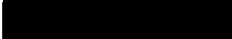


MANHATTAN BEACH, CA [REDACTED]



August 28, 2010

SEP 21 2010

Pontiac Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232

Re: My 1997 Pontiac Grand Prix GTP, VIN # 1G2WP5211VF [REDACTED]

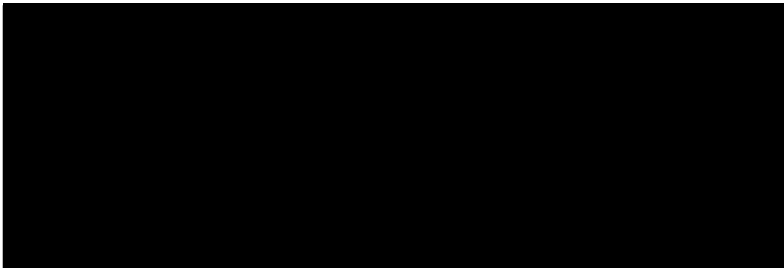
Gentlepeople:

I am the original owner of a 1997 Grand Prix GTP. Approximately one month ago, the Driver Information Center module in this vehicle failed for the second time. Unfortunately, when this system fails it takes several other systems with it, including the heater / front window defroster and the electric rear window defogger, as well as the air conditioner, daytime running lights etc.

I took the car to my nearest GM dealership service department, Martin Chevrolet in Torrance, CA (BAR#ARD213877). I was advised by my service technician that GM informs them that the part for my vehicle is no longer available, either from GM or alternate suppliers.

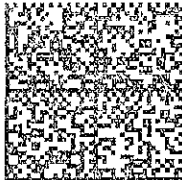
While the lack of air conditioning during summer in Los Angeles is an inconvenience and I can still activate the headlights manually, come fall the nonfunctional window defogging equipment will be a real problem. It is my belief that the lack of these vital functions constitutes a safety hazard, and any help you can give me before the weather turns cool and damp would be very much appreciated.

Very truly yours,



cc: NHTSA Headquarters
1200 New Jersey Ave SE
West Building
Washington DC [REDACTED]

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10/4/10
TW



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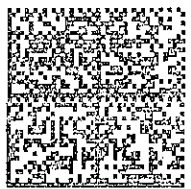
Office of Defects Investigation
NHTSA Headquarters
1200 New Jersey Ave SE
West Building
Washington, DC 20590



Manhattan Beach, CA

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Office of Defense Inspectors



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