



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 22, 2008

[REDACTED]
[REDACTED]
Cromwell, CT [REDACTED]

NVS-216 et
Ref. No. 10235010

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 1998 Pontiac Grand Prix. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on July 17, 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.

In your letter you mention that you encountered customer service problems while seeking reimbursement for a vehicle defect. We sympathize with you concerning the service problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The 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>.

With regard to the gasket leak mentioned in your letter, we have reviewed our database in an effort to identify whether a safety defect trend exists concerning intake manifold gasket leaks in MY 1998 Pontiac Grand Prix vehicles. At this time, there is insufficient evidence to warrant



opening a safety defect investigation. However, there is a Technical Service Bulletin (TSB) issued by General Motors (GM) concerning this issue. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Neither GM nor NHTSA has determined that the vehicles in question contain such a defect. Therefore, NHTSA cannot require GM to perform the corrective action described in the TSB on your vehicle at no cost to you.

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, reading "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