

NVS-200

CG-10230650-2641

[REDACTED]
ATTORNEY AND COUNSELOR

2008 JUN -5 AM 10:11

TELEPHONE [REDACTED]
FACSIMILE [REDACTED]

[REDACTED]
BIRMINGHAM, MICHIGAN [REDACTED]

May 20, 2008

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Pontiac Safety Recall 07035
2000 Pontiac Grand Prix
Michigan VIN 1G2WR5217YF [REDACTED]
Vehicle Owner: [REDACTED]

Dear Administrator:

I am writing you with respect to the above recall and my extreme disappointment with the way this matter has been handled by General Motors. I bought this pre-owned vehicle on April 24, 2007 from a GM dealership, LaFontaine Buick Pontiac Cadillac, Inc.. The title was initially placed in the name of myself and my son, [REDACTED] who was then 17 years of age. I transferred the title to him in October, 2007. He is currently 18 years old, fully responsible for the vehicle and has meticulously cared for its maintenance.

I would also like to give you some personal background so that you don't view this letter as a disgruntled car owner simply trying to increase the offer of settlement made by GM. My father was a designer for GM before he died in 1956. I have owned numerous GM cars for almost 50 years, including Pontiacs, and currently own a Chevrolet Impala. GM has simply dropped the ball on my son's claim and it is inexcusable.

Early in March, 2008, there was a water leak caused by a loose piece of trim which required that the repair be made by a Pontiac dealer. At the time, we also requested a maintenance check on the vehicle. After the minor repair was fully completed on March 7, 2008, I drove him to the local Pontiac dealer so he could pick up his car. Before we left, one of the technicians at the dealership volunteered that while performing the maintenance check they noticed a major oil leak. After the vehicle was placed on a hoist, we were told that there was probably a major mechanical problem which likely would cost thousands of dollars to repair.

ET
06/05/08
10:11
KB

Although I saw a major oil leak that was causing the lower part of the engine to become covered in oil, I did not ask for a formal estimate because both my son and I were unwilling to invest that much additional money in a used car. As an alternative, we decided to get a second estimate on March 11, 2008 from a well respected neighborhood automotive repair business, Sol's Complete Car Care, Inc. Rather than thousands of dollars, they properly diagnosed the problem as a valve cover gasket replacement repair and completed the repair for \$409.93. (See Attachment). Thereafter, the vehicle has had no oil leak or any additional mechanical problem relating to the needed repair.

However, shortly after the required repair was completed, my son received a preliminary letter from GM dated March, 2008 entitled "Important Safety Notice" advising him that GM would "...soon announce a safety recall" and that "...fires may be caused by drops of engine oil being deposited on the exhaust manifold through hard braking. " (See Attachment) This was the precise problem which we had just had fixed and we were relieved that no fire had occurred before the repair was properly diagnosed.

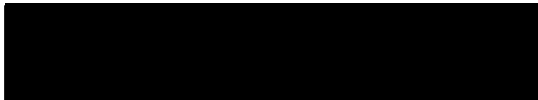
When a "Safety Recall Notice" was mailed out by GM in April, 2008, we were happy to receive it because it provided a mechanism for reimbursement for the repairs that had already been made on the vehicle. (See Attachment) My son promptly filled out and returned the "Customer Reimbursement Claim Form" on May 1, 2008 and included the paid receipt for the repair. (See Attachment) We expected a full reimbursement.

On May 12, 2008, my son received a voice mail message concerning the Claim which he had filed. He called the toll free number and talked with a representative that he believed was out of the United States. First, the individual was confused by the receipt from Sol's Complete Car Care, Inc. because it contained other estimated car repairs which were never approved and never done. Secondly, the individual handling the claim said that they would only pay a part of the repair cost because a GM dealership would have only needed 1 hour to do the full repair.

Shortly after this phone call, I received a letter from GM along with a check for \$163.60 which is about 40% of the actual repair cost. As I first indicated in my letter, I am extremely disappointed with the way this recall and reimbursement was handled. After first getting an inflated repair estimate from a Pontiac dealer before the recall, we acted responsibly and decided to get a second estimate rather than trading the vehicle. Luckily, we got a second reasonable estimate on the needed repair and, by promptly getting the repair, may have avoided a fire. I view the reimbursement check which was sent to my attention as not only inadequate, but a low ball attempt to remedy a situation which GM should bear 100% responsibility.

I would appreciate it if you would let me know what administrative or other alternatives might still be available to get a full reimbursement from GM under the National Traffic and Motor Vehicle Safety Act or through another method.

Very truly yours,

A black rectangular redaction box covering the signature of the sender.

RAL/cl

Enc.

cc: Scott Lawson
General Director
Customer and Relationship Services



Important Safety Notice

March 2008

[REDACTED]
Huntington Woods, MI [REDACTED]

Dear [REDACTED]

Part of our commitment to you is providing important information whenever a specific concern or problem may affect your vehicle.

GM will soon announce a safety recall to correct an issue that may cause a fire in your 2000 model year Pontiac Grand Prix with the 3.8L supercharged engine.

The purpose of this letter is to explain this issue, what GM is doing to correct it, and what you can do immediately to reduce the potential for injury.

We believe that the fires may be caused by drops of engine oil 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. This may have occurred in about one in one thousand vehicles.

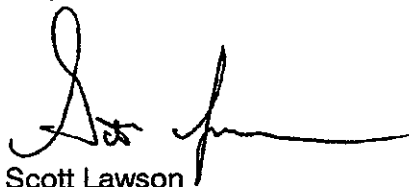
We are currently working with our suppliers to obtain sufficient parts so we can launch a full recall to address this situation.

Please know that we understand the concern this may cause and the need to correct it as quickly as we can. Until we are able to do so, there are three very important precautions you should take:

- 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 Pontiac dealer inspect your vehicle. The dealer will inspect your vehicle without charge.
- Use premium fuel (91 octane or higher) in your vehicle, as recommended in your vehicle's owner manual.

If you have any questions or need any assistance, please call the Pontiac Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday. It can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.



Scott Lawson
General Director,
Customer and Relationship Services



Sol's Complete Car Care, Inc.
4200 W. 11 Mile Rd.
Berkley, MI 48072
(248) 545-5350

Page 1

ACTUAL By: _____ INVOICE# : 72418
NAME : _____ DATE : 03/11/2008
COMPANY : _____ YEAR/MAKE : 2000 Pontiac
ADDRESS1 : _____ MODEL : Grand Prix
ADDRESS2 : _____ LICENSE/ST: _____
CITY/ST/ZIP: Huntington Woods, MI _____ COLOR : Silver
HOME PHONE : _____ ENGINE : 3800 SC II
WORK PHONE : _____ MILEAGE : 89651

DATE IN : 03/10/2008 TIME IN : 13:27 PROBLEM : oil leak
DATE OUT: 03/11/2008 TIME OUT: 09:52 YOUR REF:
----- State Registration No. F-132662

CODE-----	DESCRIPTION-----	QTY----	UNIT	PRICE--	EXTENDED--
D	Scott 248-420-6139				RC
LABOR	replace valve cover gask-	3.50	HOUR	82.00	287.00
D	ets				
PARTS	JFVS50465R gasket set	1.00	EACH	106.54	106.54
SU	Shop Supplies	1.00	EACH	10.00	10.00
D	ck price to install sway				
D	bar kit (owners)				
LABOR	replace sway bar kit	2.20	HOUR	82.00	180.40RC
D	OK S.L.\$400.00 4.30 pm				
TUNE	Tune eng Plus parts	1.50	HOUR	82.00	123.00RC
PARTS	plugs	6.00	EACH	9.00	54.00RC
LABOR	replace ignition wires &	2.00	HOUR	82.00	164.00RC
D	2 coils				RC
PARTS	ignition wires	1.00	EACH	65.00	65.00RC
PARTS	coils	2.00	EACH	77.00	154.00RC

=====

LABOR:	287.00	PARTS:	116.54	S.TAX:	6.39	TOTAL :	409.93
						PAID :	0.00
						DUE :	409.93

APPROVED BY: _____
TECHNICIAN : _____

CERTIFICATION: X

All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300). You are entitled to a copy of this order at the time of your signature. I hereby authorize the above repair work to be done along with necessary material, and hereby grant you and/or your employees permission to operate the car, truck, or vehicle on the streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto: X _____

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control. You are entitled by law to return of all parts replaced, except those which are too heavy or too large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the parts which cannot be returned to you. 12 Month 12000 mile warranty on Parts and Labor.

SOL S COMPLETE CAR CAR
4200 W 11 MILE RD
BERKLEY, MI 48072

11:05:09

000000000360445
00707571

03/11
Merchant ID:
Terminal ID:
05550002

DEBIT CARD
EDS SALE

CARD #
INVOICE
Batch #:
Approval Code:
Entry Method:
Approved:

SALE AMOUNT

562202
Swiped
Online

\$409.93

CUSTOMER COPY



SAFETY RECALL NOTICE

April 2008



Huntington Woods, MI [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 2000 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 2000 model year Pontiac Grand Prix, VIN 1G2WR5217Y [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.



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

**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?**

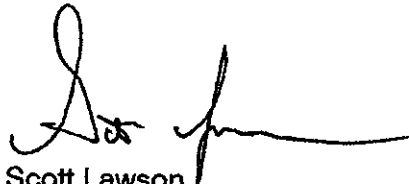
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**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



Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 5/1/08

17-Character Vehicle Identification Number (VIN): 1G2WRS217YF [REDACTED]

Mileage at Time of Repair: 89651 Date of Repair: 3/11/2008

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Huntington Woods State: MI Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 409.93

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:
1-800-204-0261

Customer Reimbursement Procedure

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt of all required documents.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll free telephone number provided at the bottom of the form. If you have any questions or need assistance with any other concern, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





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

May 12, 2008

[REDACTED]
Huntington Woods, MI [REDACTED]

Service Request: 71-625536872
Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]:

Thank you for contacting us recently regarding the recall notice you received for your 2000 Pontiac Grand Prix. We apologize for any inconvenience you have experienced as a result of this recall.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the valve rocker arm cover gasket that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the recall. We have enclosed a check in the amount of \$163.60.

In order to assure completion of this recall, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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.

Sincerely,

Pontiac Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations

General Motors Corporation
Disbursements (2613)

Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. [REDACTED]

50-2

DATE
05/13/08

AMOUNT

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

HUNTINGTON WOODS

MI

SIGNATURE

Chase Manhattan Bank, N.A.
New York, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/13/08

DOR
S NO. BB 000000041

1

DOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2WRS217YF [REDACTED]	05/12/08	VM 1-ACFFE8 1-ACFFE8	00.0000	[REDACTED]	[REDACTED]	[REDACTED]

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. FOR QUESTIONS CALL 800-462-8782

W3

TOTAL

.00