

August 12, 2009

NYS-200

ATtn: Scott Lawson
Customer Relationship Services
@ Administrator

GM. Detrit Michiger

National Highway Traffic Safety Administration

2007 AUG 19 PM 4:33

1200 New Jersey Ave SE

Washington D.C. 20590

EXECUTIVE SECRETARIAT

2009 AUG 18 P 2:44

RECEIVED-NHTSA

FROM: [REDACTED]

[REDACTED]
Oroee, FL [REDACTED] CL-10281093-3640

RE: 1997 Pontiac Grand Prix VIN 1G2WP12K3VF [REDACTED]
SAFETY RECALL 09047

I am still the owner of this car. In September 2008, while I went in the gas station to make a purchase. The car caught fire. I tried to fix it but it is still in storage.

I need a letter indicating it was on a safety recall and I want to schedule an appt with my dealer. The dealer simply stated they had no responsibility to repair the extensive damage.

In May 2009 I contacted Pontiac Customer Care and talked to Michelle 1-866-790-5600 X 31394 she gave me case # 71-742798-882. She said I would receive a letter from their Thermal Event Department by Aug. 5th. I was to call her back if I did not receive this letter to finalize the claim.

MC
4:33
8/19/09
NJ

On Aug 11, "Michelle" was called back, I let her know I did not receive the letter from Thermal Event Dept. She gave me the new name # 676-481 and told me to call 1-888-861-6365.

Aug 11 I also called this # and THEY SAY They arent responsible to sending letter to us and now since July 10, 09 they are in bankruptcy. I am to call Motors Liquidation Co at 1-800-414-9603.

On Aug 12, 09 I called Motors Liquidation Co. and listened to the recording. I was told to leave my name & tel. & description of the reason for calling.

My original letter states that if I am not satisfied that they have done their best to remedy this condition with my car I am to contact your Administrator of National Highway Safety Admin. This is the reason for this letter. Please tell me what to do next.

This letter is being sent to: ① General Motors
P.O. Box 33172 Detroit Michigan 48232-5172.

② National Highway Safety Admin.

My car needs repaired. It is still not drivable close to fire under hood.