

Mrs. Nicole R. Nason
Administrator,
National Highway Transportation Safety Administration
1200 New Jersey Avenue
W40-300
Washington, District of Columbia, 20590

CL-10214990-2773

2008 JAN -8 PM 1:34

2007 JAN -2 P 12:00



[Redacted]
Chadds Ford, Pennsylvania [Redacted]
[Redacted] (Home)
[Redacted] (Cell)

20 December 2007

Mrs. Nason,

First I want to apologize for bringing this matter to you. This is not something that you should have to deal with as a part of your duties. However, it is not from a lack of requests on the part of myself or my wife regarding this matter. I pray your accommodation.

We have requested, for the past several months, information from our local Senator (via his staff), Arlen Specter, about the status of our request to address a repetitive failure of the front wheel bearings on my wives' 2002 Pontiac.

As the problem occurred, we had the vehicle inspected by the dealership, and repairs performed as required. Each time, I logged on to the NHTSA/ODI web and documented the events, after showing a pattern of repeated failures on her vehicles and others, submitted the data to the General Motors/PMD quality team. By the time the failure occurred the second time, of course, the warranty was void, and they said nothing would be done.

I have not received a reply to my repeated requests for assistance in this matter. My main question for your office would be to know why there has been no reply to our request (via the Senator) from the DOT/NHTSA/ODI, and why the number of vehicles with this problem were not sufficient to prompt an investigation into the matter. Any help would be appreciated, thank you in advance for your assistance.

Sincerely,

[Redacted signature block]

(1) Atch

(1) Copies of database entries at ODI (only for our vehicle, does not include others with the same or similar problems).

[Redacted]

AA
2/10/08
KB

Search Results

Report Date : December 20, 2007 at 06:40 PM
Make : PONTIAC Model : GRAND PRIX Year : 2002
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10107847 Number of Deaths: 0
Date of Failure: January 10, 2005
VIN : 1G2WP12K42F..
Component: POWER TRAIN

Summary:

DEALERSHIP INSPECTION REVEALED WORN/FAILED PARTS. BOTH FRONT HUB BEARINGS AND DRIVER SIDE DRIVE AXLE INBOARD CV BOOT TORN/GREASE ESCAPING. BRAKES OBSERVED WORN FRONT BOTH SIDES. PARTS REPLACED WITH NEW/REMANUFACTURED PARTS. OTHER PARTS ON FRONT NOT EFFECTED BY WORN COMPONENTS. OLD HUBS AVAILABLE FOR INSPECTION, DRIVE AXLES RETURNED TO REMAN. FACILITY FOR CORE RETURN. FRONT HUB BEARINGS BUILT "SEALED FOR LIFE" SHOWED SIGNS OF BOTH GREASE SEAL FAILURE (BOTH SIDES) AND WEAR IN THE VERTICAL PLANE WITH NO MOTION DETECTED HORIZONTALLY, SOME SLIGHT WEAR INWARD AND OUTWARD ON BEARING. WHILE REMOVING OLD PARTS, DETECTED SAME WEAR PATTERN ON BOTH HUB BEARINGS BOTH SIDES FRONT, AND DETECTED SIGNS OF BURNISHED/BLUED SURFACE ON MATING SPLINE OF DRIVE AXLE ASSEMBLY (DRIVERS SIDE ONLY). DETECTED BOTH DRIVE AXLES CV BOOTS RUBBER LOSING THEIR PLIABILITY AND BECOMING VERY BRITTLE. VEHICLE HAS APPROXIMATELY 76,000 MILES ON IT AND WAS USED PRIMARILY HIGHWAY MILES CITY DRIVING. MAJORITY OF MILES ON VEHICLE ON STRAIGHT LEVEL PAVEMENT. NOTICED ON OCCASION SOME STALLING CONDITIONS ON HARD LEFT TURNS (MAX. RADIUS) WHICH HAVE SOMETIMES CAUSED A COMPLETE SHUTDOWN OF ENGINE. SINCE REPLACEMENT OF SAID PARTS, ENGINE/DRIVE TRAIN SEEMS TO BE MECHANICALLY "FLUID" WITH LESS HESITATION/SHIFTING DEMANDS ON THE TRANS AXLE ASSEMBLY. FLUID/FILTER REPLACEMENT IN TRANS AXLE REVEALED HIGHER THAN AVERAGE WEAR INDICATED BY SOFT FORM METALS IN THE PAN AND FILTER CAUSING A NEAR COMPLETE CLOGGING CONDITION. HEAVY FORMATIONS. *NM

Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10148428 Number of Deaths: 0
Date of Failure: November 17, 2005
VIN : 1G2WP12K42F..

Component: SUSPENSION:FRONT:MACPHERSON STRUT

Summary:

THIS IS AN UPDATE TO COMPLAINT 10107847. PLEASE INCLUDE THE FOLLOWING INFORMATION WITH THE PREVIOUS SUMMARY. IN ADDITION TO THE PARTS PREVIOUSLY MENTIONED, AT APPROXIMATELY 84,000 MILES, THE FRONT STRUTS AND THEIR ASSOCIATED MOUNTS REQUIRED REPLACEMENT DUE TO EXCESSIVE WEAR. INDICATIONS WERE FIRST NOTICED FROM A LIGHT TAPPING FROM THE STRUT MOUNT ON PASSENGER SIDE, FOLLOWED BY THE DRIVERS SIDE. REMOVAL AND INSPECTION OF THE STRUTS AND MOUNTS REVEALED THAT THE STRUT MOUNTS HAD LITERALLY MELTED AROUND THE METAL TOP BUSHING AT THE POINT OF ATTACHMENT OF THE

VULCANIZED RUBBER. ALTHOUGH IT DEFORMED AND SEPARATED FROM THE RUBBER, THE MOUNT PROVISIONS RETAINED THE PARTS SUFFICIENTLY ENOUGH TO PREVENT INADVERTENT RELEASE OR OTHER ABNORMALIES EXCEPT FOR THE TAPPING SOUND IT MADE. THE STRUT ASSEMBLIES LOST THEIR DAMPENING ON THE UPSTROKE SIDE AND WERE WEAK ON THE DOWN OR COMPRESSION SIDE (TYPICAL STRUT). *JB

ODI ID Number : 10199344 Number of Deaths: 0

Date of Failure: July 20, 2007

VIN : 1G2WP12K42F..

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

DEALERSHIP FOUND PASSENGER SIDE FRONT WHEEL BEARING FAILURE. DRIVER SIDE FRONT WHEEL BEARING AT MECHANICAL WEAR LIMIT. BOTH WERE REPLACED, AS WELL AS TRANSMISSION MAIN SEALS FROM AGE/WEAR/LEAKAGE AND FRONT PASSENGER SIDE LOWER BALL JOINT. ONE MONTH PRIOR TO THIS REPAIR, THE VEHICLE TRANSMISSION SHUT DOWN WITHOUT WARNING AND NO ELECTRICAL WARNING OR LIGHTS WHILE BEING DRIVEN. BECAUSE RELATED OTHER PARTS WERE REPAIRED PREVIOUSLY AND REPORTED DEFECTIVE VIA THIS SYSTEM ON ODI ID 10107847 AND 10148428 AND DURING THIS REPAIR REPORTED REPAIR TO PONTIAC, THE OTHER ASSOCIATED PARTS WERE IN SPECIFICATION. ONE LOWER PASSENGER SIDE BALL JOINT WAS AT THE MECHANICAL LIMIT DUE TO BAD LOCAL ROADS ON THE PASSENGER SIDE EDGE OF ROAD/POTHoles AND PUBLIC UTILITY ACCESS PATCHES. WORN HUBS (FOR THE SECOND TIME HERE, LISTEN UP) ARE AVAILABLE FOR INSPECTION IF NEEDED. BOTH TIMES THIS OCCURRED, WE NOTICED THE FAILURES EITHER AUDIBLY (HUMMING) OR DURING STATE INSPECTION, OR BOTH, AND IN ALL CASES, THE REPAIR CONDITIONS WERE SET BY THE DEALERSHIP DURING THE INSPECTION PHASE. AT NO TIME DURING THE INSPECTION WERE APOLIGIES OFFERED, OR BETTER PARTS ENGINEERED, TO PREVENT THIS FROM RE-OCCURRING. JUST TOLD THAT THIS WAS A COMMON PROBLEM ON THIS VEHICLE, GOOD THING WE CAUGHT IT BEFORE WE CAUSED AN ACCIDENT (WE?) AND WE CANNOT OFFER A BETTER PART TO FIX THIS PROBLEM PERMANENTLY. THEY SHOULD BE HELD ACCOUNTABLE FOR THE MATERIALS USED TO PRODUCE AND INVESTIGATE MANUFACTURED ITEMS FOR COMPLIANCE WITH MATERIAL(S) ENGINEERING AND SPECIFICATION, AS WELL AS WEAR TESTING DATA THAT MAY HAVE BEEN IMPROPERLY REPORTED TO PRESENT A FAVORABLE OUTCOME OF TEST FAILURE ANALYSIS. *JB

*There is also a closed file at General Motors under this VIN... was closed because they said they had received nothing from anyone else about this... find that very hard to believe.