

portion of envelope sent letter/form letter in - why doesn't gm just replace

PRESORTED FIRST-CLASS MAIL U.S. POSTAGE PAID GENERAL MOTORS

FIRST-CLASS MAIL

SAFETY RECALL NOTICE

auto claim on the aware! file # of they auto 9 file will have since 2009 IT exploded

BD/1947 (no person as I've been doing camp from here should've been left walking Corp's to commute since 2009/2011 shame @ gm Corp + programs

Dear Persons @ NHTSA Administrator + Ashboro MY (our) income via VLI; gm/INS help! Received another form letter from

gm; and wish they'd just resolve entire matter and send @ refund check for what purchase price was @ Ins Co (Programs Ashboro & gm) send refund cause I used INS' & INS' Corp; I covered/replaced auto; so even tho time passed since incident 01/04/2009; Acc fee used to be sure like refund for policy had paid for & got a return yet from nor auto replaced & covered. Would now after waited long enough (too long waited for gm + INS Corp) & yet what was Acc fee/owner auto has not been helped/refunded per lost's which I think gm + gmac refunds should've been sent in 2009 \$15 now 2011 @ consumer paid @ full auto/INS \$100 & got a yet in return except commute via walking to need to get to (there's public transit @ ci/ma busing policy Ashboro)

- Claim # / File # listed
- ① 71-718823459#
 - ② 71-751150849#
 - ③ 71-774081738#
 - ④ 71-832478973#
 - ⑤ 71-894448582#

Above #'s are
the file Claim #
@ Detroit MI
Hdgt's

? Claim file &
Exec Resol' dept.
filed Reports
since 01/04/2009
till @ date 01/05/2011

ben@gmHdgt's MI
01/APR/2009 date auto Xploded
now yet totalled / lost
left commuting via walking
@ 021 May / 2011 am Corp +
why hasn't (will?) Regions/GMAC
Ins. Just Refund
send / or voucher so
may pick
another
Replacement
auto / or
Bike
moped
Etc.

NHTSA
1200 - N.J. Avenue SE
(New Jersey)
Washington DC
20590

even tho' self
exercise / drive too
everywhere via walking (Bidi / 1947)
Can't keep
Commuting power

past years you've not done all it could do to be helpful sincere (where was the refund?) resolved/amass yet computing via walking to carry on each day to need daily do.

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

Report has also been sent to BBB... plus all paper paperwork etc. has been sent to Mt Corp @ on file report from where City Dept & VS etc.

SAFETY RECALL NOTICE

09047 1G2WJ52K0VF 16 0004264

MS, [redacted]
ASHEBORO, NC [redacted]

FILE # claim #
071-718823459#
071-751150849#
071-774081738#
071-932418973#
071-894449582#
to date from 01/04/2009 up to present 01/05/2011 may are the file

This is same announcement again sent (since to date 01/04/2009) Is now has been sent April 2011 about this unresolved 2009-2011 dates (May 2011) incident 4

Dear General Motors Customer, General Motors is very interested in your safety and continued satisfaction with your vehicle. Our records show that although your 1997 model year Pontiac Grand Prix vehicle is subject to an important safety recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important safety recall. Please follow the instructions below to address this important matter.

1-5 above are file claim # GM sent

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 1997 model year Pontiac Grand Prix vehicles, equipped with a 3.8L V6 naturally aspirated 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.

Incident happened to date now 01/may/2011

gm auto xploded / incident → 01/04/2009 (01/05/2011)

IMPORTANT

- Your vehicle is involved in safety recall 09047.
- Schedule an appointment with your GM dealer. 09 2011
- This service will be performed for you at **no charge**.

Recall issued via ~~see media~~ eue' aft' incident already happened so recall given for safety delivered to date for gm corp consumers

Why is your vehicle being recalled?
MAY 09 2011

An underhood fire 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, the oil 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.

Since 01/04/2009 - thru' 02/05/2011
What will we do? Q to date auto xploded so auto had @ full years auto paid @ gmac (etc/thru' indep' Co.) & yet waiting to get something & there seller also hasn't helped.

Your GM dealer will replace the spark plug wire channel with new spark plug wire 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 15 minutes.



gm (how when?) products made
would trust again - yet the world
new resolve Refund sent or replacement auto since yet

would even be deleted as a repair sent (\$) since 10+ years left walking to commute
 paid auto amt + 4 years left walking to commute
 + mac reasons
 + IRS sent to refund
 the auto already exploded when
 turned auto

What should you do?
 WHY IS / question
 the auto exploded already years ago & walking to work to be refund
 Do you have questions?

You should contact your GM 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.

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

Replaced
 Couche
 choice
 choose self
 next time
 own
 PTC
 gm didn't even
 offer nor give
 consumer
 ment auto
 \$ replace
 vet
 consumer

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Oldsmobile	1-800-630-6537	1-800-833-6537
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8450	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

lost auto
 01/04/2009
 \$
 replace
 auto owner
 phone
 got
 handline
 phone cell
 phone
 yet walking
 to get
 replace
 300 words

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.

already years since
 over 2011
 2009-2011
 sent claim \$
 09047
 sell into
 consumer
 yet has
 do drive
 or replaced
 or refund
 shop set
 another
 auto
 with life

Jim Moloney
 General Director - Customer & Relationship Services

Sent/filed
 @this@ 2009 + since
 so complaint about
 service has been on
 file about poor
 service from gm
 to its own
 rather have
 replacement (new)
 or refund so may
 settle \$ get
 on
 with life

Claims filed @ gm Hdqts since 01/04/2009

GM Hdqts Corp
POB - 33172
Detroit MI
48232-5172
PONTIAC Div

This is one of latter "form-letters" same-o-gotten since 01/04/2009 up to date 2011 now & has been done to give replacement/a new to drive (not even a temporary) & have been stranded left walking everywhere in order to commute & walking/exercise yet situation is in humane for @ Corp which purchased auto (pd full) plus auto ins (pd full) @ Ashboro do not respond as should & replace/help acc'tee immediately & stop caring, Corp would abandon their consumers checked as they've done address

I wasn't @ retiree until @ locale am now & forced to retiree & resort to SS/D income (a VLI level) is not what was own choice (NC had been as pass thru vacation & wanted to be stranded @!)

December 2, 2010

Asheboro, NC

RE: Service Request: 71-751150849
1997 Grand Prix
Vehicle Identification Number: 1G2WJ52K0VF
Customer Relationship Specialist: Rita

Dear [redacted]

Thank you for taking the time to contact General Motors regarding your vehicle. I am aware of the concern you are having with your 1997 Grand Prix; however, I have been unsuccessful in my attempts to reach you. At your earliest convenience, please contact the General Motors Product Allegation Resolution Assistance Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Rita.

Thank you for giving General Motors this opportunity to be of assistance. We hope to earn your trust and respect with every contact you have with General Motors Product Allegation Resolution Department.

Sincerely, @ gm File Claim # 15 since 2009 up to present 2011

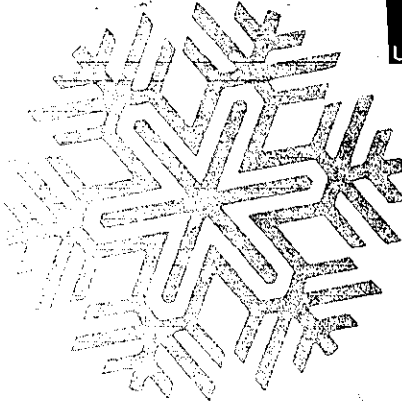
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- ③ 71-774081738#
- ④ 71-832478973#
- ⑤ 71-894448582#

PA0011
VI0202009

Res! don't call got 2/new tractors & neither work, wheres replacement

carrying humane Corp old rather have a refund so could move from area here am alone here & rather have refund/settle so could use leave had work!

ALSO I have also been trying to get Tractor Inc. com to replace 2/fones purchased also & neither work & were newish
13366338250 (Tractor Inc)
" 5882518 (E.Ridi) MIAMI FL 33178 # (18008677183)



NHTSA
1200-New Jersey Ave. SE
Washington DC
20590

OPH
Auto Claim
CTR

