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NVS-200

August 22, 2007

NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

2007 SEP -4 AM 6:54

To Whom This May Concern,

On August 9, 2007, my 3 small children, my unborn baby and myself were driving home when my entire brake system failed. Had this happened only a mile before when I was still on a busy highway, a major accident and/or deaths or injuries certainly would have occurred. Our van only has 100,000 miles on it and we have properly maintained our van. I wonder if other vans like ours, 2001 Pontiac Montana, might encounter similar results. Only this time those people may not be so blessed as we were. I have enclosed a letter that I have sent to the CEO at General Motors, Rick Wagoner. Although, I expect them to reimburse me financially, I also expect them to take action to make sure other models like ours are inspected and assured that this will not happen again.

Thank you for your time. Please feel free to call if you need any further information.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Fridley, MN
[REDACTED]
[REDACTED]

ET
09/19/07
KB

August 22, 2007

Mr. Rick Wagoner
GM Corporation
PO Box 33170
Detroit, MI 48232-5170

Dear Mr. Wagoner,

I recently had a situation occur with my 2001 Pontiac Montana that I was sure you would want to know about. I feel confident that you will remedy the situation in regards to our family and look into preventing this from occurring with other 2001 Pontiac Montana owners.

On August 9, 2007, while driving myself, my unborn child and my 3 small children home, my brake system completely failed. I was left frantically honking the horn and pressing the emergency brake. Because I had just turned off a busy highway into a quiet neighborhood, a major accident was avoided. Had this happened just a mile earlier, not only would there have been a major accident, but some or all of my family could have been killed. **This is a serious issue that should not be taken lightly.**

Our van had only 100,322 miles on it. This simply should not happen in this day and age. We have maintained our car and have had repairs done as needed. The brake line began leaking onto the electronic brake control module causing an electrical short.

I purchased my first car in 1995, a Pontiac Grand Am. We were happy with the performance and finally had to retire the car while the car had well over 200,000 miles. (The only major problem we had was the intake manifold gasket. We had this problem with our 2001 Montana as well. I certainly hope GM has since redesigned the system to avoid this consistent problems in their cars.) But overall, I was happy with my car.

This situation is completely different. Some or all of us could have been killed. We are currently looking to replace our Grand Am. Your response will determine whether we will continue to purchase GM vehicles in the future or if we need to switch our loyalty. We need a company that will stand behind such a serious design flaw.

The expenses we had in regards to this incident were \$1,010. My expectation is that we be reimbursed for this amount in an efficient manner and that both you and I can thank God that no one was seriously injured or killed. I also expect you to look into protecting other families who may be close to experiencing the same thing. Attached you will find the invoice from our service center.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Fridley, MN

[REDACTED]

cc: National Highway Traffic Safety Administration