



NOV 5 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

Repository

09-OCT-2009

Reference No.

10286924

OWNER INFORMATION (Type or Print)

Name

Address

City

DANA POINT

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G2WR52111F

Make

PONTIAC

Model

GRAND PRIX

Model Year

2001

Date Purchased

2003

Dealer's Name and Telephone Number

Pontiac / Gm used cars w. Sahara NV

no longer open

Engine: 6

No: Cylinders

Fuel Type:

glocr

Original Owner

Dealer's City

Las Vegas

State

NV

Zip Code

89107

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

24-OCT-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

65500

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

Fire Dept

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 PRIX. THE CONTACT STATED THAT AFTER RECEIVING RECALL NUMBER 09V116000 (ENGINE AND ENGINE COOLING) SHE MADE TWO ATTEMPTS TO HAVE THE VEHICLE REPAIRED AND WAS UNSUCCESSFUL. ONE DEALER ADVISED THE CONTACT THAT SHE WOULD NEED TO HAVE THE ENGINE CLEANED TO HAVE THE RECALL PERFORMED WHICH SHE REFUSED TO DO. THREE MONTHS AFTER THE CONTACT WAS DENIED THE RECALL REPAIR, THE VEHICLE CAUGHT FIRE. THE VEHICLE WAS PARKED FOR APPROXIMATELY 5 MINUTES AND AS SHE PROCEEDED TO HER VEHICLE IT WAS IN FLAMES. THE FIRE DEPARTMENT WAS NOTIFIED AND EXTINGUISHED THE FIRE. THE FIRE DEPARTMENT STATED THE A COMPONENT IN THE ENGINE CAUSED THE FIRE. A REPORT WAS FILED AND IS AVAILABLE. THE INSURANCE COMPANY WAS NOTIFIED AND PAID FOR SOME OF THE EXPENSES. THE VEHICLE WAS DESTROYED. THE CONTACT FILED A CLAIM WITH THE MANUFACTURER.

AFTER A COUPLE OF MONTHS THE CONTACT RECEIVED A LETTER STATING THAT NO COMPENSATION WOULD BE OFFERED. THERE WERE NO INJURIES. THE FAILURE MILEAGE WAS UNKNOWN.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Attached: Total Loss letter
Fire Dept - Report
Pictures
1st Repair Request Invoice 3/22/08
2nd Repair Request Invoice 8/9/08
Correspondance to the manufacture

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



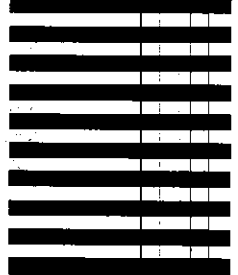
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

55

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





NHTSA investigating Pontiac Grand Prix engine fires

Posted Feb 5th 2007 6:52AM by **Chris Shunk**
 Filed under: **Government/Legal, GM, Pontiac**



Photo: cncgp.com

Drivers of 1999-2002 Pontiac Grand Prix GTPs might not want to park their GPs inside their garages after word that NHTSA is investigating those models for engine fires. Grand Prix GTPs are equipped with superchargers, which generate heat as well as HP. Could that be the main culprit? Perhaps, but there are plenty of other added components that differentiate the blown six from the normally aspirated one, too. We'll just have to see how the investigation pans out.

There have been 21 complaints and 16 engine fires since the models were introduced. The fires seem to start

about 15 minutes after the car has been parked and turned off. Up to 72,000 vehicles could be affected. If your car becomes another statistic in this GTP flambé mystery, look on the bright side: you get to go car shopping really soon.

[Source: Detroit News]

Tags: GM, Grand Prix, GrandPrix, NHTSA, Pontiac, Supercharger

Sponsored Links

Mortgage Rates at 5.70%

\$250,000 loan for \$650/month. See New Payment - No SSN Rqd. Save Now!
 Refinance.LeadSteps.com

Invention? - Start Here

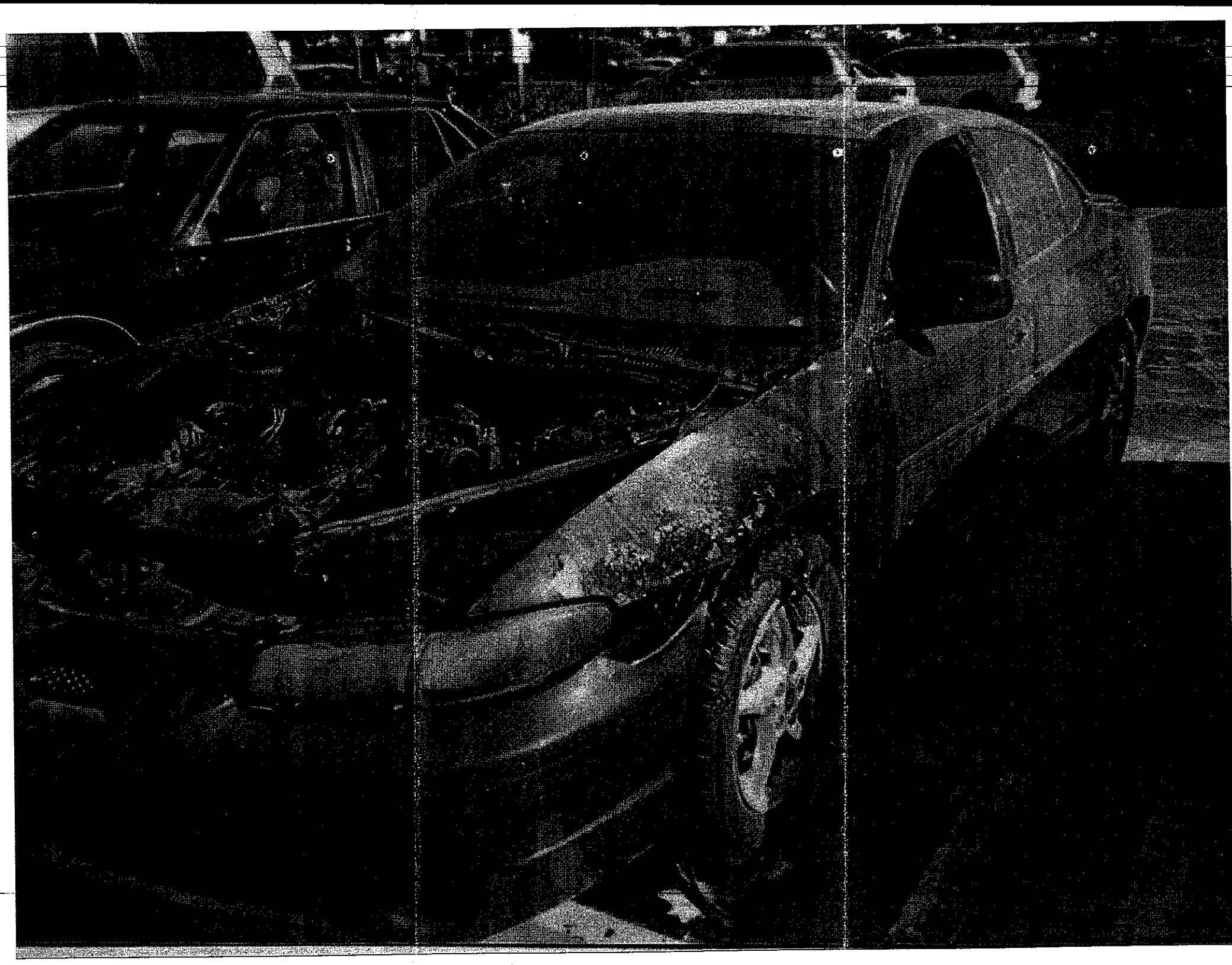
Turn Your Invention Idea into a New Product. Start with us.
 www.davison.com

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View your credit report & scores from all 3 bureaus in 60 seconds.
 FreeCreditReportsInstantly.com

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Dept of Consumer Affairs

Attn: Randy - complaint dept.

FAXED
8-17-09

Fax
Ph#

From

2001 Pontiac Grand Prix

To Follow: 2 pg 1) 1st receipt of svc dept appt.
2) 2nd receipt of svc dept appt.

To Follow: 2 pg 1) Recall notice March 08

2) Recall notice June 08

2a) Letters Also Avail. from 2

Mechanic shops stating tensioner
puller was not seized.

Consumer Affairs closed case:

9/30/09 - Randy close - no Agreement per
Irvine Saturn SVC Repair Mgr. - the mgr for svc dept.
stands by tech - mailed closed case letter to me by Dept Consumer Affairs.

FAXED
9/17/09



www.LemonAuto.com

AUTO LEMON LAW ATTORNEYS

Choose State --

AUTO LEMON LAW ATTORNEYS

November 4, 2008

FREE CASE REVIEW 1.888.4.LEMONS

VEHICLE
RECALL
INFO & NEWS

Home Contact About Us Case Review Form Lemon FAQ Consumer Tips Vehicle Recalls

Pontiac Grand Prix Recall Information

Last Updated October 30, 2008

FREE Case Evaluation! Toll Free: 1.888.453.6667

Need Assistance?
We're here to help

Toll Free
1.888.453.6667



MARCH 2008 -- GM is recalling 207,542 MY 1997-2003 Buick Regal and Pontiac Grand Prix vehicles equipped with a 3.8L supercharged V-6 engine. Engine oil can leak from the valve cover and can migrate during maneuvers such as hard braking. If the oil reaches the hot exhaust manifold, it may ignite causing an underhood fire. Until sufficient parts become available to repair all of the affected vehicles, GM strongly recommends that owners observe the following important precautions: (1) they strongly recommend that owners do not park their vehicle in a garage, car port, or other structure; (2) if owners notice a burning odor, they should have their dealer inspect the vehicle. The dealer will inspect the vehicle without charge; (3) use premium fuel (91 octane or higher) in the vehicle as recommended in the vehicle's owner manual. Owners may contact Buick at 1-866-608-8080 or Pontiac at 1-800-620-7668. This recall was the subject of an Engineering Analysis, EA07-008, conducted by the Office of Defects Investigation. 08V-118

*Cal. office
888-435-1474*

*Mr. Sang Assist
only if
New 2002 newer
State Bar referral
800-789-5747
ask if take
warranty 3 yr 2001 case*

36000

NEWS: GM announces recall on car fire risk

DETROIT (AP) -- March 14, 2008 -- General Motors Corp. is recalling 207,542 Buick Regal and Pontiac Grand Prix sedans over a risk they could catch fire, and warned their owners not to park the cars in garages until they are fixed.

The automaker said Friday it is recalling the 1997-2003 Buick Regal GS and Grand Prix GTP models with 3.8-liter supercharged V-6 engines.

During hard braking, oil can leak from the engine onto the exhaust manifold, and fires can start if the oil gets hot enough, the National Highway Traffic Safety Administration said on its Web site. GM spokeswoman said the problem has caused 267 vehicle fires and six injuries, five of them minor and one moderate. It also has caused 17 fires in structures, GM said.

The NHTSA said that if the exhaust manifold is hot enough and the oil gets below a heat shield, "it may ignite into a small flame and in some cases fire may spread to the plastic spark plug wire channel."

GM sports cars under investigation

GM spokeswoman said GM sent letters to the owners on Thursday telling them the vehicles are safe to drive, but they should not be parked in garages or carports until the problem is repaired.

The automaker is working with suppliers to get the parts to fix the problem, and owners will be notified as soon as the parts are available, GM spokeswoman said. She did not know how long it would take to get the parts but said it would be soon.

If owners smell burning, they should take their car to a dealership for inspection, she said. "Consumers can always go to their dealership if they do smell something and are concerned," she said. They also should run premium 91 octane fuel, which is recommended for the cars, she said. "Lower octane fuel increases under-hood temperatures during operation," GM spokeswoman said. GM spokeswoman said there are "very, very low incidences of vehicles actually catching fire while driving

From: Vanessa Rios (vrios@lemonauto.com)
To: [REDACTED]
Date: Thursday, December 11, 2008 10:18:48 AM
Subject: Re: 2001 Pontiac Grand Prix

Decemer 11, 2008

[REDACTED]

Re: 2001 Pontiac Grand Prix

Dear [REDACTED]

Thank you for contacting me regarding the problems that you are experiencing with your vehicle. At this time, it is our opinion that, although you may have a viable claim, we are unable to undertake this matter on your behalf.

The law imposes certain time limits known as Statutes of Limitations by which a claim must be filed. If you want to file a claim you must do so before the Statute of Limitations expires. Limitation periods vary as little as 90 days or up to 6 years or more.

IF YOU WANT TO PURSUE THIS MATTER ANY FURTHER AT THIS TIME, YOU SHOULD RETAIN ANOTHER ATTORNEY IMMEDIATELY.

We are sorry we could not be of more assistance at this time. However, we may be able to help in the future. We specialize in helping consumers when they've had repeated problems with their vehicles under warranty. Should you or someone you know encounter these difficulties please contact us for a free case review right away. All documents we have received on your behalf will be destroyed.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

M. Nicholas Nita, Esq.

MNN:vr

Consumer Legal Service, P.C.

1950 Sawtelle Blvd. Suite 245

Los Angeles, CA 90025

Phone (310) 477-1474

Fax (310) 477-1424

ORANGE COUNTY FIRE AUTHORITY
1 Fire Authority Road
Irvine, CA 92602
714-573-6000
1-800-545-5585
OFFICIAL INCIDENT REPORT

Incident: 2008-0069936-000

Incident 0069936-000
Incident Date 10/24/2008
Incident Status Closed
Alarm Time 10/24/2008 09:22:02
Cleared Time 10/24/2008 10:06:56
Incident Type 131 - Passenger vehicle fire
Shift C
Station FS49
Alarms 1
District 6449X
Mutual Aid N - None
Actions Taken 1 11 - Extinguishment by fire service personnel

Location: 2008-0069936-000

Location Type 1 - Street Address
Directions NEAR BROOKVIEW
Address [REDACTED]
City DANA POINT
State CA
Census Tract 64
Property Use 965 - Vehicle parking area
Estimated Property Loss 10000.00000000
Estimated Content Loss 1000.00000000

Persons Involved: 2008-0069936-000

Person/Entity Involved

Owner/Person O - Owner
Name [REDACTED]
State CA

Resources: 2008-0069936-000

Unit T49

Responsible for full Report Yes
Main Use 3 - Other
Unit Type 12 - Truck or aerial
Number of Personnel 4
Actions Taken 1 11 - Extinguishment by fire service personnel
Dispatch Time 10/24/2008 09:22:02
Enroute Time 10/24/2008 09:22:59
Clear Time 10/24/2008 10:04:10
Reporting Member 0681 KEIM PAUL B
Assignment Date 11/04/2008

Narrative

Engine compartment fire, well involved at time of arrival. On arrival found the vehicle surrounded by dry chem powder and numerous empty extinguishers. Drug store personnel stated they had attempted to extinguish without success. Unable to determine cause due to extent of damage.

Owner stated she had driven to the drug store without incident, parked and entered the store.

Personnel on Unit T49

Unit Member 0681 KEIM PAUL B
Unit Member 1307 VANDERSTELT ANDREW
Unit Member 0615 GARCIA JOE F
Unit Member 4663 KRESS MATTHEW

Fire: 2008-0069936-000

Property & Ignition

Number of Acres 0
Cause of Ignition U - Cause undetermined
Area of Origin 83 - Engine area, running gear, wheel area
Heat Source UU - Undetermined
Item First Ignited 00 - Item, Other
Type of Material First Ignited UU - Undetermined
Factor Contributing to Ignition UU - Undetermined

Mobile Property Involved in Ignition

Ignition 3 - Involved in ignition and burned
Type 11 - Automobile, passenger car, ambulance, race car
Make PN - Pontiac

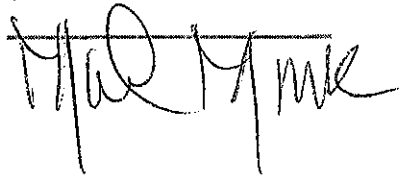
Human Factors Contributing to Ignition

Asleep No
Possible impaired by alcohol or drugs No
Unattended Person No
Possibly mentally disabled No
Possibly physically disabled No
Multiple persons Involved No
Age was factor No

Building: 2008-0069936-000

**ORANGE COUNTY FIRE AUTHORITY
OFFICIAL CONTROLLED DOCUMENT
DUPLICATION OR REISSUANCE CONTROLLED BY LAW**

Released By

A handwritten signature in black ink, appearing to read "M. Q. Mike", is written over a horizontal line.

Claims Office
7676 Hazard Center Dr. Ste 900
San Diego, CA 92108
Telephone: 619-610-2060
Facsimile: 619-610-2150

Underwritten by: **Progressive Choice
Insurance Company**

Policy holder: [REDACTED]
Claim number: [REDACTED]
Date of loss: 10/24/2008
Today's date: 11/04/2008

[REDACTED]
Dana Point, CA [REDACTED]

Total Loss of Your Vehicle

Your vehicle has been determined to be a total loss.

We have calculated the actual cash value settlement of your vehicle loss in accordance with California Code of Regulations Section 2695.8(b)(1).

The attached reports outline our evaluation process and the breakdown of the settlement amount of your claim.

If you are unable to purchase a comparable vehicle for the settlement amount, notify us within 35 days and we will reopen our claim file.

You may be entitled to a credit adjustment or a refund of any unearned premium on your insurance policy. Please contact Policy Services at 800-888-7764 and speak to a Customer Service Representative for details.

Please feel free to contact me if you have any questions or concerns.

Sincerely,

Shon Christensen

Shon Christensen, Ext.2109
Claims Representative

Shon_Christensen@progressive.com

SXC/sc



SAFETY RECALL NOTICE

June 2008



Las Vegas, NV



Dear



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 1G2WR52111F [redacted] is involved in safety recall 07035.
- Schedule an appointment with your Pontiac dealer.
- This service will be performed for you at **no charge**.

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.

1693699

N05 8307000
LKFS + Rt.
Invert Left
Lft. Rock Field Lft.
Lft. Reason Oldfield



P.O. Box 33172 Detroit, MI 48232-5172

June 28th - 8 7:30
Fladeboe
42 Auto Club
Ivanna
92918
8307000

Fladeboe

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



BUICK



PONTIAC



CUSTOMER NO. 20521	ADVISOR TRACY SHERRARD	1036 TAG NO. 5154	INVOICE DATE 08/09/08	INVOICE NO. GCCS2278
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 65,218	COLOR RED/	STOCK NO.
DANA POINT, CA [REDACTED]	YEAR/MAKE (MODEL) 01/PONTIAC/GRAND PRIX/4DR SDN GXP	DELIVERY DATE 07/20/01	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. 1G2WR52111F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	ROD DATE 08/09/08	
[REDACTED]	BUSINESS PHONE	COMMENTS		MO: 65218

JOB# 1 CHARGES

LABOR # 1 99GCZ

WARRANTY RECALLS TECH(S): 3944
 CUSTOMER STATES PERFORM RECALL 07035 VALVE COVER GASKET
 RECALL
 UNABLE TO PERFORM RECALL DUE TO SUPERCHARGER BELT TENSIONER
 FROZEN CUSTOMER ADVISED CUSTOMER DECLINED

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	12132229	RETAINER	
	1	24503937	GASKET-VL	
	6	25534749	GROMMET-V	
	1	88891792	RETAINER	
TOTAL - PARTS				0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

COMMENTS: DESI MADE APPT GUEST WILL BE WAITING FOUND SUPERCHARGER BELT TENSIONER FROZEN CUSTOMER ADVISED COULD NOT PERFORM RECALL WITHOUT REPLACING TENSIONER

RECOMMENDATIONS: BELT TENSIONER AND BELTS RIGHT SIDE MIRROR ASSEMBLY

TOTALS \$ 350

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.

***** IMPORTANT *****

GENERAL MOTORS may be contacting you on how your service visit was "overall". FLADEBOE BUICK, PONTIAC AND GMC STRIVE that you were COMPLETELY SATISFIED

If there is any reason we have FAILED to meet or exceed your expectation, please do not hesitate to contact your advisor.

**** THANK YOU FOR YOUR BUSINESS AND CONTINUED SUPPORT ****
 Jim Maloney, service manager

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE

CUSTOMER SIGNATURE

TOTAL LABOR..... 0.00
 TOTAL PARTS..... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

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.

JAPANESE CAR SPECIALTIES

12-1-08

Customer was told that the adjusting

Pulley was Seized, but upon inspection

I found that the tensioner did not

have enough tension release travel to remove

the belt due to a short belt that was

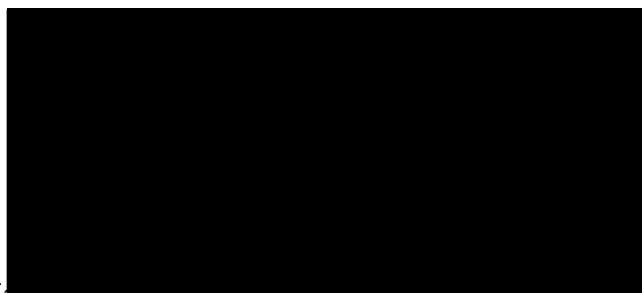
uninstalled by someone else. To cure the

problem, the belt should have been cut

to remove it off the tensioner and a

correct longer length belt installed in

its place.





18 Auto CONTRA.
Irvine, 92618
949-830-7600
SVC. Reg. Ref. 71-612448
356
Pete 8AM

Important Safety Notice

March 2008

VIN 1G2WR5211F

Las Vegas, NV

Dear

Received 3/18/8 * CLD 3/18 620-7668

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
x12850

Scott Lawson
General Director,
Customer and Relationship Services



Fladeboe

18 Auto Center Drive LEE RYER
Irvine, Ca. 92618
949-830-7000
949-648
6994



BUICK

PONTIAC

CUSTOMER NO. 20521	ADVISOR LEE RYER	1026 TAG NO. 8778	INVOICE DATE 03/22/08	INVOICE NO. GCCS1039
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 61,887	COLOR RED/	STOCK NO.
DANA POINT, CA [REDACTED]	YEAR/MAKE/MODEL 01/PONTIAC/GRAND PRIX/4DR SDN GXP	DELIVERY DATE 07/20/01	DELIVERY MILES	
	VEHICLE I.D. NO. TGZWR52111F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R 03/22/08	
BUSINESS PHONE	COMMENTS			MO: 61888

JOB# 1 CHARGES
LABOR J# 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 J# 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

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 18.95
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 18.95

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

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 EPAIN15114E CC570650 Q (1/2007)



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah Diehr
Claims Administrator

January 7, 2009

Dana Point, CA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: 10-24-08
Subject vehicle: 2001 Pontiac Grand Prix
VIN: 1G2WR52111 [REDACTED]

Dear [REDACTED]

I am responding to your demand in which you requested reimbursement for monies paid by you, as a result of damage to your vehicle. It is our understanding that the controlling theory of liability against GM would be Breach of Warranty. The Breach of Warranty Statute of Limitations in California is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on July 20, 2001, and this statute would have expired on July 20, 2005. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Deborah Diehr
Claims Administrator
313.665.3412

Welcome to the Bureau of Automotive Repair Complaint Form

Please read the Information Collection, Use and Access Notice Below.

Person Filing Complaint: Last Name: First Name: Address (Number and Street): Apt: City: State: California Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Zip Code: Phone Number (8AM-5PM): () -

Alternate Phone Number: () -

Please enter the email address: Business / Professional You Want To File A Complaint Against: Complaint Filed Against: License Number: Address (Number and Street): City: State: California Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Zip Code: Date of Service/Repair: Phone Number (8AM-5PM): () -

Please briefly describe your complaint (Be specific - Who, What, When, Where, How):

I recivd a Safety Notice dated March 2008 Announcing a 2001 Pontiac Grand Prix 3.8L supercharge engine recall and when I called the ph# on the letter the consumer relations agent took my vin # and informed me to take my car in to the nearest Pontiac dealership with the recall letter and request for the defect to be replaced. The agent provided me with Fladeboe Irvine Ca address. Within the same week on 3/22/08 I was at the service dept of Fladeboe with my letter and explained to Lee.Ryer that I was there to get a recall piece replaced. After a while I was told my car was running as designed, oil leak was found and for \$70 they would steam clean my almost clean engine to verify where the leak was comming from, and I needed new wiper blades. I declined the \$70 steam clean and was told they couldnt verify problem unless steam clean was done.

I trusted the words engine running as designed until I got a 2nd more urgent Safety Recall letter dated June 2008, this time with my car's vin# on it and statements like don't park your car in garage, ect.. due to fire from oil seepage on to manifold could result in fire. On Aug 9,2008 I was back at Fladaboe speaking to Tracy Sherrard with the new more urgent letter and asked for recall 07035 to be performed, this time my husband came with me. Agian after a while we were called to the area there my car was being looked at and we were told that my belt tensioner was frozen and for \$350-\$400 they could fix it and then get to the recall part to replace it. I asked that service man if the tensioner was frozen

wouldn't the belt break off while I was driving? He didn't answer me, just looked over at my husband- at that moment I told him I will get a second opinion on the frozen tensioner and come back. I got 2 different written estimates and both state that the tensioner belt was not frozen, just tight. I then called the Safety Recall dept back and explained what had been going on, the resolution offered was to go to a different dealership svc dept. in the Irvine Auto Center, so I made an appt for Sat Oct 24 2008. On Oct 23 2008 at 9:30am my 5 year old daughter and I went to the store and when we came out of the store our car was on fire.

The insurance investigator & Fire Chief stated and wrote that the fire was centralized in the front engine area where the front rocker arm gasket recall was. The GM Engineer's findings were fire was due to the recall part (which can be a subpoena document-however his findings were over ruled by GM and considered Economic loss Rule)

I lost my only transportation, had a 8 month hardship of sharing 1 car for 2 work shift's (having to be altered and sometimes work hours less to accomidate 2 kids school schedules and husbands work schedule). I am greatfull my daughter and I were not in car when this occured however Fladeboe Svc dept was negligent in not replacing recall 07035 on my 1st or 2nd visit- instead tried to get their consumer to pay out monies not nessary. Their greed put lives in danger.

Thank you for taking the time to share your comments. Bureau of Automotive Repair
Complaint Intake Unit
10240 Systems Parkway
Sacramento, CA 95827
Phone: (866) 799-3811
Fax: (916) 255-3176

JURISDICTION:

Repairing, servicing or maintaining of automobiles, motorcycles and motor home chassis; including smog inspection and repair.

Notice on Collection of Personal Information:

Collection and Use of Personal Information. The Department of Consumer Affairs collects the information requested on this form as authorized by Business and Professions Code Sections 325 and 326. The Department uses this information to follow up on your complaint.

Providing Personal Information Is Voluntary. You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

Access to Your Information. You may review the records maintained by the Department that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information. In order to follow up on your complaint, we may need to share the information you give us with the business you complained about or with other government agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

In response to a Public Records Act request, as allowed by the Information Practices Act;
To another government agency as required by state or federal law;

In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information. For questions about this notice, or the Department's Privacy Policy, you may contact the Information Security Office in the Department of Consumer Affairs, 1625 N. Market Blvd., S202, Sacramento, CA 95834, or email privacy@dca.ca.gov.

For access to your records, you may contact the Bureau of Automotive Repair, Licensing PRA Unit, 10240 Systems Parkway, Sacramento, CA 95827, or email bar_pra@dca.ca.gov.