

CL-10283169-2817

2009 AUG 28 PM 3: 26



RICHARD CORDRAY
OHIO ATTORNEY GENERAL

Complaints Details

Complaint No. 550911

Date Entered: 08/20/2009

Consumer:

AKRON, OH

Daytime

Email:

Supplier:

GENERAL MOTORS PONTIAC/GMC DIVISION
PO BOX 33172
DETROIT, MI 48232-5172

(866)215-6750 Fax

Motorized Vehicles

Solicited via: Store Visit

Purchase Information:

Product or Service: Vehicle Repair
Problem Area: Repairs and Services
Purchase Date: 05/06/2006
Total Price: \$0.00
Disputed Amount: \$0.00
Amount Paid so Far: \$0.00

Description:

I have to get a new catalytic converter, and the upper engine rebuilt because Pontiac used a plastic part (Upper Intake Manifold) repaired because on their 2002 pontiac Grand Prix 3.8 v-6 engine they used plastic parts and faulty Converters on this model vin #1G2WP12K62F I'm about to loose my Job because I can't afford the repairs of which cost over 2,000.00. The Catalytic converter got clogged up and caused the Upper Intake to warp. Pontiac did not recall any of the vehicles of which many on the above model have this problem. Instead they made a modified part (s) of which they did not make public. I only found out about this because it happened to me.

Satisfactory Solution:

I would like Pontiac to recall the 2002 Pontiac grand prix and put the modified parts on their vehicles. Or Pay for the repairs on my vehicle.

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8/28/09
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RICHARD CORDRAY
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August 20, 2009

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)
400 7th St., SW, Room 5232
Washington, DC 20590

Re: GENERAL MOTORS PONTIAC/GMC DIVISION
Complaint #: 550911

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint received by the Attorney General's Consumer Protection Section. I have carefully reviewed the information provided and feel your agency may be in a better position to offer assistance to this consumer. I have also contacted the consumer advising them the information has been forwarded to your agency.

I would appreciate it if you would have a member of your staff look into this matter to determine whether there has been a violation of any of the laws enforced by your office. If this matter does not fall within your jurisdiction, please inform the consumer.

Thank you for your assistance. If I can provide further information, please contact me at the telephone number listed below.

Respectfully submitted,

RICHARD CORDRAY
Attorney General of Ohio

Mary Ann Patter
Consumer Protection Specialist
Consumer Protection Section
(614) 995-4863
MPatter@ag.state.oh.us
(866) 500-2781 (Fax)

Enclosure
2242

NOTE: Please send all communication electronically when possible.