

8-13-08

CL-10242611-7543

2008 SEP 11 PM 12:00

To Whom it May Concern,

2008 AUG 20 PM 12:00

I received a recall notice from Pontiac for my 1999 Pontiac Grand Prix (see Attached). The April 2008 recall related to to inadequate front rocker cover gaskets and resulting oil seepage. Prior to the recall, I had a history of oil seepage with my car. In 2007, I had major engine problems with my car and was told my spark plugs and ignition wire set were oil drenched & needed to be replaced. The subsequent recall notice for the faulty gasket, with resulting oil seepage, explained why oil had drenched my plugs & plug wires. The recall notice indicates you will be reimbursed "if you have paid for repairs for the recall condition". I submitted the reimbursement form to Pontiac for the \$272.48 I paid for the replacement of the plugs & plug wires, which were damaged due to oil seepage resulting from the faulty gasket that was recalled. Pontiac declined my request for reimbursement, stating the parts I had repaired weren't the recalled items. The gasket was faulty & Pontiac states in the recall letter that this leads to oil seepage, etc. The seepage causes my plugs & plug wires to be destroyed

ET
2:11
9/11/08
NJ

yet Pontiac says they will only reimburse for the recall item itself AND NOT the damage that it has done. This is ridiculous and I hope you will hold Pontiac/GM accountable for putting in faulty gaskets on this line of cars & reimbursing the consumer for the damage the bad part caused.

THE LETTER OF recall states that any disputes with Pontiac should be brought to your attention. It is my hope that you can rectify my dispute with Pontiac. If the manufacturer is forced to recall a defective part, they should be responsible for damages that part causes the car buyer. Pontiac is the one that screwed up here and they should pay for their mistake, not me. I have attached copies of all relevant documents.

Thank You,

[Redacted Name]

PHONE: [Redacted]

Address: [Redacted]

Sparks, MD [Redacted]



SAFETY RECALL NOTICE

REC 6-10
10 AM
2 hrs

Anderson Pontiac
10139 York
Cockeysville
403 1300

April 2008

[Redacted]
[Redacted]
Sparks Glenco, MD [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 1G2WR1219X [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.



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?

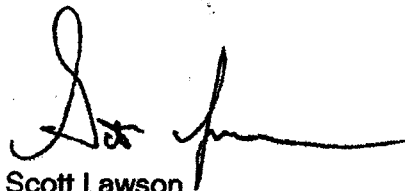
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

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



6-29-08

To Whom it May Concern,

I PURCHASED MY GRAND PRIX GTP BACK IN 1999
WITH NO EMPLOYEE DISCOUNT. DURING THE YEARS
OF OWNERSHIP, SEVERAL AUTO MAINTENANCE & REPAIR
SHOPS (Jiffy Lube, ETC) HAVE POINTED OUT THAT I HAD
AN OIL LEAK. I HAVE ALSO HAD TO ADD OIL OCCASIONALLY.

IN SEPTEMBER OF ²⁰⁰⁷ ~~1997~~, AT 95,629 MILES, I EXPERIENCED
MAJOR PERFORMANCE PROBLEMS. THE REPAIR SHOP SAID
THE SPARK PLUGS & THE FIVE WIRES (IGNITION WIRE SET)
WERE OIL DRENCHED, BAD AND NEEDED TO BE REPLACED.

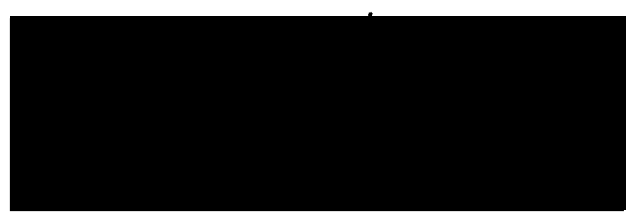
THE MASS AIR FLOW SENSOR WAS ALSO BAD AND
NEEDED TO BE REPLACED. I HAD ALL THE REPAIRS
DONE. IN APRIL OF 2008, I RECEIVED THE
RECALL NOTICE RE: THE GASKET PROBLEM AND RESULTING
OIL SEEPAGE. THE GASKET PROBLEM AND RESULTING
OIL SEEPAGE EXPLAINS WHY MY SPARK PLUGS

and ignition wires got OIL SOAKED & DAMAGED
 I AM REQUESTING REIMBURSEMENT FOR THE COST OF
 THE SPARK PLUGS AND IGNITION WIRES, PLUS THE
 CORRESPONDING LABOR CHARGE (SEE ATTACHED REPAIR BILL)

IGNITION WIRE SET	\$66.56
6 SPARK PLUGS	55.92
LABOR TO REPLACE WIRES + PLUGS	<u>150.00</u>
TOTAL	\$ 272.48

I AM ALSO SENDING A COPY OF THIS LETTER TO THE
 ADMINISTRATOR OF THE NASH HWY TRAFFIC SAFETY ADMIN
 IN DC.

THANKS,



Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 6-29-08

17-Character Vehicle Identification Number (VIN): 1G2WR1219XF [REDACTED]

Mileage at Time of Repair: 95629 Date of Repair: 9-13-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: SPARKS State: MD Zip Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 272.48

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

MAILED
← 6-30-08



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).



BABCOCK'S SERVICE CENTER

237 COCKEYSVILLE ROAD
COCKEYSVILLE, MD 21030

PHONE: 410-785-2770

PHONE: 410-785-2776

FAX: 410-785-9593

- NO START -

(C)
(Mile)

NAME	[REDACTED]	DATE OF ORDER	091307
ADDRESS	[REDACTED]		
CITY	SPARKS		
CUSTOMER'S ORDER NUMBER		SERIAL NUMBER	62WR1219XF
YEAR, MAKE AND MODEL	1999 Pontiac EP	LIC	[REDACTED]
	Black	MOTOR NUMBER	3.8LSC
		SPEEDOMETER	95629

QTY.	PART NO. AND DESCRIPTION	AMOUNT	DESCRIPTION OF WORK - LABOR	AMOUNT
			LUBE OIL & FILTER	-
1	IGNITION WIRE SET	6656		
6	SPARK PLUGS	5592	ENGINE ANALYSIS	
			SCOPE of SCAN tool System for	6995
1	5QT LUBE OIL & FILTER	2595	FAULTS	15000
			REPAIR FAULT SPARK PLUGS & IGNITION WIRES	
1	MASS AIR FLOW SENSOR	27310	REPAIR MASS AIR FLOW SENSOR	3750
	FUTURE NEEDS		Sug Upper intake cleaning	
	BELTS - BOTH -			
	UPPER INTAKE CLEANING			
			GAS	TOTAL LABOR 25745
			GEAR LUBE	TOTAL PARTS 42153
			GREASE	SHOP SUPPLIES 2-
				Environmental Costs 2-
			I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle(s) for purposes of testing, inspection or delivery at my risk. An express mechanics lien is acknowledged on above vehicle(s) to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.	
			SIGNATURE	OUTSIDE REPAIRS
				TOWING
				TAX 2117
				TOTAL 70415

CUSTOMER'S RIGHTS (State of Maryland)

- The customer may request a written estimate for repairs which cost in excess of \$50.
- The customer may not be charged any amount ten (10) percent in excess of the written estimate without his consent.
- The customer is entitled to the return of any replaced parts except when parts are required to be returned to the manufacturer under a warranty agreement.
- Repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

90 DAYS PARTS AND LABOR WARRANTY

SERVICE CENTER
227 DOCKEYSVILLE RD
DOCKEYSVILLE, NC 27830

TERMINAL I.D. : 035980

MERCHANT #: 09590650

883.85



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

July 9, 2008

[REDACTED]

Sparks, MD [REDACTED]

Service Request: 71-642971583
Customer Relationship Specialist: John Schnitzer

Dear [REDACTED]

Thank you for contacting us recently regarding the recall notice you received for your 1999 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 cover gasket that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this recall. The valve cover gasket was already replaced by the dealer under the recall.

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

Sincerely,

Pontiac Customer Assistance Center