I am writing to you in regard to my 1998 Pontiac Bonneville In hopes that you will review the Information pertaining to the engine on this car. On July 10,2001, the car overheated within a matter of seconds and the engine was ruined. This happened with no prior warning and I was abiding by the 45 mph speed limit. The engine started sputtering and then would pick up abruptly and when the engine light came on, I proceeded to pull off the road but within seconds, the damage was done. The car left me stranded on the side of the road in a thunderstorm with 3 small children. I had the car checked by Knight's Automotive Service and was informed that the car had water coming out of the plug holes. The car was then towed to Precision Tune where I was informed that the entire engine had to be re-built or re-placed. This auto repair place informed me that the plentum, or manifold, had a leak at the throttle body. The total amount I had to pay for this work and the diagnostic check was \$645.16. Now, 4 years later, this same exact predicament has resurfaced. On November 7th, 2005, the engine light came on, the car was sputtering and then within seconds the engine was ruined. I had the car towed to Five Star Automotive where It was checked and given diagnostic tests. I was informed that the entire engine had to be replaced again. This time, it cost me \$2,317.87 to have the engine replaced on the car. I was told the same exact information. There was a problem with the manifold on the car. Both times this occurred, I was told there were no external leaks on the car. A service consultant at the local Pontiac dealership here in Pensacola, FL told the mechanic that did the repairs in 2001, that there is a well-known problem with the manifold on the 3800 series Two engine. When this incident occurred the first time, I gave GMC the benefit of the doubt. After going through this same exact incident 4 years later, It is quite obvious that this is a manufacture defect. I do not have the money to re-build or replace the engine in this vehicle every few months or years. I have researched this and there are many other

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Individuals that have the same year, make and model car as mine that have experienced this same dilemma. I implore you to take this matter to heart and ask yourself if you would want your own children or grandchildren to be in a car with this problem on a busy interstate or out of town and have the engine over-heat due to a manufacturer's defect. I paid a lot of money for this vehicle and expected it to be a safe and reliable vehicle for my children. It seems that GMC is ignoring the defect and refusing to take responsibility or action for this Nationwide known defect. I am writing to you with the hope that you will please take the time to research this information and find a solution to the defective manifold. I feel GMC should reimburse me for all the repairs. Twice in 4 years is just too big of a coincidence. Please contact me with any information or help you can direct my way. I am awaiting your response. Thank you in advance for your time and effort in resolving this matter.

sincerely,

