

**COPY**

Jan 23, 2009

2009 FEB 11 PM 1:46

CIL-10259008-7604

Attn: Tom Burley

**FAXED**  
01/23/09

Fax 949-328-0273

From: [REDACTED]  
Wk# [REDACTED] 8-5 M-F  
Hm# [REDACTED] aft 6pm  
[REDACTED]

To Follow: 10 pages

- 1<sup>st</sup> visit to Fladeboe Service dept to get required recall of front rocker arm gasket replaced. Told replacement not needed. And If I pay \$75, Svc dept would steam clean engine to verify poss oil leak.
- 2nd visit to Fladeboe Service dept to get required recall of front rocker arm gasket replaced. Told if I invest \$400 to replace a seized belt tensioner problem on left side of engine so that the Svc tech could get to the recalled gasket area.
- GM Service internet print of GM Corp required steps to replace this front rocker arm gasket.

Tom we met Sat 1/17 with Finance Mgr Edwards and spoke on Sunday 1/18 and after explaining my unnecessary car fire experience with my 5yr old, due to negligence and greed of your service dept. wanting me to spend \$ before a recall was fixed on things not needing fixed, I was assured we should be

Mc  
1-23-09  
NJ

able to work together on this together, all I have asked for is a car to get to work. Please call me today at wk# [REDACTED] or tonight after 6pm hm# [REDACTED] and let me know if you or your Mgr Jim in Svc dept is going to do the right thing on this grossed mis-conduct of customer service treatment, putting me on the road with a fire hazard recall car twice, noticing child's car seat in the back seat.

Thank you for your time,  
[REDACTED]

On 4/23/09 I spoke to Tom Berley and he had fwd. all the attached documents to the General Mgr. Pat Thomas to Review. They will contact me Mon. 4/26.



Irving, 92618  
949-830-7600  
SVC. Reg. Ref. 71-612449  
356  
Peter 8AM

**Important Safety Notice**

March 2008

[Redacted]

Las Vegas, NV [Redacted]

#  
VIN 1G2W3521F

Dear [Redacted]

Rec'd 3/18/08 \* CLD 3/18 630-7662

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 2001 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.

Don Thomas  
866-790-5600  
x13850

Scott Lawson  
General Director,  
Customer and Relationship Services





Pontiac  
P.O. Box 909989  
Milwaukee, WI 53209-9989



[Redacted]

[Redacted]

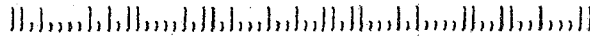
LAS VEGAS, NV [Redacted]

991 NFE 1 9071 00 09/15/08  
NOTIFY SENDER OF NEW ADDRESS

[Redacted]  
DANA POINT CA [Redacted]

BC: \_\_\_\_\_

19



# Fladeboe

18 Auto Center Drive *LEE RYER*  
 Irvine, Ca. 92618  
 949-830-7000

*949-648  
6994*



BUICK



PONTIAC



CUSTOMER NO.	ADVISOR <b>LEE RYER</b>	1026 TAG N	INVOICE DATE <b>03/22/08</b>	INVOICE NO. <b>GCCS1039</b>
[REDACTED]	LABOR RATE	MILEAGE <b>61,887</b>	COLOR <b>RED/</b>	STOCK NO.
<b>DANA POINT, CA</b>	YEAR/MAKE/MODEL <b>01/PONTIAC/GRAND PRIX/4DR SDN GXP</b>	DELIVERY DATE <b>07/20/01</b>	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1G2WR52111</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	<b>03/22/08</b>	
BUSINESS PHONE	COMMENTS	<b>MO: 61888</b>		

**JOB# 1 CHARGES**

LABOR # 1 08GCZ ENGINE INSP TECH(S):1027 WARRANTY  
 PERFORM RECALL 07035  
 PERFORMED CHECK OUT FOUND WORKING AS DESIGNED  
 FOUND OIL IS LEAKING DOWN, CUSTOMER DECLINED OIL CHECK  
 OUT THIS TIME.  
 PERFORMED CHECK OUT

*\$ 170.00 Degrease engine*

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR # 2+03GCZ ROTATE TIRES TECH(S):1027 18.95  
 CUSTOMER REQUEST: ROTATE AND INFLATE TIRES  
 BECAUSE OF TIME OR MILEAGE  
 ROTATE AND INFLATE TIRES

JOB# 2 TOTALS  
 LABOR 18.95  
 JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 18.95

COMMENTS  
 RECALL

RECOMMENDATIONS  
 RECOMMEND WIPER BLADES  
 RECOMMEND TO CLEAN ENGINE AND ADD OIL DYE TO CHECK FOR LEAKS

**TOTALS**

*****	TOTAL LABOR....	18.95
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL PARTS....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL SUBLET....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>18.95</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

*Receipt to V1 4/3362  
 be mailed  
 Honda by other store  
 X: 9/11*

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

**FOR YOUR CONVENIENCE**  
**SERVICE DEPT. HOURS**  
 MON. - FRI. 7:00 a.m. - 7:15 p.m.  
 SAT. 7:30 a.m. - 5:00 p.m.

**PARTS DEPT. HOURS**  
 MON. - FRI. 8:00 a.m. - 7:15 p.m.  
 SAT. 8:00 a.m. - 5:00 p.m.

**FLADEBOE PARTS & SERVICE**  
**EMPLOYEES MISSION STATEMENT**  
 To supply our customers with the products and services of the highest quality and value that exceeds their expectations. We promise to provide friendly, courteous, professional and timely service in all transactions based on honesty and integrity with a goal of all customers being completely satisfied.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) ONE YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF GENERAL MOTORS.

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

The Reynolds and Reynolds Company EPRINTS/IME 00976860 (12/07)



# MULTI-POINT VEHICLE INSPECTION

Name: \_\_\_\_\_ Year/Model: \_\_\_\_\_ Date: \_\_\_\_\_

Repair Order #: \_\_\_\_\_ VIN (last 8 digits): \_\_\_\_\_ Odometer: \_\_\_\_\_ MI: \_\_\_\_\_ MII: \_\_\_\_\_

Checked and OK  May Require Attention Soon  Requires Immediate Attention

**INTERIOR**

OnStar Subscription activated by

Remaining engine oil life: \_\_\_\_\_ % Reset: \_\_\_\_\_ N/A: \_\_\_\_\_

Air Conditioning Performance

---

WIPER BLADES

LF  RF

Rear (if applicable)

Windshield condition

Cracks \_\_\_\_\_ Chips \_\_\_\_\_

PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI

8/32 or Greater

7/32 to 4/32

3/32 or Less

8/32 or Greater

7/32 to 4/32

3/32 or Less

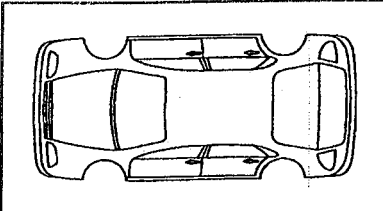
Rotation needed

Rotation performed

LF  LR

CHECK TIRES AND TREAD DEPTH

(Check body condition)



(Check lamps)

Lowest Tread Depth: \_\_\_\_\_/32

Alignment needed

Alignment performed

Wear Pattern/Damage

8/32 or Greater

7/32 to 4/32

3/32 or Less

PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI

8/32 or Greater

7/32 to 4/32

3/32 or Less

PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI


RF  RR

Balance needed

Balance performed

RF  RR

CHECK BATTERY



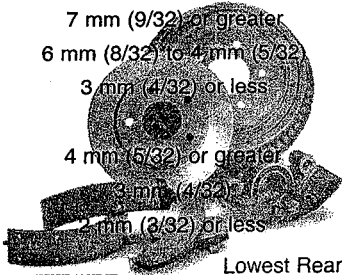
Battery condition

Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Power steering	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



7 mm (9/32) or greater

6 mm (8/32) to 4 mm (5/32)

3 mm (4/32) or less

4 mm (5/32) or greater

3 mm (4/32) or less

2 mm (3/32) or less

Lowest Front Lining \_\_\_\_\_

Lowest Rear Lining \_\_\_\_\_

Brake system (also including lines, hoses and parking brake)

LF  RF

LR  RR

ADDITIONAL CHECKS

**Inspect for visible leaks:**

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system

Shocks and struts – also check operation

**Inspect visual condition:**

Belts: engine, accessory, serpentine, and/or V-drive

Hoses: engine, power steering and HVAC

Engine air filter and cabin air filters

Steering components and steering linkage

CV drive axle boots or driveshafts and U-joints


Exhaust system components

**Additional Recommended Services**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Service Consultant: \_\_\_\_\_

Technician: \_\_\_\_\_ No.: \_\_\_\_\_



## SIMPLIFIED MAINTENANCE

MI  Required  Performed

MII  Required  Performed



# SAFETY RECALL NOTICE

June 2008

[Redacted]  
Las Vegas, NV [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 2001 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 2001 model year Pontiac Grand Prix, VIN 1G2WR52111 [Redacted] is involved in safety recall 07035.
- Schedule an appointment with your Pontiac dealer.
- This service will be performed for you at **no charge**.

1693699

### 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.

N05 830 7000  
LKFS + Rt.  
Inmed Left  
Rock Field Lft.  
Old Field



June 28th - 8 7:30  
Fladeboe  
42 Auto club  
Ikhina  
92918  
830 7000

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?**

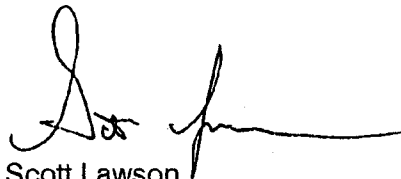
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Do you have questions?**

*Easter time*  
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



### 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).





Pontiac  
 P.O. Box 909989  
 Milwaukee, WI 53209-9989



[Redacted]  
 LAS VEGAS, NV [Redacted]



**MAIL THIS FORM ONLY** if any of the items below apply to this vehicle. This will help us in contacting the present owner/lessee and ensure that you do not continue to receive notifications for this vehicle.

**CHECK (X) APPROPRIATE BOX.**

My new address OR Vehicle sold/traded to:

Owner Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_

- I have never owned/leased this vehicle.
- Vehicle was damaged beyond repair and scrapped.
- Vehicle was stolen and not recovered.
- Other: \_\_\_\_\_

By providing the information above you are authorizing an update to our records for this vehicle.

**CUSTOMER REPLY FORM**

To mail: Fold so the return address on the back of this panel is showing. Place a piece of tape on each of the shorter ends to seal the mailer.



## Valve Cover: Service and Repair

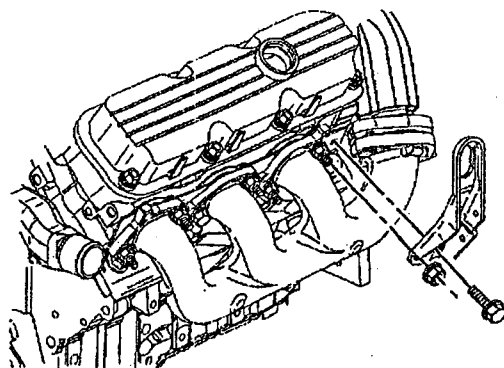
### Valve Rocker Arm Cover Replacement (Left)

#### Valve Rocker Arm Cover Replacement-Left

#### Removal Procedure

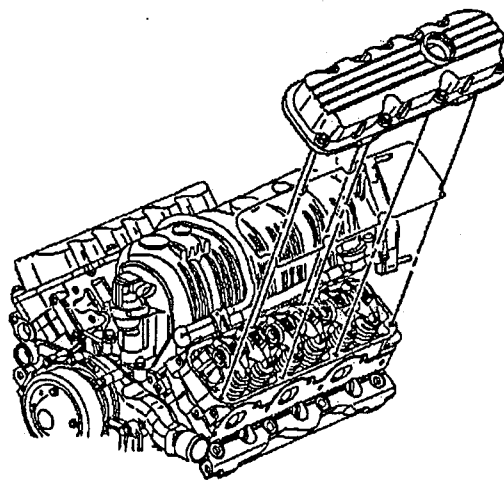
**Caution:** Refer to Battery Disconnect Caution in Service Precautions.

1. Disconnect the negative battery cable.
2. Remove the fuel injector sight shield.



3. Remove the left engine lift bracket from the exhaust manifold studs.
4. Remove the right engine mount strut bracket.
5. Remove the left spark plug wires from the left spark plugs.
6. Remove the left spark plug wire cover from the left valve rocker arm cover.
7. Remove the left valve rocker arm cover bolts.

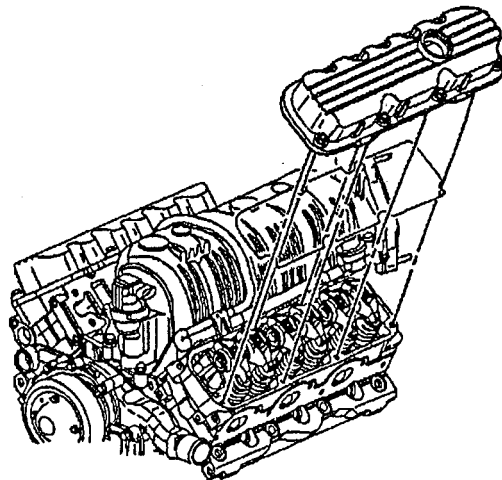
**Important:** If the valve rocker arm cover adheres to the cylinder head, remove the valve rocker arm cover by bumping the end of the valve rocker arm cover with palm of hand or with a soft rubber mallet.



8. Remove the left valve rocker arm cover.
9. Remove the left valve rocker arm cover gasket.
10. Clean the valve rocker arm mating surfaces.
11. Clean the valve rocker arm cover bolts of all thread locking adhesive.

#### Installation Procedure

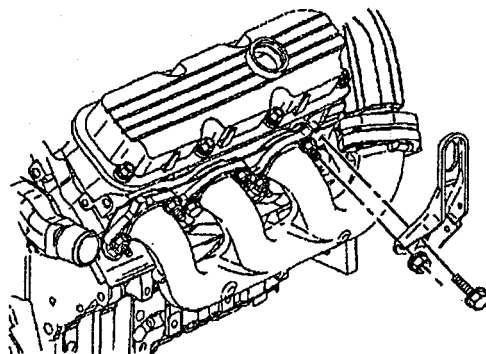
1. Install the new valve rocker arm cover gasket. Make sure that valve rocker arm cover gasket is seated properly in the valve rocker arm cover groove.



2. Install the left valve rocker arm cover.
3. Apply thread lock compound GM P/N 12345493 or equivalent, to the valve rocker arm cover bolt threads.

**Notice:** Refer to Fastener Notice in Service Precautions.

4. Install the left valve rocker arm cover bolts.  
^ Tighten the left valve rocker arm cover bolts to **10 Nm (89 inch lbs.)**.
5. Install the left spark plug wire cover to the left valve rocker arm cover.
6. Install the left spark plug wires to the spark plugs.
7. Install the right engine mount strut bracket.



8. Install the left engine lift bracket to the exhaust manifold studs.  
^ Tighten the engine lift bracket bolt and nut to **30 Nm (22 ft. lbs.)**.
9. Install the fuel injector sight shield.
10. Connect the negative battery cable.
11. Check and fill crankcase as necessary.
12. Inspect for oil leaks.