



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

2009 MAR 16 PM 5:40

Date Received  
 29-DEC-2008

Repository   
 Reference No.  
 10253074

**OWNER INFORMATION (Type or Print)**  
 Name [REDACTED]  
 Address [REDACTED]  
 City CHURCHVILLE State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
 Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.  
 Signature of Owner [REDACTED] Date 01/29/09

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of vehicle or driver's side: 1G2NW12E81M [REDACTED]  
 Make PONTIAC Model GRAND AM Model Year 2001  
 Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 6 Fuel Type: GAS  
 Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]  
 Transmission Type AUTO  Antilock Brakes  Cruise Control  Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 17-DEC-2008

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING  
 Failure Mileage 80300 Failure Speed 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
 DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
 Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

**Narrative Description of Incident(s), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2001 PONTIAC GRAND AM. DURING ROUTINE MAINTENANCE A TECHNICIAN STATED THAT UNDER PRESSURE OF THE INTAKE MANIFOLD WAS INOPERABLE AND NEEDED TO BE REPLACED. THE CONTACT WAS RESPONSIBLE FOR THE REPAIR COST WHICH EXCEEDED \$700.00. THE FAILURE AND CURRENT MILEAGES WERE 80,300.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

January 28, 2009

U.S. Dept of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Hello,

We have completed and enclosed the form you forwarded concerning my complaint. Additionally enclosed are two letters that were sent to General Motors and a copy of the DexCool Settlement notice. I forwarded the letters to GM with a return receipt requested.

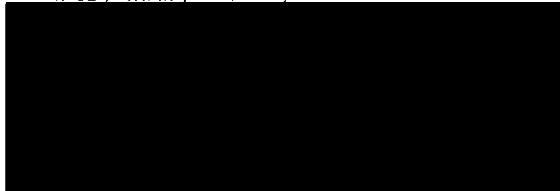

Shortly after the first letter was sent I received a phone call from Pontiac Customer service during which their employee told me that the only recourse was the DexCool settlement. I told her that the end date for problem participation was during May 2008 and that my daughter's problem did not occur until December 2008. The Pontiac rep said there was nothing else available, so I asked that she write a letter stating these facts and she said she could not provide any correspondence. Later that day I sent the second letter to GM care of the President and to this date I have received no response. (Bail out must be more important than customer satisfaction.)

Prior to the letters I had called the DexCool settlement phone number and they had given me the May cut-off date for settlement participation, I asked if anything was being done for problems after May 2008 and the individual said that if any lawsuits were been filed she did not know.

This seems to be a massive problem within the GM manufacturing process. I don't know how many are in the settlement process but an on-line site contains the disgruntled comments of many dissatisfied GM owners.

Please do what you can for my daughter and all the others involved, we would be happy to join a class action suit to recover expense.

Very Truly Yours,

  
Churchville, NY 

January 6, 2009

General Motors Corporation  
Office of the President  
PO Box 33170  
Detroit, MI 48232-5170

Good Morning:

On December 29, 2008 I sent a copy of the attached letter to your Pontiac Customer Assistance Center and this morning a pleasant lady called me regarding my correspondence. To say that I was less than satisfied with her response would be a gross understatement. Initially she said that a third party was handling these problems and she wanted to provide me with information concerning the Dex Cool Litigation Settlement Administrator. I thought I was clear in my letter that my daughters' problem occurred after the settlement cut off date, which was in May 2008. The gasket on my daughters' car failed in December 2008, at mileage of about 80,000.

The lady could provide no other help and said she could not forward to me a letter regarding her response. I find that interesting.

I would appreciate some positive resolution to the gasket problem as soon as possible, in the form of expense reimbursement. As stated in my earlier correspondence I personally am waiting for money from the Dex Cool Settlement on a car I owned that had the same problem.

Thank you for your prompt response in this regard.

Very Truly Yours,

\_\_\_\_\_  
[REDACTED]  
Churchville, NY [REDACTED]

December 29, 2008

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

Hello:

My daughter [REDACTED] currently owns the following vehicle:

2001 Pontiac Grand Am GT  
1G2NW12E81M [REDACTED]

Recently she needed to add coolant to her auto, so when she was having her oil and filter changed she asked that the mechanic check to her coolant level. We got a call from the repair facility that under a pressure check it was found that the intake manifold gasket was leaking and needed to be replaced. Before we authorized the work to be done I called a dealership in the Rochester area to find out if this was a recall situation; I was told it was not.

I had previously owned a 1999 Buick Skylark that had the same problem and I am now involved in the DexCool Settlement and I hope to get back some of the repair expense. On-line I also see that this gasket problem is on-going. Since my daughters repair was done on 12/18/08 it does not qualify for the settlement process.

I have included a copy of this vehicles current registration and a copy of the repair bill. We would very much appreciate a reimbursement of this expense since it is not an isolated incident type of malfunction and could have become a safety issue.

Please forward your check in my daughters' name at your earliest opportunity. We have always been loyal GM customers and in a family of four there are four registered GM vehicles.

Thank you for your prompt attention in this matter.

Very Truly Yours,

[REDACTED]  
Churchville, NY [REDACTED]

*JAVA DEX COOL*

## If You Owned or Leased any of the GM vehicles below, You can receive cash back for certain repairs.

In a class action settlement, GM will reimburse class members from \$50 to \$800 for certain repairs. Repairs within the earlier of seven years or 150,000 miles after the date of original vehicle ownership or leasing are covered.

### What is this about?

Lawsuits claim that Dex-Cool in the vehicles listed below caused problems with the vehicles' engines or cooling systems and that certain engine components were defective. GM denies that Dex-Cool caused problems and that any engine components in the vehicles were defective.

### What repairs are covered?

Repairs vary by vehicle. To determine whether you may receive cash back for a repair, contact the Settlement Administrator or the website listed below. Generally, the covered repairs include lower intake manifold gaskets for 3.1L and 3.4L vehicles; engine sealability repairs for 3.8L vehicles (L36); and repairs related to engine sludge for 4.3L vehicles.

### Who and what vehicles are covered?

You may be able to file a claim if you ever owned or leased, for personal use, one of the vehicle models listed below and paid for a covered repair. Check the website to see if your vehicle model may also be included in the settlement.

#### CERTAIN 3.1- AND 3.4-LITER ENGINE GROUP: MODEL YEARS 1995 - 2003

Buick *Century, Rendezvous, Regal, Skylark*  
Chevrolet *Impala, Lumina, Malibu, Monte Carlo, Venture, Corsica, Beretta, Lumina APV*  
Oldsmobile *Alero, Cutlass (Supreme and Ciera), Silhouette*  
Pontiac *Aztek, Grand Am, Grand Prix, Montana, Trans Sport*

#### CERTAIN 3.8-LITER (L36) ENGINE GROUP: MODEL YEARS 1995 - 2004

Buick *LeSabre, Park Avenue, Regal, Riviera*  
Chevrolet *Camaro, Impala, Lumina, Monte Carlo*  
Oldsmobile *Eighty-Eight, Intrigue, LSS, Ninety-Eight*  
Pontiac *Bonneville, Firebird, Grand Prix*

#### CERTAIN 4.3-LITER ENGINE GROUP: MODEL YEARS 1995 - 2000

Chevrolet *Blazer, Chevrolet S-10*  
GMC *Envoy, Jimmy, S-15*  
Oldsmobile *Bravada*

### What should I do?

Get the complete information below and decide on your legal right to:

- Remain in the settlement and file a claim, object to or comment on the settlement. If you stay in the settlement you will be bound by the Court's rulings. You must file your claim by **October 27, 2008**.
- Exclude yourself and keep your right to sue GM on your own. You must exclude yourself or object/comment in writing by **August 13, 2008**.

The Court has appointed Counsel to represent everyone. If the settlement is approved, GM will pay them separately. You can also hire your own attorney at your own cost.

The Court will determine whether to approve the settlement at a Fairness Hearing on August 29, 2008 at 11 a.m.

If you purchased your vehicle in Missouri, a different hearing date applies to you. See below.

For complete information and a Claim Form or for updates to this Notice:

Call: 1-866-245-4291 Visit: [www.dexcoolsettlement.com](http://www.dexcoolsettlement.com)

Or Write: Dex Cool Litigation Settlement Administrator  
P.O. Box 9239, Dublin, OH 43017-4639

The  
chole-  
type  
gym. I  
make re-  
tine. Plan on  
routine thr-

