

5-5-16

Dear Administrator,

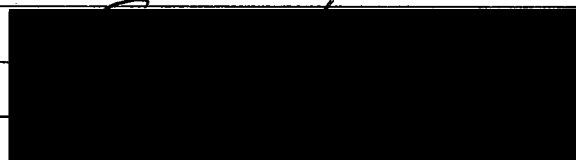
MAY 18 2016

I am the owner of a 2002 Pontiac Grand Prix. In May 2011 my vehicle caught fire underneath my hood.

I had to have my vehicle towed and repaired at the cost of \$819⁸⁰. I have enclosed all my receipts etc.

December 2015 I received a recall letter stating that my vehicle could catch fire due to faulty or bad wiring. I took it in and had it serviced. It didn't take long. Afterward I tried to get reimbursed for my expenses in 2011 since my car did catch fire. I was denied.

Therefore I am writing you. I am sending you copies of all my paperwork that was sent to General Motors recall department. Please review my records and contact me about reimbursement.

ET
5/18/16
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IMPORTANT SAFETY RECALL

December 2015

[REDACTED]
Detroit, MI [REDACTED]

This notice applies to your vehicle, VIN: 1G2WP52K82F [REDACTED]

Dear [REDACTED]

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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2002 model year Pontiac Grand Prix vehicles equipped with a 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 safety recall 15757.
- Parts to repair your vehicle are not currently available.
- Previously, your vehicle was repaired under a safety recall for this condition. The remedy procedure performed on your vehicle may not be sufficient to prevent subsequent engine compartment fires relating to this condition. Your vehicle will require further repairs to remedy the condition.
- **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?

Parts to repair your vehicle are not currently available, but when parts are available, 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" cover 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**.

When parts are available, we will send you another letter asking you to take your vehicle to your General Motors dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the next letter.



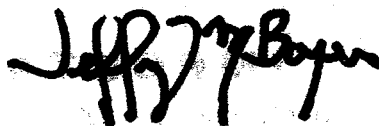
This condition does not affect the safe operation of the vehicle, but it is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

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 1.800.762.2737 (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 15V701.

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 #15757



IMPORTANT SAFETY RECALL

February 2016

[REDACTED]
Detroit, MI [REDACTED]

This notice applies to your vehicle, VIN: 1G2WP52K82F [REDACTED]

Dear [REDACTED]

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

Previously, you were notified that your 2002 model year Pontiac Grand Prix was involved in GM recall 15757. This letter is to inform you that parts are now available to repair your vehicle.

~~General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2002 model year Pontiac Grand Prix vehicles equipped with a 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 15757.
- Schedule an appointment with your General Motors dealer.
- This service will be performed for you at no charge.

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" cover 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 to 55 minutes, depending on your vehicle's engine configuration.

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.

Did you already pay for this repair?

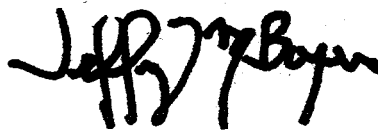
Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, and have not previously submitted, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2017, unless state law specifies a longer reimbursement period.

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 1.800.762.2737 (TTY 1.800.833.7668).

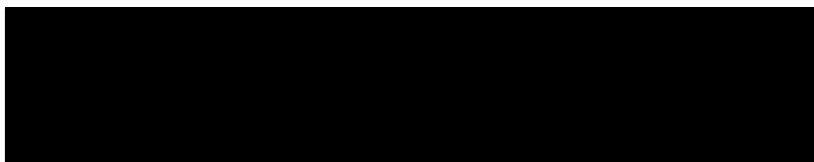
If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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 15V701.

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

Enclosure
GM Recall #15757



ROAD READY

AUTOMOTIVE SERVICE & TIRE CENTER

8025 N. Telegraph Rd. Dearborn Heights Mi. 48127

phone (313) 216-7182 fax (313) 216-7247

No. [redacted] REPAIR ORDER

DATE 5-31-11

QTY	PART NO.	DESCRIPTION	UNIT	EST. AMT.	ACT. AMT.
1	JUNK	WIRINGS			
		INTAKE UPPER			
		ENGINE COVER			
	YARD	INJECTOR CONNECTOR			
1		ENGINE HARNESS			
		SECONDARY HAR		300.00	
1	19181	MAP SENSOR MAP			
	NAPA	(NEW)		65.00	
1		SPARK PLUG			
	BEUDEN	WIRES		50.00	
1		INTAKE GASKET SET		46.00	

CITY STATE ZIP PHONE

YEAR MAKE MODEL MOTOR NO. SER. NO.

2002 PONT GRAND PRIX 3800

SPEEDOMETER LI PROMISED PHONE WHEN READY

SERVICE TO BE PERFORMED	APPROX. TIME	EST. PRICE	AMOUNT
162 WP 50 KB2 F			
PR UPPER INTAKE GASKET			
VAPOR TUBES, ENGINE COVER			
MAP SENSOR INJECTOR			
WIRING		360.00	

MACHANIC'S NOTE:

AUTHORIZED INCREASE IN ESTIMATE BY: \$ _____ APPROVED PER: _____

REPAIRS PERFORMED BY: 1. _____ 2. _____

CERTIFICATION ABOVE REPAIRS PROPERLY PERFORMED

It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles or their contents while placed with them for storage, sale, repair or while road testing.

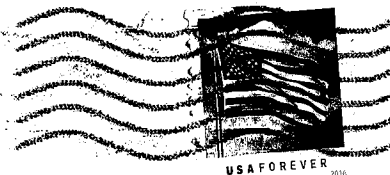
I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs therefor.

TOT. LABOR	360.00
TOT. PARTS	461.00
OUTSIDE REPAIRS	
SHOP SUPPLIES	70.00
SUB TOTAL	
SALES TAX	28.86
TOTAL	869.86

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METROPLEX MI 480

09 MAY 2016 PM 6 L



Detroit MI ██████████

National Highway Safety Administration
1200 New Jersey, SE
Washington, DC 20590

20590

