



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

2008 JAN 31 AM 9:13

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
Chadds Ford, PA [REDACTED]

NVS-211 aae
Ref. # 10214990

Dear [REDACTED]:

Thank you for your correspondence dated December 20, 2007, concerning your Model Year (MY) 2002 Pontiac Grand Prix vehicle. This correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) on January 2, 2008. On December 17, 2007, we received (via e-mail) a copy of your letter dated August 12, 2007, to Senator Arlen Specter's office and began reviewing the concerns stated in that letter. Most recently (January 16, 2008), Gregory Magno, Chief of ODI's Defects Assessment Division, contacted you via telephone to discuss your concerns and ODI's defect screening process. We regret any delays that may have occurred in responding to you.

We had previously received Vehicle Owner's Questionnaires (VOQ) submitted by your wife on January 24, 2005, January 23, 2006, and August 12, 2007. Each of these was reviewed at the time of its receipt by ODI's Defects Assessment Division. ODI receives nearly 40,000 VOQs every year and does not have the capacity to respond to each one. However, each VOQ is reviewed by an investigator within one business day of receipt and is entered into a database where it is considered again along with future reports to identify safety defect trends or recall inadequacies that may require our attention.

In light of your concerns about the performance of the 2002 Pontiac Grand Prix in general, ODI closely reviewed its complaint data for this vehicle. This review included intense scrutiny of all reported crashes and injuries, as well as the circumstances of each VOQ, and led us to conclude that we have no indications of emerging safety defect trends in this vehicle. With respect to your concern about front wheel bearing wear-out, we identified several similar complaints but found that the wear-out was progressive, accompanied by noise that would put the driver on notice of the condition, and did not lead to any vehicle control concerns. As a result, we have no basis on which to open a safety defect investigation at this time. We are sorry we cannot assist you further at this time in this matter, but will continue to monitor the performance of these vehicles.



If further assistance is needed, please contact Mr. Ronald B. Fields, Chief,
Correspondence Research Division, Office of Defects Investigation, at (202) 493-0226.

Sincerely,

A handwritten signature in black ink, appearing to read 'KCD', with a long horizontal line extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement