



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 13, 2008

██████████
Chicago, IL ██████████

NVS-216 nlm
Ref. # 10226154

Dear ██████████:

Thank you for your correspondence dated March 31, 2008, concerning problems you encountered in your model year (MY) 2001 Pontiac Grand Prix. The Illinois Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on April 21, 2008.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We regret any problems you may be experiencing with your vehicle. With regard to NHTSA Campaign No. 08V-118, front valve cover leak. If the safety-related corrective action for the recall has not been performed, NHTSA strongly recommends that work be accomplished on your MY 2001 Pontiac Grand Prix as soon as possible by making an appointment with an authorized Pontiac dealer.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to door leaks, electrical, tie rod ends, a/c odor, ignition cylinder, power steering hose and parking brake problems in MY 2001 Pontiac Grand Prix vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for your information. The information you provided has been



entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning the service problems you reported having with the dealers; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or Better Business Bureau regarding your problems and your rights under State Law.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,



Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:

Motor Vehicle Defects and Recall Campaigns brochure