



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
02-JUN-2008 2008 JUL -3 AM 10:10	Reference No. 10229635
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: DECATUR State: GA Zip Code: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. YES NO
Signature of Owner _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2WR5210X [REDACTED]
Make: PONTIAC Model: GRAND PRIX Model Year: 1999
Date Purchased: _____ Dealer's Name and Telephone Number: _____
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: Antilock Brakes Cruise Control Powertrain: _____
Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING:ENGINE
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05-APR-2008 Failure Mileage: 14000 Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTM19ABC036): _____ Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1999 PONTIAC GRAND PRIX. THE CONTACT RECEIVED RECALL NOTICE NUMBER 07035 IN APRIL OF 2008 AND HAD THE VEHICLE REPAIRED WITHIN THE SAME MONTH. HE PAID FOR THE PARTS FOR THE RECALL REPAIR DUE TO THE SAFETY RISK INVOLVED. AT THE TIME OF THE REPAIR, THE DEALER DID NOT HAVE THE PARTS AVAILABLE; THEREFORE, THEY PURCHASED THE PARTS FROM AN AUTO PART STORE AND REPAIRED THE VEHICLE. THE CONTACT IS CURRENTLY SEEKING REIMBURSEMENT. THE DEALER STATED THAT THEY WILL NOT REIMBURSE HIM BECAUSE THE COST OF THE REPAIR WAS NOT BASED ON THE RECALL. THE RECALL NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 14,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



SAFETY RECALL NOTICE

April 2008



Decatur, GA [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1999 model year Pontiac Grand Prix vehicles, equipped with a 3.8L V6 Supercharged engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

We recently sent you a letter about this issue in March.

IMPORTANT

- Your 1999 model year Pontiac Grand Prix, VIN 1G2WR5210XF[REDACTED] is involved in safety recall 07035.
- Schedule an appointment with your Pontiac dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles have higher front rocker cover gasket temperatures, creating the potential for earlier degradation of the front rocker cover gasket and eventual oil seepage. Certain underhood fires may be caused by drops of engine oil, from seepage or spillage, being deposited on the exhaust manifold through hard braking. If the manifold is hot enough and the oil runs below the heat shield, it may ignite into a small flame and, in some instances, the fire may spread to the plastic spark plug wire channel and beyond. If this occurs, there could be a fire in your vehicle and nearby property.

What will we do?

Your Pontiac dealer will install a new front rocker cover gasket with an improved design from the original gasket, and replace the spark plug wire channel with new retainers. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 55 minutes.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.



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What should you do?

You should contact your Pontiac dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

There are two very important precautions you should take before your vehicle is serviced:

- We strongly recommend you not park your vehicle in a garage, car port, or other structure.
- If you notice a burning odor, you should have your GM dealer inspect your vehicle immediately. The dealer will inspect your vehicle without charge.

For your continued satisfaction with your vehicle, you should know:

- Your vehicle requires premium fuel (91 octane or higher), as stated in your vehicle owner's manual. Exhaust manifold temperatures are higher if regular fuel is used.
- Gaskets, including the new front rocker cover gasket that will be installed in your vehicle, eventually may need replacement. If oil seepage is observed, see your dealer for this regular maintenance.

Did you already pay for this repair?

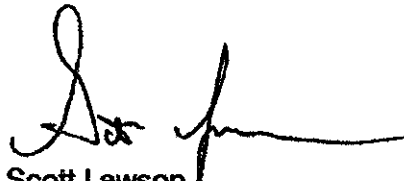
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668). More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07035

COLONIAL BUICK PONTIAC GMC
SPG REPAIR ESTIMATE

ESTIMATE # RO106659

ESTIMATE DATE: 07/26/2005

ESTIMATE COMMENTS:

VEHICLE: Grand Prix

VIN: 1G2WR5210XF

ADVISOR # 405

CUSTOMER #

ADDRESS: 2042 MANNHATTAN PARK

(H)

(B)

(EXT)

DECATUR, GA

CUSTOMER QUOTE

OPERATION: J0301 Valve Cover Gasket, r&r 3.8L S/C 98/03 LH

QTY	PART NUMBER	PART DESCRIPTION	PART PRICE	EXT PRICE
1	GM24503937	GASKET-VL	21.74	21.74
1	GM12346290	COOLANT	25.01	25.01

MISC CODE	MISC DESCRIPTION	QUOTE MIN	QUOTE MAX	PRICE
SS	SHOP SUPPLIES	0.01	28.00	13.33

LABOR \$: 195.69
PARTS \$: 46.75
GOG \$: 0.00
MISC. \$: 13.33
TAX \$: 2.81

SUBTOTAL \$: 258.58

TOTAL LABOR \$: 195.69
TOTAL PARTS \$: 46.75
TOTAL GOG \$: 0.00
TOTAL MISC. \$: 13.33
TOTAL TAX \$: 2.81

ESTIMATE TOTAL \$: 258.58

CUSTOMER SIGNATURE

THANK YOU FOR ALLOWING COLONIAL BUICK PONT GMC INC
TO PREPARE YOUR ESTIMATE.

*****THIS IS A PRELIMINARY ESTIMATE*****
THIS ESTIMATE IS BASED ON OUR INSPECTION OR BY YOUR REQUEST. IT DOES NOT
COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE
COMPONENTS HAVE BEEN DISASSEMBLED. OCCASIONALLY AFTER WORK HAS BEGUN, WORN
OR DAMAGED PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST
INSPECTION. BECAUSE OF THIS, ADDITIONAL PARTS OR LABOR MAY BE NECESSARY AT
AN ADDITIONAL CHARGE. ESTIMATES ARE VALID FOR 30 DAYS AFTER CREATION.

PLEASE CONTACT OUR SERVICE DEPARTMENT AT (770) 962-1200
TO SCHEDULE YOUR NEXT SERVICE OR REPAIR.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's side door or the driver's side door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in a vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. Thank you for your cooperation.

Frank S. Borris, II, Acting Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ





Payment Papers 1

Customer Assistance Center
Pontiac
PO Box 33172
Detroit, MI 48232-5172

May 15, 2008

[Redacted]

Decatur, GA [Redacted]

Service Request: [Redacted]
Customer Relationship Specialist: CJ Parker

Dear [Redacted]

We received your request for reimbursement of the recall repairs you had performed on your 1999 Pontiac Grand Prix. Additional documentation is required in order to process your reimbursement.

Please submit the following to:

Pontiac
P.O. Box 33172
Detroit, MI 48232-5172

- Original or clear copy of the repair order/customer receipt(s). Please make a photocopy for your records.
- Proof of payment for repairs completed. Copies of front and back of cancelled check, bank statement, or copy of charge slip.

If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time.

~~Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.~~

As soon as we receive all of the information, we will continue to review your request.

Sincerely,

Pontiac Customer Assistance Center