

CL-10907893-8963

Enclosed is the letter I received from you.

I bought this Grand Prix used for my son in about 2005. Since then he has graduated from both High School and College. He presently is a nurse in California. This car was a very expensive transaction for me. G.M. did nothing to make me happy.

SEP 14 2013

Sometime in approximately 2005, my son called me at work from Francois Howell High School. He stated that his unoccupied parked car burned up in the school's parking lot and the Cottleville Fire Department was there. This was before I received any recall letter. The car caught fire and burned up before it could be put out. It was totalled. I had to pay for towing to a junk yard.

I called gm to no avail. They gave me a claim# over the phone. This # proved to be useless. I explained the situation in detail to a rep. Sent a copy of the title (from the junk yard), and a copy of tow bill to them. All for nothing. I got 3 months use out a car I had paid \$6,000.00 for. Plus the \$80 tow bill. Never got one cent from gm. . All I got was a recall card, via the mail, on a totaled car. I did a lot of running around for nothing. I got a recall card about every six months for years. On a car that didn't exist!

Now this situation is long over. My son has had a couple cars since this incident. I, nor anybody I know, will ever buy another G.M. auto again. This includes relatives and friends. Not only does gm. manufacture an inferior product compared to foreign competition, but their customer service was horrible. Since then I can no longer talk due to a medical condion. So don't ask me to call.

[REDACTED]  
St. Charles, Mo. [REDACTED]

RR  
91916  
SMD



Pontiac  
P.O. Box 909989  
Milwaukee, WI 53209-9989

## IMPORTANT SAFETY RECALL



07035 1G2WR5215YF [REDACTED] 16 0005050

SAINT CHARLES, MO [REDACTED]



September 2016

This notice applies to your vehicle, VIN: 1G2WR5215YF [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 2000 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 2000 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.

### IMPORTANT

- Your vehicle is involved in GM recall 07035.
- 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" 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 55 minutes.

GM

**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 08V118.

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 #07035



St Charles, MO

SAINT LOUIS MO 630

07 SEP 2016 PMS 1



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