

CL-10230669-7035

Ronald B. Fields, CHIEF

Correspondence for defects Investigation JUN -6 AM 9: 02

May 31st, 2008

February 28th 2008 I sent an inquirer to the attorney General asking for someone to look into G.M. handling of claims for an Intake manifold problem that has involved over 7,000 vehicle from 1992 thru 2007 and my letter was forwarded to the NHTSA.

You received my correspondence on April 28th 2008 and in your letter of response dated April 30 you dismissed my claim as not falling within the meaning of statutes.

I would assume this to mean you do not think this problem would be life threatening so I would like to take this opportunity to explain what would happen if water got into the oil from a leak in the manifold gasket (this is a common problem with GM engines). We had noticed a smell of antifreeze going on with our 1996 Pontiac Transport van but even though I was a mechanic for over thirty years I could not locate the problem, because it was internal not external. My wife was on an Interstate highway and the internal manifold leak filled the oil pan with water which in turn froze the main bearings to the crankshaft and at 50 MPH the car locked up and my wife had to take evasive actions to avoid being rear ended by a SEMI, of which she ended up straddled the gully on the side of the road. We were very fortunate because she had a wide variety of driving experiences from being a racecar driver and kept her head through the ordeal. Our friends wife was not so lucky as her car had the same problems a year later to ours and she lost her life on the Toll way as she was hit by 3 cars that were following and could not stop to avoid a violent collision all caused by a leaky intake manifold gasket.

Our next experience was with our 2001 olds silhouette and it was external so an oil change attendant spotted the problem and we felt it could not wait for an appointment with the GM dealer so we took the van to a friend and he did the job that day.

Through both experiences we took our vehicles to our mechanic of over 30 years and to our dismay found out GM was discriminatory in paying for these claims as GM will only pay for the manifold gasket replacement if it is done at a certified GM dealer.

Our 1995 transport van is starting to do the same thing and at this time I have tightened all the intake manifold bolts and the leaking has subsided. I am assuming the van will need attention in the near future.

I would like you to define in detail what your statutes are. This happens to be a life or death matter and with over 7,000 Fixes to date this should be a recall matter because I am sure other peoples car have locked up because of the GM brush-off.

COPIES ARE INCLUDE WITH THIS LETTER

cell # [redacted]
Home [redacted]

RESPECTFULLY

[redacted]
sandwich ILL
[redacted]

AA
06/06/08
8:55
KB



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 30, 2008

[REDACTED]

Sandwich, IL [REDACTED]

Dear [REDACTED]:

NVS-216 aae
Ref. # 10223909

Thank you for your correspondence dated February 28, 2008, concerning your model years (MY) 2001 Oldsmobile Silhouette and 1996 Pontiac Transport vehicles. 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 2, 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.

The type of failures you described for MY 2001 Oldsmobile Silhouette and 1996 Pontiac Transport does not represent a safety defect within the meaning of our statutes. 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>.

In regards to your reimbursement request, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency and Better Business Bureau. We recommend you continue to work with the Illinois Office of the Attorney General regarding request.

<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

STATE OF ILLINOIS

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO. 1GHDX03E31D
 YEAR 2001 MAKE OLDSMOBILE MODEL SILHOUETTE BODY STYLE SPORT VAN TITLE NO.
 DATE ISSUED 11/28/06 ODOMETER 26413 CCM PURCHASED USED PURCHASE DATE 11/06/06
 MAILING ADDRESS MOBILE HOME SQ. FT. TYPE OF TITLE ORIGINAL



STATE OF ILLINOIS

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO. 1GMDU06L9ST
 YEAR 1995 MAKE PONTIAC MODEL TRANSPORT BODY STYLE SPORT VAN TITLE NO.
 DATE ISSUED 07/05/06 ODOMETER CCM PURCHASED USED PURCHASE DATE 05/31/06
 MAILING ADDRESS MOBILE HOME SQ. FT. TYPE OF TITLE ORIGINAL

GAMMY15



60548



SANDWICH, IL



2006 Illinois Registration Identification Card
 Jesse White, Illinois Secretary of State

RM1M12/02/05:12:0487: 85.00 CK

GAMMY15 6M4131355 ZR 1206

Vehicle Year 1996	Vehicle Make PONTIAC	VIN 1GMDU06EXTT
Weight or CC's	Body Style VAN	Application Type PASSENGER
Axes	Leased/Rental	Unit Number
File Number	County 050	LA SALLE
Drivers License Number(s) or FEIN(s)		Expiration Date DECEMBER 31, 2006
Renewal Fee Due		
Official Use Only GAMMY15		