

9/12/2011 INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

3

To: General Motors Corp Customer Service
P.O. Box 33172
Detroit, MI 48232
Telephone# 1-800-462-8782

CL-10424324-7016

SEP 19 2011

CC: NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
NHTSA Telephone# ~~1-888-327-4226~~
NHTSA Case# 10424324

Subject: Broken bolts on exhaust manifold for a 2003 GMC 1500HD Sierra truck
with a 6 liter engine. VIN# 1GTGK13U83F [REDACTED]

This written complaint is in respect to the telephone conversation held with a member of
the GMC Customer Service personnel and NHTSA contact person on Friday Sept 09,
2011.

PROBLEM: First, I heard a ticking sound coming from the engine. I eventually found
the exhaust manifold bolt heads broken off the bolt shanks. And, I also found evidence
due to leaking of exhaust gas (carbon deposits on the engine block by the manifold's
broken bolts) out into the atmosphere, which bypasses the function of the catalytic
converter.

The appearance of this problem is due to a manufacturer's design defect and/or process
procedures for the exhaust manifold and/or the bolt fastening system(s).

This area of concern has been built with a great deal of experience for a very long time.
This area of concern should have a very strong record of zero defects. Under normal use,
this area of concern should have a durable service for many decades.

General Motors should be held completely responsible for this problem failure mode.

[REDACTED]

Saginaw, MI
Telephone# [REDACTED]

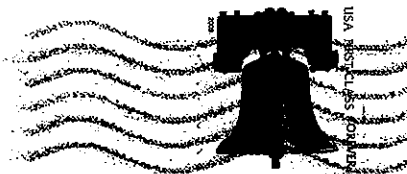
[REDACTED]

ET
101111
TGW

[REDACTED]
SAGINAW, MI
[REDACTED]

SAGINAW MI 486

12 SEP 2011 PM 1:1



NIH TSA HEADQUARTERS
1200 NEW JERSEY AVENUE, S.E.
WEST BUILDING
WASHINGTON DC
20590

