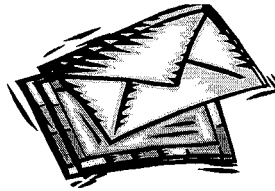


NHTSA ccmMercury Routing Slip



CL-10597895-3179

Printed: 10/7/2016

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

NHTSA #: ES16-004838	Rec'd Date: 10/7/2016	Referred By: NAD-200
XREF #:	Doc Type: S10	Doc Date: 10/6/2016
Delivery: S10 E-MAIL	Address To: S1	Due Date:
S10 #: S10-161006-018	DOT/I #:	RMP #:
Subject: COPY OF A LETTER TO JEFFREY M. BOYER VICE PRESIDENT OF GLOBAL VEHICLE SAFETY REGARDING HIS CASE WITH GM FOR HIS VEHICLE THAT CAUGHT FIRE		
Ack Date:	Ack By:	Signed For:
Sign Office: AA FOR ENFORCEMENT	Signature: AS APPROPRIATE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date: 10/7/2016
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:



OCT 12 2016

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	APPROPRIATE	10/7/2016		10/7/2016

RR
10/2/16
SUD

Spriggs, Brian (OST)

From: Gertel, Angelica (OST)
Sent: Thursday, October 06, 2016 3:22 PM
To: Spriggs, Brian (OST)
Subject: FW: Notice
Attachments: Recall Notice.pdf

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2016 OCT -7 A 11:30

From: [REDACTED]
Sent: Thursday, October 06, 2016 3:09 PM
To: jeffrey.m.boyer@gm.com
Cc: execreferral@gm.com; jemeia.price@gm.com; Nadeau, Gregory (FHWA); Anthony Foxx (OST)
Subject: Notice

Dear Mr. Boyer.

Thank you for following up to my initial request. Unfortunately I was referred to Mr. Larry, who referred me to 1-800-888-0164 and Ms. kathrina could not locate my case number ([REDACTED] of my vehicle which is part of recall 09047, and that caught on fire. I left messages for Ms. Price and follow up with Ms. Kathrina at this phone number, but stated that Ms. Price has been in a meetings all day and would not be able to return my call. Is there an alternate phone number that I may call?

Your help in this matter is greatly appreciated.

[REDACTED]
----- Forwarded message -----

From: [REDACTED]
Date: Oct 3, 2016 1:43 PM
Subject: Notice
To: <jeffrey.m.boyer@gm.com>

> Good afternoon Mr. Boyer.
> My vehicle that this Notice refers to caught on fire and was reported in detail to GM years ago.
> I had been given many phone numbers but nobody seems to have an answers as to what happened to my claim. An affidavit, copy of the title and the invoice from the junk yard that bought the remainings of the vehicle was forwarded to the address provided at the time. My question is simple. When is my claim going to be resolved?

>
> Regards

> [REDACTED]
> [REDACTED]
> [REDACTED]



IMPORTANT SAFETY RECALL

September 2016

[Redacted]
Laredo, TX [Redacted]

This notice applies to your vehicle. VIN: 1G2WP12K01F [Redacted]

Dear [Redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors is very interested in your satisfaction with your vehicle. Our records show that although your 2001 model year Pontiac Grand Prix vehicle is subject to an important recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important recall. Please follow the instructions below to address this important matter.

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 naturally aspirated 3.8L V6 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.

IMPORTANT

- Your vehicle is involved in GM recall 09047.
- Schedule an appointment with your General Motors dealer.
- This service will be performed for you at no charge.
- **Until you have had your vehicle repaired it is recommended that the vehicle be parked outside and not in a garage or other structure.**

Why is your vehicle being recalled?

Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

What will we do?

Your General Motors dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" covers and plastic oil-fill-tube extension will be removed, if they haven't been already. 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 35 minutes.

What should you do?

You should contact your General Motors dealer to arrange a service appointment as soon as possible.

This condition does not affect the safe operation of the vehicle, but it is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 09V116.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #09047



**Office of the Secretary of Transportation
Executive Secretariat**

Control number: S10-161006-018	Action office: NHTSA
Document date: 10/6/2016	Due date:
Author(s): [REDACTED]	
Subject: Copy of a Letter to Jeffrey M. Boyer Vice President of Global Vehicle Safety Regarding his Case with GM for his Vehicle that Caught Fire	
Action: Appropriate Handling	

Comments:

Date	Action	Action by
10/6/2016	Folder Processed for Appropriate Handling.	ANGELICA.GERTELI
10/6/2016	DIST: A1,C1,S3	ANGELICA.GERTELI
10/6/2016	Updated Folder Information.	ANGELICA.GERTELI
10/6/2016	File Replaced for Incoming.	BRIAN.SPRIGGS
10/6/2016	Work Folder Assigned to NHTSA.	BRIAN.SPRIGGS
10/6/2016	Incoming File Uploaded.	BRIAN.SPRIGGS
10/6/2016	Control Number Created.	BRIAN.SPRIGGS

Date	Note	Note by
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