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Untitled

AUGUST 28, 2006

PONTIAC CUSTOMER ASSISTANCE CENTER
P.O. BOX 33172
DETROIT, MI 48232-5172

DEAR SIR/MADAM:

AT THE END OF MAY, 2006 WE PURCHASED A PONTIAC MONTANA SV6, AT RED HOGLAND PONTIAC DEALER IN BRADENTON, FLORIDA (VIN NO. 1GMDV33L36D [REDACTED]).

ON AUGUST 9, 2006, AFTER RETURNING HOME FROM THE STORE AND PARKED THE CAR IN THE DRIVEWAY AT 8PM, WHEN MY HUSBAND AND 3 FRIENDS CAME OUT OF THE HOUSE THE BACK WINDOW WAS BLOWN OUT. WE TOOK THE CAR TO THE DEALER (RED HOGLAND) AND THE SERVICE MAN SAID WE HAD TO PAY \$470 UP FRONT AND THEY HAD TO SEND THE CAR OUT AS THEY COULD NOT DO THE WINDOW JOB. A CERTIFIED WINDOW COMPANY HAD TO DO IT. MY HUSBAND WAS UPSET AND TOOK IT TO GULF COAST AUTO GLASS, INC. 1515 10TH ST. W., BRADENTON, FL.

34205 (941)748-4666), THEY ORDERED THE PART, CALLED OUR INSURANCE CO., AND HAD THE PART IN AND REPAIRED IN A WEEK. THE SERVICE MAN THAT REPAIRED THE GLASS SAID IT HAD BLOWN OUT AND BELIEVED IT TO BE FAULTY.

THE REASON I AM WRITING THE LETTER IS, I BELIEVE WE WERE NOT TREATED RIGHT BY THE DEALER, WE SHOULD NOT HAVE HAD TO TURN THIS INTO OUR INSURANCE CO. AND NOT HAD TO PAY THE \$100 DEDUCTABLE.

WE CONTACTED THE GM NO. 1-800-762-2737 AND AFTER BEING TRANSFERRED TO THREE OTHER PEOPLE, WE GAVE THE TELEPHONE NO. OF RED HOGLAND TO THE LADY AND SHE CALLED THEM AND THE SERVICE PERSON SAID IT WAS VANDALISM. THE GM LADY SAID SHE COULD NOT HELP US.

NEEDLESS TO SAY, WE LIKE OUR PONTIAC MONTANA, BUT WE WOULD NEVER BUY ANOTHER CAR FROM RED HOGLAND PONTIAC.

THANKING YOU IN ADVANCE AND WAITING TO HEAR FROM YOU ON THIS FAULTY WINDOW.

I REMAIN [REDACTED]

BRADENTON, FLORIDA [REDACTED]

CC: RED HOGLAND PONTIAC
5325 14TH ST. W.
BRADENTON, FL. 34203

NHTSA, U.S. DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C. 20590

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9/12/06