CC-10201569

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

2007 AUG 30 AM 7:28

JON S CORZINE
Governor

ANNE MILGRAM
Attorney General

STEPHEN B. NOLAN
ACTING DIRECTOR

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

August 23, 2007

[redacted]
Jackson, NJ [redacted]

Re: General Motors Corporation
File No.: 07-13717

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

[redacted]

[redacted]
Supervisor
Consumer Service Center

PDP:aro
CSC11B.Frm

TO WHOM IT MAY CONCEN (CONSUMER AFFAIRS)

IM SENDING THIS PACKET BECAUSE IM A VICTIM OF GMC POOR PRODUCTION OF MANIFOLD/ GASKETS & DEX COOL. ATTACHED IS ALL PAPER WORK , BULLETINS AND DOCUMENTS .I UNDERSTAND THAT THERE IS A CLASS ACTION LAWSUIT AGAINST GM VEHICLES.

IF IN ANYWAY YOU CAN HELP ME I WOULD GREATLY APPRECIATE IT.

PLEASE KEEP MY NAME,ADDRESS & PHONE CONFIDENTIAL

THANK YOU

[redacted]

5/22/2007

Office Of Consumer Protection
New Jersey Division Of Consumer Affairs
124 Halsey Street
Newark, NJ 07102

Re: GM Motor (Class Action Suit)

IM WRITING THIS LETTER CAUSE IM A VICTIM OF A SITUATION THAT GENERAL MOTORS IS VERY WELL AWARE OF UPPER INTAKE MANIFOLD/GASKETS AND COOLANT LEAKS DUE TO APPARENT POOR ENGINEERING **. IN MY CASE THE WORST CASE SCENARIO HAPPENED COOLANT MIXED WITH ENGINE OILMAKING THE OIL INEFFECTIVE- AND DAMAGED THE ENGINE.** **AS PER GM 's INTERNAIL SERVICE BULLETIN** .I HAD TO REPLACE THE MANIFOLD IN MY 1998 PONTIAC BONNEVILLE SSE "TWICE". ON TOP OF THAT MULITPAL OTHER *PROBLEMS* ARE OCCURING TO AND ARE VERY FUSTRATING AND EXPENSIVE. TO MY UNDERSTANDING THIS IS NOT DOWN AS MAINTANCE.

PLEASE SEE ATTACHED

[redacted]

AUGUST 27Tth 2004 ***REPLACED UPPER INTAKE MANIFOLD***
GASKET KI
SPARK PLUGS
COOLANT
OIL FILTER
5-MOTOR OIL

JULY 27th 2004- ***RECALL= REPLACED FUEL PRESSURE REGULATOR*** ***$ N/C***

DURING THIS PERIOD THERE WERE BASIC MAINTANCE DONE

1- ***BRAKE, ROTORS AND BALANCING***
2- ***FRONT & BACK DISK PADS***
3- ***CALIPERS & ROATORS***
4- ***NEW TIRES***
5- ***OIL/FILTER CHANGE***
6- ***ALTINATOR***
7- ***WHEEL CYLINDER DRUMS***
8- ***OIL SWITCH W/ GAUAGE OIL***
9- ***OIL PRESSURE SENDER***
10- ***OIL PAN & ADAPTER GASKET***
11- ***NEW OIL PAN***
12- ***STARTER***
13- ***BATTERY (new)/ BELT***
14- ***BATTERY CONNECTOR (WAS BAD)***

15- NEW SUPENTION BELT
16- OXYGEN SENSOR (5-6-04)

MARCH 30th 2007 ***REPLACED UPPER INTAKE MANIFOLD*** [redacted]
UPPER & LOWER MANIFOLD GASKETS
THERMOSTAT & GASKET
THROTTLE BODY GASKET
SPARK PLUGS
IGNITION WIRES
COOLANT TEMPERTURE SENSOR
ANTI-FREEZE , FLUID & SEALERS

APRIL 17th 2007 ***REPLACED MASS AIR FLOW SENSOR*** [redacted]
RESET CHECK ENGINE LIGHT

APRIL 19th 2007 ***CHANGED OIL & FILTER*** ***$ N/A***

TOTAL COST OF REPAIRS AS OF 5/16/2007 [redacted]

AFTER ALL THE ABOVE REPAIRS. THE VEHICLE IS STILL NOT RUNNING.
THE ADDITIONAL REPAIRS ARE REQUIRED:

1. REMAN ENGINE - **PARTS , LABOR & TAX & LABOR** $ [redacted]
2. OXYGEN SENSOR- **PARTS , LABOR & TAX** $ [redacted]
3. CATALYTIC CONFERTOR- **PARTS, LABOR, & TAX** $ [redacted]
4. HEAD GASKET - **PARTS , LABOR & TAX** $ [redacted]

TOTAL $ [redacted] **(2)**

GRAND TOTAL (1) , (2): $ [redacted]

[redacted]

JACKSON NJ [redacted]

[redacted]

AUGUST 27th 2004

I have A 1998 PONTIAC BONNEVILLE SSE, BACK ON AUGUST 27th 2004 MY CAR BROKE DOWN AND I HAD TO HAVE IT TOWED TO A CAR DEALERSHIP [redacted] IN [redacted] N.J ,WHO HAS DONE WORK(recall) ON MY CAR BEFORE .ON THAT DATE THIS WORK WAS PREFORMED

Upper intake Manifold, Gasket kl, Spark plugs, Coolant, Oil filter & 5 Oil motor oil. SERVICE PAPER STATES.

1- SLOF changed oil and filter due having coolant in it
2- 51894- "coolant contaminated spark plugs and went into oil from leak through upper intake"
3- 51894- "checked and found upper intake leaking coolant in oil. R&R upper intake and replaced. Cleaned Throttlebody and replaced plugs.
4- DIA: (REPLACED LEAKING UPPER INTAKE MANIFOLD, REPLACED FOULED SPARK PLUGS)

MILAGE WAS 51894 IN/OUT 51,895 AND COST ME [redacted]
SERVICE PAPER DOCUMENTS. ***(EXHIBIT # 1)***

JULY 27th 2004.

THERE WAS A RECALL ON MY CAR (1998 Pontiac Bonneville SSE) FOR THE FUEL PRESSURE REGULATOR. THAT RECALL WAS DONE ON JULY 27th 2004. IT WAS TO PREVENT THE MANIFOLD FROM CRACKING, WHICH HAPPENED ANYWAY. "ON AUGUST 27th 2004." SINCE THE REPLACEMENT OF THE MANIFOLD I HAVE BEEN LOOSING COOLANT (Dex-cool), AND IVE CONSTANTLY CHECKED MY COOLANT RESERVOIR. MY CAR HAS BEEN TO SEVERAL LICENSED AUTO MECHANIC'S AND REMAINED A MYSTERY. EVER SINCE THIS RECALL IVE HAD SO MANY ENGINE PROBLEMS. IVE CALLED GM BUT GOT NO WHERE (case # 71-498-400376) [redacted] said it wasn't there problem and closed the case. I SPOKE WITH [redacted] ABOUT THIS PROBLEM AND THEY JUST HAD A BLIND EYE TO MY SITUATION

MILAGE WAS 50,000 IN/OUT 50,000
SERVICE PAPERS DOCUMENTS (***EXHIBIT # 2***)

MARCH 30th 2007

ON MARCH 30th 2007 I WAS HAVING LOTS OF SMOKE FROM MY CAR & A BAD SMELL IN THE CAR "BURNING SMELLS" THE COOLANT RESERVOIR WAS COMPLETEY EMPTY. I BROUGHT MY CAR TO A LICENSED AUTO MECHANIC AND I LEARNED TO FIND OUT THAT,

THE UPPER INTAKE MANIFOLD NEEDED TO BE REPLACED" AGAIN " ALSO THERMOSTAT & GASKET, SPARK PLUGS WHICH HAD LOTS OF COOLENT IT THEM, IGNITION WIRES, COOLANT TEMP SENSOR UPPER & LOWER MANIFOLD GASKETS & THROTTLE BODY GASKETS ,ANTI FREZE ,FLUIDS, SEALERS

MILAGE 77,273 AND COST ME $[redacted]
SERVICE BILL DOCUMENTS (***EXHIBIT # 3***)
I WAS ADVISED TO CHECK THE ANTI FREEZE FREQUENTLY.(which I had)

April 17th 2007

Now on April 17th 2007 my car went back in to the shop because the engine light went on also when starting the engine it's having a hard time turning over. When starting the car it is shaking and making a rattling sound. (The mechanic) found that the "**mass air flow sensor**" is bad

Note: *on service paper – engine noise possible rod bearings failing due to over heating/coolant in oil. Also a little sluggish may have catalytic converter problems (see attached bill for April 17 2007)*

MILAGE WAS 77,921 AND COST ME $[redacted]

SERVICE PAPERS DOCUMENTS (***EXHIBIT # 4***)

Per testing metal fragments were found in the oil coming from the rod bearing failing due to Over heating & coolant in oil. **Bearings** and the **rod bearing (pistons)** which are deteriorating and breaking down and its caused from the excessive coolant leak. As Per test drive he also noticed that the car was dragging and couldn't pick up speed .it was shaking with a rough sounded engine the engine has a ticking, and clanking sound also coming from the engine. Also while' driving he heard the ticking noise coming from the engine. He said that don't sound good and he says it is defitinley the rod bearings are going. After all this work was done the Engine light came back on and I have to bring it back on April19th 2007 to run a check on the car, Because of the catalytic converter. *My car also uses Dex-cool.*

SERVICE PAPERS DOCUMENTS (***EXHIBIT # 4***)

While driving home from the auto mechanic's place the car was riding ruff & the engine was shaking & putting. a ticking noise coming from the engine ,as I applied my foot to the gas. The car had a hard time moving I drove about 2 miles and the car died. I had it towed back to the auto place that night.

Per testing, and deep examination, it was determined that, the **cadalic converter** needs to be replaced, cost to me $[redacted] .is result of excessive amount of leaked coolant clogged and contaminating it. As well as it contaminated the Engine which caused it to seize Also I learned that my oxygen sensor went bad due to the over consumption of coolant in engine. That also explains why the engine light went on.

It's clear, and obvious that, when the upper intake manifold was replaced back on **august 27 2004 by** [redacted] **PONTIAC DEALERSHIP,** The lower intake manifold should have been replaced as well to prevent future damage, **it was not replaced.** unfortunately stop leak pellets mixed with Dex-cool was placed in the radiator by[redacted] PONTIAC DEALERSHIP to cover up the fact and to conceal from the consumer that the lower intake manifold was leaking. Gummy slug in the lower intake manifold was found which indicates that the stop leak pellets was mixed with dex-cool.

IT IS A KNOWN FACT THAT ALL GM CARS HAVE PROBLEMS DUE TO THIS DEX-COOL/COOLANT. (***EXHIBIT # 5 /6***) **WHICH AFFECTS THE CARS PREFORMANCE, AND DAMAGES OTHER PART OF THE CAR IN WHICH IS ALMOST IMPOSSIABLE TO FIX OR MAINTAIN BECAUSE it BECOMES VERY COSTLY AND THE PREFORMANCE IS NEVER THE SAME.**

BULLITAN FOR:

1. ENGINE: BY SYMPTON Engine – excessive coolant consumption / coolant leaks (***EXHIBIT# 6)***
2. INTAKE MANIFOLD: Engine- excessive coolant consumption/coolant leaks (***EXHIBIT #7)***
3. ENGINE: REDESIGNED upper intake manifold and gaskets THE PONTIAC BONNEVILLE1998 IS AFFECTIVED **< by all of the above.>** (***EXHIBIT # 8***)
4. GM SHOULD RECALL FAULTY INTAKE MANIFOLD GASKET INSTALLED IN THEIR VEHICALS. (***EXHIBIT # 9***)
5. GM TO HANDLE WIDESPREAD INTAKE MANIFOLD GASKET PROBLEMS ON CASE-BY-CASE BASIS. (***EXHIBIT # 10***)
6. 5- GM FACING LAWSUIT OVER DEFECTIVE GASKETS (***EXHIBIT #11)***
7. MARTENSVILLE MAN LAUNCHESCLASS-ACTION SUIT AGAINST GM

The suit claims a defective intake manifold gasket, designed and developed by the defendant, deteriorates prematurely, causing engine coolant to leak into other parts of the engine, mixing

with oil, rendering the oil ineffective and causing the motor to overheat and seize. "This is a part of the engine that is not a required maintenance item subjected to routine checks. It should reasonably be expected to last the life of the engine," said Evatt Merchant of the Merchant Law Group, which represents the plaintiffs (gmclassaction.ca). ***(EXHIBIT # 12)***

8. BONNEVILLECLUB- 95-03 UPPER INTAKE FAILURE INFORMATION **HIGHLITED AREA)** ***(EXHIBIT # 13)***

9. UP DATEED APRIL 24 2006 GENERAL MOTORS HAS BEEN SLAPPED WITH CLASS ACTION LAW ***(EXHIBIT # 14)***

CONCLUSION:

It is a fact that GMC is considered one of the LARGEST car companies In the American industries, therefore it's expected that GMC stands behind their products and there services to their American consumers. For safety and reliability. Unfortunately that wasn't the case with GMC client, [redacted]

In conclusion of the above detailed letter and the attached exhibits of evidence, shows that it's clear that [redacted] was a victim of a defected product, and was a neglected customer by GM's dealership. Not to mention the inconvenience, cost, time consuming, and frustration for the past three years.

[redacted] is in ***DEMAND sums of $***[redacted] as a reimbursement, and compensation from GM CO for the 1998 Pontiac Bonneville sse problems. This amount to be paid no later than two weeks from the date of receipt of this package. If GM fails to respond within the allowed time period, this matter will be taken legally.

CC:

- Better business bureau
- Lester Glenn Dealership
- Consumer Affair
- Fox 5 new
- Eye witness news
- CMHT &TOLL,PLLC
- GIRARD GIBBS LLP
- Asbury park new paper
- Rosenthal co LLC
- Whistle blower
- Star Phoenix

[redacted]

JACKSON NJ [redacted]

[redacted]

PONTIAC · GMC

Division of General Motors Corporation

Manufacture 1800- 762-2737 (18)

Letter Open

Recall Notice ①

13315011057 File#

June 2004

7/27/04

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.

Subj: **(no subject)**
Date: 5/17/2007 10:44:39 AM Eastern Daylight Time
From: [redacted]
To: [redacted]

Dex-Cool Class Action

[redacted] is co-lead counsel in a federal Multi-District Litigation class action and numerous state class action lawsuits filed on behalf of owners of General Motors vehicles, which were factory-filled with "Dex-Cool" coolant. The lawsuits allege that Dex-Cool forms a sludge-like substance in these vehicles which clogs cooling systems, causing them to overheat, and that Dex-Cool corrodes all parts of the engine it comes in contact with including the upper and lower intake manifold gaskets. The suits further alleges that Dex-Cool not only does not perform as promised, but also causes premature and costly engine repairs to consumers' vehicles.

If you've experienced similar problems with Dex-Cool, please click here and let us know.

Piston Slap Class Action

[redacted] filed a class action lawsuit against General Motors on behalf of Chevrolet Silverado owners whose cars exhibit "piston slap."

Piston slap occurs when the clearance between the piston and the cylinder wall is too great, causing the piston to hit the cylinder wall producing a loud knocking or ticking noise. Customers complain that piston slap damages the engine, and causes ex cessive oil and fuel consumption.

Engine: By Symptom

Engine - Excessive Coolant Consumption/Coolant Leaks

Bulletin No.: 01-06-01-007B

Date: January 18, 2006

TECHNICAL

Subject:
Engine Coolant Consumption or Coolant Leak (Inspect For Material Degradation/Replace Intake Manifolds)

Models:
1995-1997 Buick Riviera
1995-1998 Buick LeSabre, Park Avenue
1996-1998 Buick Regal
1998 Chevrolet Lumina, Monte Carlo
1995-1996 Oldsmobile Ninety-Eight
1995-1998 Oldsmobile Eighty-Eight
1998 Oldsmobile Intrigue
1995-1998 Pontiac Bonneville
1997-1998 Pontiac Grand Prix

with 3.8L Engine (VIN K - RPO L36)

Supercede:

This bulletin is being revised to update the part numbers. Please discard Corporate Bulletin Number 01-06-01-007A (Section 06 - Engine).

Condition

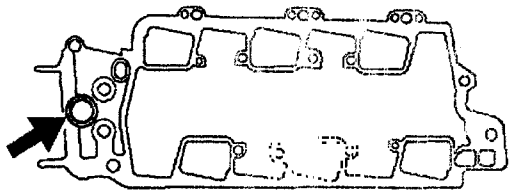
Some owners may comment on excessive engine coolant consumption, or an engine coolant leak near or under the throttle body area of the upper intake manifold.

Cause

Upper intake manifold composite material may degrade around the EGR stove pipe and could result in an internal or external coolant leak.

Correction

1. Follow the upper intake manifold removal instructions found in the Engine Unit Repair Section of the Service Information Manual.



2. Refer to the arrow in the illustration of the upper intake manifold above. Inspect the inner diameter of the EGR passage for signs of material degradation. Degradation will appear as pitting of the composite material in the EGR port passage.

3. If degradation of upper intake manifold composite material is found, replace the lower and upper intake manifolds with the following numbers:

   - Gasket Kit, Upper Intake Manifold - 89017554
   - Manifold Kit, Upper Intake - 89017272
   - Gasket, Lower Intake Manifold - 89017400
   - Manifold, Lower Intake - 24508923

4. Follow the lower and upper intake manifold installation instructions found in the Engine Unit Repair Section of the appropriate Service Manual.

5. If degradation is not apparent, skip to Step 7.

. Verify the repair.

7. If no degradation is found, evaluate the vehicle for other causes of excessive coolant consumption as noted in the Engine Diagnosis Section of the appropriate Service Manual.

Part Number	Description	Qty
89017554	Gasket Kit, Upper Intake Manifold	1
89017272	Manifold Kit, Upper Intake	1
89017400	Gasket, Lower Intake Manifold	1
24508923	Manifold, Lower Intake	1

Parts Information

Warranty Information

Labor Operation	Description	Labor Time
J0258*	Manifold, Lower Intake R and R	Use Published Labor Operation Time
J0255**	Manifold, Upper Intake R and R	Use Published Labor Operation Time
* Used for replacement of both the upper and the lower intake manifolds. ** Used for inspection purposes only, where no condition was identified and the upper intake manifold is re-installed on vehicle.		

For vehicles repaired under warranty, use the table.

Intake Manifold: All Technical Service Bulletins
Engine - Excessive Coolant Consumption/Coolant Leaks

Bulletin No.: 01-06-01-007B

ate: January 18, 2006

TECHNICAL

Subject:
Engine Coolant Consumption or Coolant Leak (Inspect For Material Degradation/Replace Intake Manifolds)

Models:
1995-1997 Buick Riviera
1995-1998 Buick LeSabre, Park Avenue
1996-1998 Buick Regal
1998 Chevrolet Lumina, Monte Carlo
1995-1996 Oldsmobile Ninety-Eight
1995-1998 Oldsmobile Eighty-Eight
1998 Oldsmobile Intrigue
1995-1998 Pontiac Bonneville
1997-1998 Pontiac Grand Prix

with 3.8L Engine (VIN K - RPO L36)

Supercede:

This bulletin is being revised to update the part numbers. Please discard Corporate Bulletin Number 01-06-01-007A (Section 06 - Engi

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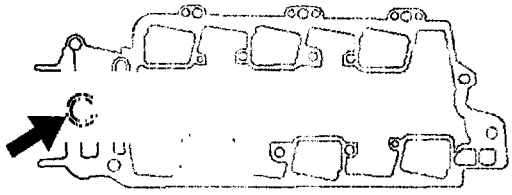

2. Refer to the arrow in the illustration of the upper intake manifold above. Inspect the inner diameter of the EGR passage for signs material degradation. Degradation will appear as pitting of the composite material in the EGR port passage.

3. If degradation of upper intake manifold composite material is found, replace the lower and upper intake manifolds with the follow numbers:

   ^ Gasket Kit, Upper Intake Manifold - 89017554

   ^ Manifold Kit, Upper Intake - 89017272

   ^ Gasket, Lower Intake Manifold - 89017400

   ^ Manifold, Lower Intake - 24508923

4. Follow the lower and upper intake manifold installation instructions found in the Engine Unit Repair Section of the appropriate S Manual.

5. If degradation is not apparent, skip to Step 7.

6. Verify the repair.

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Part Number	Description	Qty
89017554	Gasket Kit, Upper Intake Manifold	1
89017272	Manifold Kit, Upper Intake	1
89017400	Gasket, Lower Intake Manifold	1
24508923	Manifold, Lower Intake	1

Parts Information

Warranty Information

Labor Operation	Description	Labor Time
J0258*	Manifold, Lower Intake R and R	Use Published Labor Operation Time
J0255**	Manifold, Upper Intake R and R	Use Published Labor Operation Time
* Used for replacement of both the upper and the lower intake manifolds. ** Used for inspection purposes only where no condition was identified and the upper intake manifold is re-installed on vehicle.		

For vehicles repaired under warranty, use the table.

Intake Manifold: All Technical Service Bulletins
Engine - Redesigned Upper Intake Manifold and Gaskets

Bulletin No.: 04-06-01-017

Date: May 26, 2004

INFORMATION

Subject:
New Upper Intake Manifold and Gasket Kits

Models:
1995-1997 Buick Riviera
1995-2004 Buick Park Avenue
1996-2004 Buick Regal
1997-2004 Buick LeSabre
1998-1999 Chevrolet Lumina
1998-2004 Chevrolet Monte Carlo
2000-2004 Chevrolet Impala
1995-1996 Oldsmobile Ninety-Eight
1995-1999 Oldsmobile Eighty-Eight
1998-1999 Oldsmobile Intrigue
1995-2004 Pontiac Bonneville
1997-2003 Pontiac Grand Prix
with 3.8L V6 Engine (VIN K - RPO L36)

New upper intake manifold and gasket kits have been released. These new kits will provice the dealer with the ability to get exactly wha necessary for a correct repair. In addition some of the gaskets have been updated to a more robust design. Please reference the part numb when ordering from GMSPO.

Part Number	Name	Includes
89017272	Upper intake manifold kit	Upper intake manifold and throttle body mounting studs
89017554	Upper intake gasket kit	Upper to lower intake manifold gasket, throttle body gasket and PCV draft tube

89017274	PCV Kit	PCV valve, PCV valve cover, C-ring seals and PCV spring
12580920	Upper Intake Manifold Gasket	Upper Intake Manifold Gasket

Parts are currently available from GMSPO

Parts Information

Disclaimer

IL

Subj: **(no subject)**
Date: 4/19/2007 10:18:15 PM Eastern Daylight Time
From: [redacted]
To: [redacted]

GM should recall faulty Intake Manifold Gasket installed in their vehicles

View Current Signatures - Sign the Petition

To: General Motors Corporation & The Better Business Bureau

We, the undersigned petitioners, General Motors' customers and/or technicians who service GM products, do hereby give notice that we are more than dissatisfied with the quality of the intake manifold gasket installed in GM vehicles. As of April 10, 2002, there is a nationwide backorder of the intake manifold gasket. At this time, is it not even known when the part will become available. Being aware of this proves there is a serious problem to be addressed. Because of apparent poor engineering, GM can not manufacture replacements fast enough for all the vehicles in which they are needed.

Intake manifold leaks can lead to any number of very serious, and expensive, problems. While the part itself isn't costly, the labor to repair it is very intensive, and has been quoted around $800 USD (give or take a couple hundred depending on the vehicle). This is in addition to any other costly problem(s) the intake manifold gasket leak may have produced.

We are demanding accountability from General Motors. A nationwide backorder should be reason enough for GM to assemble a recall. We can only hope that "the world's largest vehicle manufacturer" who "has been the world's automotive sales leader since 1931" will stand up and claim responsibility for a problem that is so prevalent among their vehicles. Recalls should be mandated in all cases of incompetence, not solely when it affects public safety.

While some of us have been "fortunate" enough to have this problem occur within our warranty, there are many others of us that have had to pay for these expensive repairs just after the warranty expires. Because GM has refused to admit liability on this issue, we feel that this will be a repetitive problem. Once this gasket has been replaced, and customers' pockets drained, GM Service Centers everywhere can expect to see consumers returning, for this same problem that hasn't been rectified due to a designing flaw on GM's part. This error should have been corrected, not the first time in for service, but before entering mass production in millions of vehicles.

Can one presume this is one way of keeping General Motors' patrons coming back time after time?

Sincerely,

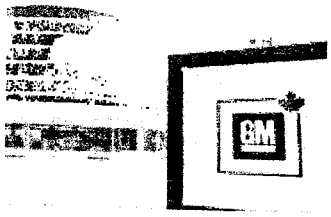
The Undersigned

Subj: **(no subject)**
Date: 4/19/2007 10:23:59 PM Eastern Daylight Time
From: [redacted]
To:

GM to handle widespread intake manifold gasket problem on case-by-case basis

Posted Apr 15th 2006 8:03PM by [redacted]
Filed under: Maintenance, Recalls/TSBs, GM

CTV reports that some General Motors vehicles may have a serious defect which could lead to total engine failure.



The issue is the intake manifold gasket in some GM vehicles. According to CTV, the part may degrade in vehicles built between 1995 and 2003. In worst-case scenarios, the gasket is failing, introducing coolant to engine oil, rendering the latter ineffective and resulting in siezed engines. Affected vehicles include the Chevrolet Monte Carlo, Pontiac Grand Prix and Aztek, and several Oldsmobiles. Service bulletins obtained by the news source indicate the automaker has been aware of the problem for years. However, GM currently does not have a recall on these vehicles, since degradation can have a variety of causes.

An online petition asking GM to issue a voluntary recall has collected some 11,000 signatures.

A full-listing of affected vehicles can be found at the link.

GM has since come out with a new, redesigned intake manifold gasket for its newest vehicles.

(Thanks to everyone for the tips!)

1K

Subj: **(no subject)**
Date: 4/19/2007 10:13:47 PM Eastern Daylight Time
From: [redacted]
To:

GM facing lawsuit over defective gaskets

Updated Tue. Apr. 25 2006 11:31 PM ET

Canadian Press

TORONTO – General Motors faces a possible class-action lawsuit over allegedly defective intake manifold gaskets in 400,000 cars in Canada – a claim which lawyers say might total $[redacted]

Toronto law firm [redacted] said Tuesday it is suing General Motors of Canada Ltd. and its U.S. parent, General Motors Corp. (NYSE:GM), the world's largest automaker.

The action claims that various Buick, Chevrolet, Oldsmobile and Pontiac engines from the 1995 to 2003 model years have intake manifold gaskets which degrade prematurely and allow coolant to leak into the engine.

"The claim here is based on problems that have surfaced right across North America arising from the fact that General Motors used nylon or other plastics in the manufacture of the intake manifold gasket," stated lawyer [redacted]

"The coolant can cause serious problems once it escapes," [redacted] added.

"In some cases the engines overheat and seize completely. The vehicles often need complete engine replacements at considerable expense to the owners."

The statement of claim says General Motors introduced a new gasket in 2004 but refuses to acknowledge a defect in the previous part.

The group of lawyers working on the case said it's too early to determine how much money will be sought from GM, but estimated that 400,000 vehicles in Canada would be covered by the proposed class action, with a possible average claim of [redacted] each, totalling $[redacted]

A [redacted] website says similar actions in the United States "have been hard-fought and continue to be pursued in various jurisdictions," with a class action certified in January in Missouri.

The next stage in Ontario is for the lead plaintiffs to confer with the judge managing the potential class action.

Martensville man launches class-action suit against GM

[redacted] The StarPhoenix

Published: Monday, June 12, 2006

A resident of a bedroom community north of Saskatoon is taking on one of the world's largest automakers in a national class-action lawsuit demanding $[redacted] billion from General Motors.

The suit, filed last week in Saskatchewan Court of Queen's Bench, accuses GM of being "malicious, deliberate and oppressive towards their customers" and conducting business "in a wilful, wanton and reckless manner."

[redacted] of Martensville is a representative plaintiff along with [redacted] in the suit, which covers nearly all vehicles made by GM between 1995 and 2003. [redacted] and [redacted] both drive a 2000 Pontiac Montana.

The suit claims a defective intake manifold gasket, designed and developed by the defendant, deteriorates prematurely, causing engine coolant to leak into other parts of the engine, mixing with oil, rendering the oil ineffective and causing the motor to overheat and seize.

"This is a part of the engine that is not a required maintenance item subjected to routine checks. It should reasonably be expected to last the life of the engine," said [redacted] of the Merchant Law Group, which represents the plaintiffs (gmclassaction.ca).

"All consumers, unless they are home mechanics, wouldn't know to look for this problem."

No one from GM could be reached for comment.

The company should have been aware of the problem, based on customer complaints, information from its own service mechanics and records disclosing the excessive number of gaskets produced and employed as replacements, the suit charges.

There is solid evidence the company was in fact aware, as it produced service bulletins for use by its dealership mechanics advising them of the faulty part, the suit further notes.

A similar class action suit in the United States, launched some time ago, should have prompted the company's Canadian arm to address the issue, Merchant

noted. Yet GM continued to sell vehicles with the gasket for many years without ever issuing a recall or replacement notice.

It wasn't until 2004 that GM corrected the design and performance of the gasket.

"The lack of disclosure of the defect constitutes false and misleading representations . . . and a breach of the Competition Act," states the lawsuit. "The defendants were negligent in allowing nine model-years of the subject vehicles to be manufactured, distributed, marketed, sold and leased."

"They've done a lot more damage than if they had just levelled with people and advised them to get it fixed," said Merchant.

In addition, owners of the affected vehicles were required to pay the repair expense, generally [redacted] to $[redacted] and considerably more in the case of a seized engine, according to the suit. For some, the repairs were done more than once because the gasket was allegedly replaced with the exact same problematic model.

"The defendants were unjustly enriched at the expense of the (plaintiffs). It would be inequitable for the defendants to retain the profits and benefits obtained from its wrongful conduct," the suit states, calling for GM to be "disgorged of any revenue realized" as a result.

"It's been a little cottage industry for GM to repair their own mistakes," said Merchant.

The lawsuit is open to "all persons, corporations and other entities" who have owned or leased a GM vehicle with the defect and have suffered inconvenience, cost or loss as a result.

There are already 780 members in the class action, according to Merchant.

"It is growing exponentially" and potentially impacts 300,000 to 400,000 Canadians, he said.

The suit calls for general damages for breach of contract, breach of implied warranty and conditions, negligence, fraudulent concealment and failure to warn, as well as punitive damages.

It would be up to the courts to decide whether to award any damages as a lump-sum payment -- which could be disbursed to applicants with proof of repair costs -- or individual payments.

[redacted]

[Pri

95-03 Upper Intake Failure Information

Description	This is a must read for every 3800 Series II L36 Owner regaurding the Compsite Upper Intake
Uploader	[redacted]
Date	Fri Feb 03, 2006 2:17 pm
Type	Data
Rating	8.22/10, 9 vote(s)
Original Author	[redacted] with the help of many members to be added later
Applicable Models	All
Information Source	the Forum

Upper intake manifold failures, and lower intake manifold gasket failures - what we all need to know and understar

Upper Intake Manifold (UIM)

For the years we have been here on BC we have seen many 3800 Series II composite upper intakes fail. Sometimes the re simply the replacement of the upper intake, other times the result was total and complete engine damage. A few actually re the engine either seized up or just threw a rod through the block due to spun bearings. Most of the time the cause was the ingesting coolant and during the combustion process, that excess moisture makes it into the oil. Once the oil has been cont coolant, the oil can and will become acidic and will destroy the bearings in the bottom end of the engine in a hurry.

For the first few years of the 3800 Series II L36 we did not have these problems as the engine was too new at the time. But 4-5 year mark we started seeing a lot of these intakes rupture, and in most cases the problem was corrected before any re occurred.

I myself was a victim of this upper intake rupture and had to have my car towed to the dealership as my car was under exte warranty. It was repaired by the dealership and I had no further problems. But after 6 years I decided to replace the intake j precaution. The intake again was degraded to the point it was ready to rupture, and I was glad I had decided to repair the is not a cure. There may be a cure for those interested, but we will come back to that a little later.

There has been talk that GM changed the upper intake in the later model years. They in fact did not make any changes to t intake, it's the same one that was used in 95 with the first 3800 Series II engines. The only thing that changed is that Roche become part of the Delphi automotive group. So the newer units 98+ if memory serves, will say Delphi via a little sticker nea valve location.

The most common mode of failure for the Rochester/Delphi upper intake is degradation around the EGR port; the upper int

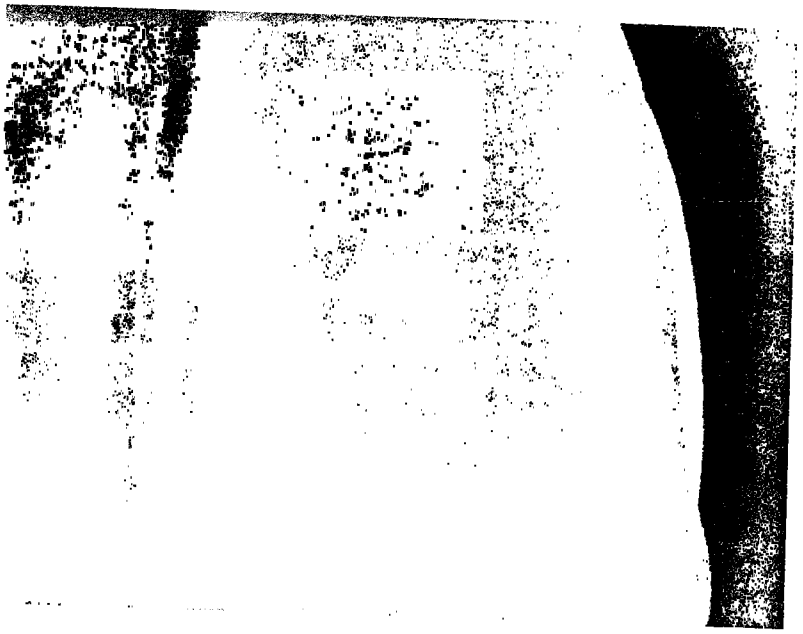
touches the EGR Stovepipe. Over time, the heat from the EGR Stovepipe slowly degrades the plastic to the point where it's the problem here is that coolant flows through this area to the throttle body. When enough of the plastic has degraded and system is under pressure, the upper intake can leak or rupture resulting in coolant being pumped into the intake, in turn bei into the cylinders, resulting in a very whitish smoke being emitted from the exhaust. It is also possible for the engine to becc hydrolocked. This usually happens when the motor is turned off and the cooling system is under pressure. And at the time, check the coolant overflow tank or the radiator, chances are that you will find one or both of these to be very low.

In the later model years (99+), GM went to a smaller diameter (5/8") EGR pipe that creates a 0.065" air gap between the hc plastic EGR bore hole in the upper intake. This helps, but does not cure the problem - as we have heard of and seen a few cars with failed manifolds. But so far, they seem to have a lower failure rate. Only time will tell how the 00-05 3800 Models 1 2006, GM dealerships were seeing a few of the 00-02 models come in for an upper intake replacement due to failure of the starting to appear that the 2000+ L36 owners need to be watchful as well.

Reading the Date On the Rochester / Delphi Upper intake

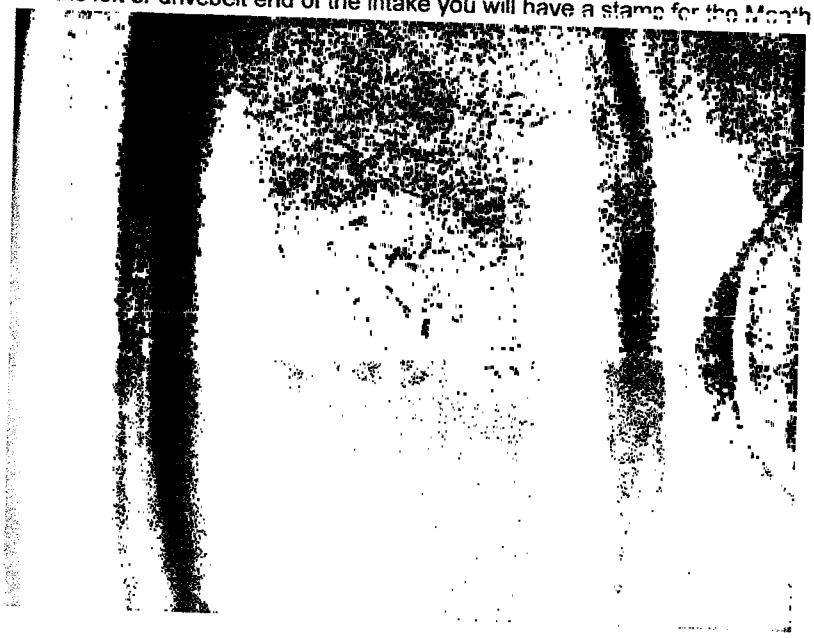
If you have a GM upper intake, whether it be a Rochester or Delphi unit, you can figure out when the upper intake was mac be helpful in determining if the upper intake was ever replaced.

On the right side of the intake or throttle body side, you will find a date stamp with an arrow pointing to the Year of manufac intake.



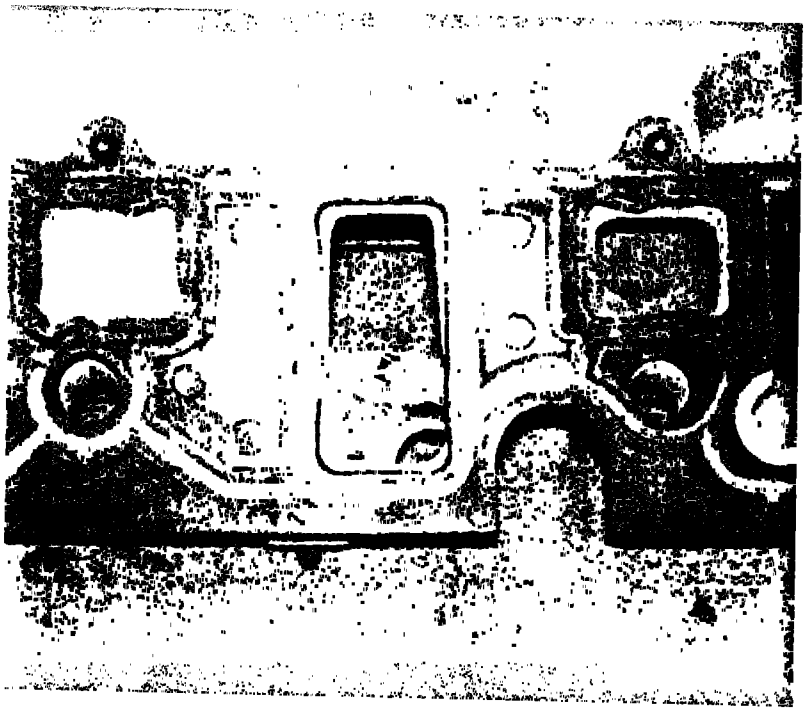
In the center of the intake you will find a Day of the month stamp. This tells us what day the upper was manufactured.

On the left or drivebelt end of the intake you will have a stamp for the Month of manufacture.



Lower Intake Manifold (LIM) gaskets

- The lower intake manifold gaskets in 3800 engines deteriorate over time creating internal coolant leaks that can cause the s damage as a ruptured upper intake. While UIM failures are limited to the normally aspirated (non-supercharged) L-36 engir 95 – 05, the plastic-frame LIM gasket design was used in both supercharged and normally aspirated engines at least from s original equipment plastic frame gaskets carrying silicone rubber sealing beads break down and begin to leak as shown bel



Depending on where the break occurs, coolant may be sucked into the combustion chambers, leak into the crankcase, wicl bolts, or otherwise leak to the outside of the engine, sometimes pooling in depressions on the LIM casting. Sometimes the between an intake port and the crankcase causing poor idling and a vacuum in the crankcase that can damage the engine Many believe that orange Dex-cool (organic acid) coolant, used by GM since 1996, reacts chemically with the plastic frame causing them to break down much more quickly than was observed when the older green (phosphated) coolants were usec lower intake manifold gaskets are easily accessible when changing the upper intake manifold, it is strongly recommended t gaskets be replaced when the UIM is removed.

Keeping the Engine Cooler to Avoid Heat-related Failures of the Gaskets and Upper Intake Manifold

Some of the members on this site have tried to reduce the overall operating temperatures of the engine and trans as they a heat as the engine is concerned. As others have, I installed a 180F Thermostat in both of my cars as well as a Transmissio to help aid in keeping overall temps lower. Whether or not this will actually help the gaskets or upper intake last longer is up I have had decent luck with reducing the operating temps of the engine and trans. I have seen gaskets come off 3800 II's th 10xs worse than what I removed from my car.

You can go to a Lower Temperature Thermostat such as a 180F with no real trouble. But depending on the climate you are recommend that you stick with a 195F or at the least if you do want a 180F you use it during the summer and switch back t during the cooler months.

As for the transmission cooler, again it falls to your discretion as to whether or not you would like to run a transmission fluid decide that you want to run a cooler, take into account the climate you are in. In a cold climate you may want to run a Therr Controlled Cooler so the trans will not get too cold. Now, if you live in a climate that's the reverse of that, such as myself (Fl you would be fine to run a general trans cooler to cool the trans all of the time regardless of the outside temperature.

I feel that the above items in one way or another relate to the overall operating temperatures of your car.

Fixing the Problem

Generally when the Upper Intake ruptures, it will be replaced. We also highly recommend that you replace the Lower Intake the Coolant Bypass Elbow(s). Doing the Upper Intake alone and not replacing the other items will turn into more trouble do So for that reason, spend the $[redacted] on the Elbow and Gaskets for the lower intake and save yourself the headache dow

You can get these gaskets from GM as well as the Elbow. You should also be able to go to the auto parts store and get Fe as well as an Elbow. These are very common items. My parts store had the items right down to the upper intake on the she cannot get the GM aluminum gaskets for the lower intake manifold, at least make sure that you get 2nd generation gaskets have metal washers around the bolt hole locations to prevent the gasket from being overtorqued.

We also recommend that you use a reduced diameter stovepipe to create an insulating air gap to reduce the heat stress or EGR bore. This is especially important for the 95 to 98 engines where the hot stovepipe typically touches the plastic of the When installing the stovepipe, make sure it is seated firmly in the Lower intake manifold. When installing the Upper intake, that the stovepipe is centered in the EGR bore. If not, the alignment of the stovepipe can usually be adjusted a bit by tappi a rubber mallet.

About a year ago, we became aware of a new kit that appears to offer the best off-the-shelf fix for the upper intake manifol combination of a metal heat shield to protect the plastic upper and a reduced diameter stovepipe is the best method we ca recommend to resolve this problem without altering the cooling system. Using either of the two reduced diameter pipes sup kit, an insulating gap of .125" is created between the hot pipe and the heat shield. The kit is marketed mail-order by Autom Network; it includes a UIM gasket, a throttle body gasket, and other parts, and is priced under $[redacted]
http://www.autopn.com/store/pc/viewPrd.asp?idproduct=229679

Here is the APN UIM showing the heat shield in the EGR bore and the reduced diameter stovepipe as it appears when ass

Dorman markets a replacement UIM kit that includes reduced diameter stovepipes that will directly replace the larger stock one of the smaller pipes supplied with the kit is installed in the LIM, the insulating gap between the hot pipe and the plastic increased to .123". The Dorman upper is a good replacement for the original equipment part, and includes a UIM gasket, t gasket, and other parts, but the EGR passage is not protected with a heat shield. The Dorman kit is available widely and s $[redacted]

Regardless of the method chosen for repair, it is very important that the cooling system be purged of air when it is refilled. T the L-36 engine makes this usually easy task more difficult to accomplish. A procedure is described in Techinfo that will hel that the critical areas around the hot stovepipe are filled with coolant and not air. http://www.[redacted].com/forum/kb.pl mode=article&k=100

Other Fixes or Methods of Repair

Before you attempt to repair a failed upper intake, carefully examine the plastic surface where the throttle body attaches, ar around the EGR bore where the coolant passes between the LIM and the UIM. These areas are prone to warpage, especia throttle body bolts have been overtorqued, or the engine has overheated. A little warpage is typical and can be tolerated, bu surface is badly warped, the throttle body or coolant passages may not seal properly. Do not re-use an upper manifold if yo severe warpage in these areas.

Ken-Co sells a repair kit for failed upper intakes. The kit includes a machined 0.5" diameter mild steel EGR pipe that replac 0.750" pipe in 95-98 Series II engines, and a mild steel sleeve that is epoxied into the EGR bore of the plastic upper. When an air gap of .125" is created between the hot EGR pipe and the metal sleeve. The sleeve protects the plastic upper intake and dissipating heat that is radiated across the gap. Club members have reported good results with this kit, but fitting the sl difficult, and the cost ([redacted] including postage) seems high for many.

There are a couple of members on this site that have found other methods of repair that may be useful.

[redacted] sleeves upper intakes with 7/8" diameter stainless steel tubing to protect the plastic around the EGR Stovepipe, plug the coolant passages so that coolant does not flow through the failure-prone area of the UIM. Plugging the passages e possibility of internal engine damage from coolant ingestion from a failed UIM. Contact [redacted] for more information: http://www.[redacted].com/forum/privmsg.php?mode=post&u=3779

[redacted] has developed inexpensive modifications to add a heat shield around the hot stovepipe in old and new UIM: described methods for repairing failed UIMs. Contact [redacted] for more information: http://www.[redacted].com/forum/privms mode=post&u=2199

Here are a couple of links showing how BC club members have changed out the UIM and the LIM gaskets:

Boosty & Highlander Intake replacement
http://www.[redacted].com/forum/viewtopic.php?t=47455

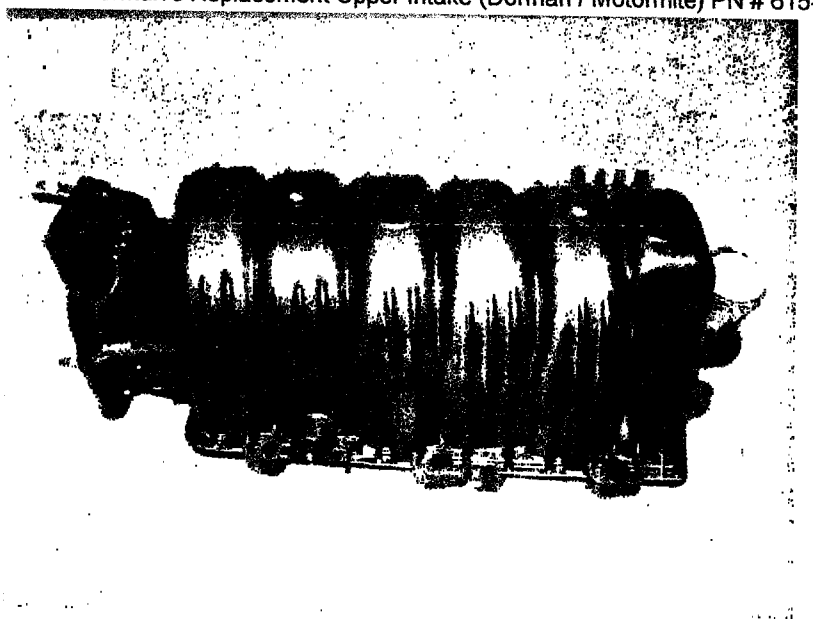
Jr's3800 Intake replacement
http://www.[redacted].com/forum/viewtopic.php?t=37780

Replacement Parts

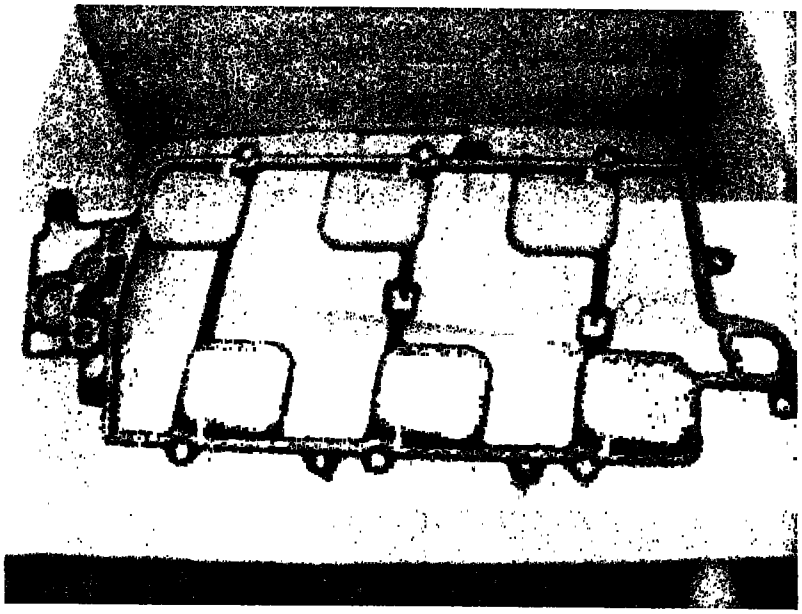
Here is a link to APN's sleeved upper: http://www.automotivepartsnetwork.com/store/pc/viewPrd.asp?idproduct=229679

Here is a picture of the two reduced diameter stovepipes, UIM gasket, and vacuum fitting that are included in the APN kit.

This is Dorman's Replacement Upper Intake (Dorman / Motormite) PN # 615-180.

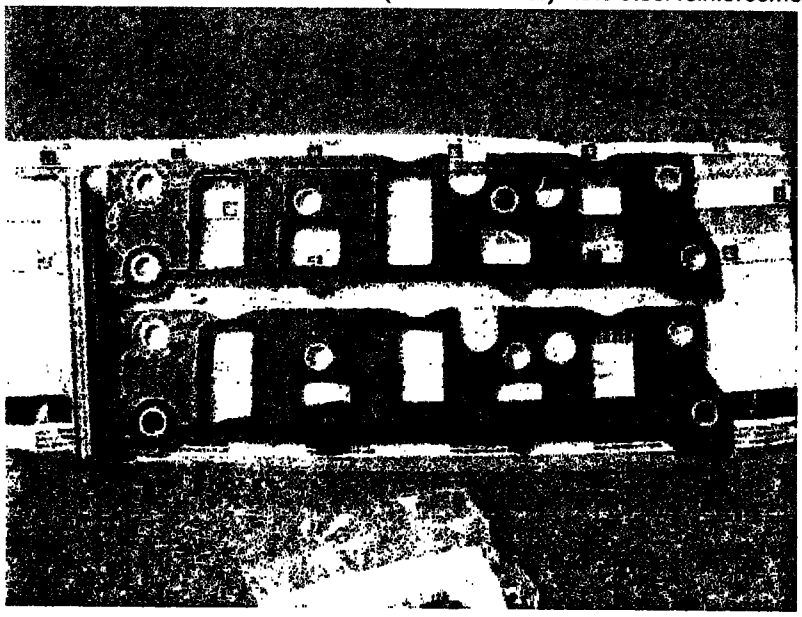


The Dorman kit comes complete with a new upper intake manifold gasket (shown below), throttle body gasket, a new PCV vacuum fitting, and injector o-rings.

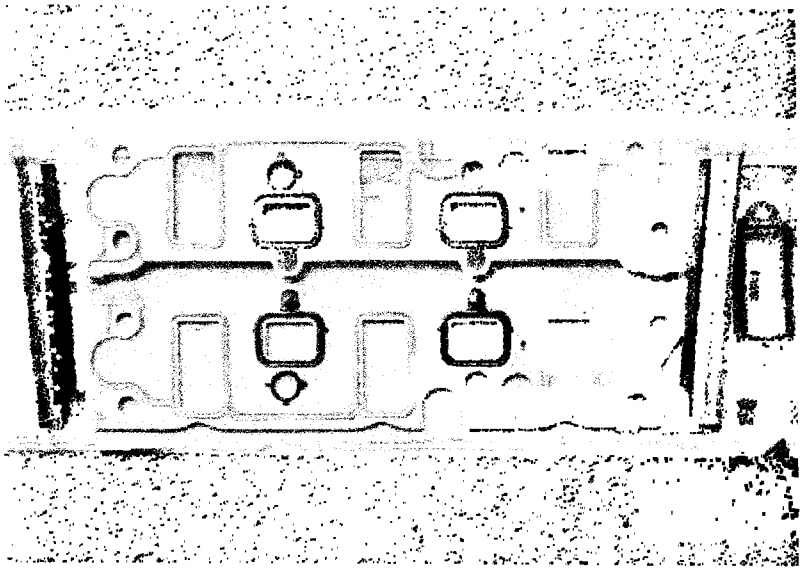


Recently manufactured Dorman units also include two reduced diameter (0.510") aluminum stovepipes that fit into the ¾" b lower intake manifolds and the 5/8" bore of 99-05 lower intake manifolds. The Dorman pipe provides an air gap of 0.123" be pipe and the plastic.

GM Lower Intake Manifold Gaskets (Fel-Pro Similar) Note steel reinforcement rings to prevent overtorque damage to the pl



GM Aluminum Frame Lower Intake Manifold Gaskets. We hope that this newest design will provide the best LIM gasket fix March, 2006, these are available at the dealer for [redacted]



Other Part Numbers

GM Second Design Plastic Frame Lower Intake Manifold Gasket set: PN# 89017400
GM Aluminum Frame Lower Intake Manifold Gasket set: GM PN# 89017816
GM Coolant Bypass Elbow: PN# 24503423
Dorman "help" replacement cooling elbows with o-rings (include two elbows for 99-05 models)
Fel-Pro Lower Intake Manifold Gasket set: # MS95809-1 (2nd design with pins for end seals)

Other links discussing the Upper intake and lower gaskets

Here are the links to various threads that we feel are very important reading.

All H body Owners with a vin K 3800 Series II 3800 engine, go here
http://www[redacted]com/forum/viewtopic.php?t=5349

Upper Intake Failure information, Go here
http://www.[redacted]om/forum/viewtopic.php?t=16562

Upper intake gasket, go here
http://www[redacted].com/forum/viewtopic.php?t=20145

3800 Series II, aftermarket upper intake information. Go here
http://www[redacted]com/forum/viewtopic.php?t=8522

We feel that its very important that this is read by every 3800 series II Vin K owner, regardless of what platform the engine i

I want to thank[redacted]and everyone that had ma intake knowledge possible. Thanks everyone. This continues to be a work in progress so if there are any part numbers you or any more info please PM me,[redacted]. Thanks again"

Subj: **(no subject)**
Date: 4/19/2007 10:15:57 PM Eastern Daylight Time
From: [redacted]
To:

Update, April 24, 2006: *General Motors has been slapped with a class action lawsuit in Canada. The suit comes after this CTV Whistleblower report that revealed problems with a small engine part in millions of GM vehicles. The lawsuit alleges GM is at fault for the failure of intake manifold gaskets in several of its vehicles.*

It's a simple component buried deep under the hood -- in some one million General Motors vehicles sold in Canada alone. It has the potential to cause huge headaches though, for the GM vehicle owners.

It's an intake manifold gasket, put in at the GM factories, in some makes and models between 1995 and 2003. According to GM's own internal service bulletin, the part can "degrade" -- causing coolant to leak -- sometimes into the engine. Several vehicle repair mechanics told CTV that in the worst case scenario, the coolant mixes with engine oil -- making the oil ineffective -- and damaging the engine.

They say in extreme cases, the engines overheat and seize completely -- which means the vehicles need complete engine replacements. Some GM customers have been hit with repair bills of up to $[redacted] -- after their warranties have expired.

"I started to cry," said Ontario resident[redacted], whose 2002 GM Montana needs at least $[redacted] worth of repairs. "I cried and I cried because I thought I don't know how I'm going to pay for this."

[redacted] problems started when her vehicle had less than 100,000 kilometres on the odometer. It was leaking coolant, she said, and her warning light was on. An independent mechanic diagnosed a leaking intake manifold gasket -- and told her she should get it replaced.

Eventually, her GM Montana broke down completely. Now, she needs a new head gasket -- a significant repair.

"I didn't know (how serious that problem was) until my thermostat was over in the red," [redacted] said. "It totally overheated. Because the coolant was gone."

"This is absolutely not normal wear and tear," said [redacted] an independent mechanic who worked as a GM service technician several years ago. He also hosts a call-in cable TV show in Toronto, called "Auto Talk".

[redacted] agrees with several other mechanics, who told CTV they see and hear from GM customers with the same problem almost every day. [redacted] told us he does repairs associated with GM intake manifold gaskets at least once a week -- and says it's the number one complaint he hears during his call-in show.

"It's very well known in our industry that this is a fault," he said. "It's definitely a manufacturing defect."

It turns out that GM has known about the problem for years. CTV obtained copies of four GM internal service bulletins -- from 2001 to 2004 -- warning General Motors dealers about the potential problem. For example, in 2001, GM wrote:

"Some owners may comment on excessive engine coolant consumption, or an engine coolant leak near or under the throttle body area of the upper intake manifold." "Upper intake manifold composite material may degrade...and could result in an internal or external coolant leak."

GM's service bulletins list several vehicles potentially affected -- 23 makes and models manufactured between 1995 and 2003. Since then, GM has come out with a new, improved intake manifold gasket. Still, mechanics say, the old part continues to break down in vehicles that haven't had it replaced.

[redacted] for one, thinks GM should have called all the potentially affected vehicles in for full repairs, when

they first identified the problem.

"I think they should have brought (the affected vehicles) back and fixed it a lot sooner," he said.

"I think this is the biggest problem that I've ever seen with automobile manufacturers," said [redacted] who writes the consumer car guide Lemon Aid. "I really believe it's the biggest problem GM has ever had."

There's an on-line consumer petition – with 11,000 signatures from GM customers – calling for a voluntary "goodwill" recall by GM. In Canada, The Automobile Protection Association has logged 800 complaints. There are class-action lawsuits brewing in the U.S., where Edmonston now lives.

"The way to fight is just simply send a registered letter or an e-mail (to GM)," [redacted] told CTV, during an interview in West Palm Beach, Florida. "If your vehicle is not reasonably durable and has a mechanical defect, any judge on any bench – small claims up to the Supreme Court of Canada – can make that company pay."

[redacted] said he knows of several cases where GM has paid for intake manifold gasket repairs – beyond the warranty period – when customers have made a big fuss. He believes GM should now cover all related repairs, on all its affected vehicles.

CTV asked General Motors several times for an on-camera interview. The company sent a statement instead, which says, in part:

"An intake manifold gasket concern can arise from a variety of causes. It is for this reason that any concern a customer may have beyond the warranty period is handled on a case by case basis," wrote [redacted] director of communications for GM Canada.

He also indicated there will be no voluntary recall of affected vehicles.

"GM does not plan to issue any type of goodwill action regarding the intake manifold gasket situation."

GM vehicles potentially affected (source: GM Technical Service Bulletins):

- 1995-1997 Buick Riviera
- 1995-1998/2000-2003 Buick LeSabre
- 1995-1998/2000-2003 Buick Park Avenue
- 1996-1998/2000-2003 Buick Regal
- 2000-2003 Buck Century
- 2002-2003 Buick Rendezvous
- 1996/1998-2001 Chevrolet Lumina
- 1998-2003 Chevrolet Monte Carlo
- 1997-2003 Chevrolet Venture
- 1999-2003 Chevrolet Malibu
- 2000-2003 Chevrolet Impala
- 1995-1998 Oldsmobile Ninety Eight
- 1995-1998 Oldsmobile Eighty Eight
- 1998 Oldsmobile Intrigue
- 1996-2003 Oldsmobile Silhouette
- 1999 Oldsmobile Cutlass
- 1999-2003 Oldsmobile Alero
- 1995-1998/2000-2003 Pontiac Bonneville
- 1997-1998/2000-2003 Pontiac Grand Prix
- 1996-1999 Pontiac Trans Sport
- 1999-2003 Pontiac Grand Am
- 1999-2003 Pontiac Montana
- 2001-2003 Pontiac Aztec

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXAMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).