



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 12, 2008



Birmingham, MI [REDACTED]

NVS-216 et
Ref. No. 10230650

Dear [REDACTED]:

Thank you for your correspondence dated May 20, 2008, concerning your model year (MY) 2000 Pontiac Grand Prix. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on June 5, 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. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. 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. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

In your letter you question General Motor's (GM) decision to reimburse a portion of your total cost to correct an oil leak on your vehicle. It is important to note that the Motor Vehicle Safety Act provides for reimbursement of certain costs incurred by a consumer. Manufacturers are required to provide reimbursement for only those costs incurred by an owner to remedy a safety defect conditions prior to a recall. In the case of your 2000 Grand Prix, GM limited the defect remedy to replacement of the left (front) valve cover gasket and replacement of the 1-3-5 ignition wire channel. Based on the information available during its investigation of this issue, NHTSA determined GM's actions were sufficient to resolve the issue. A copy of GM's remedy instructions and NHTSA closing report is enclosed for your information.

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,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement