

NEF-010

01-10910337-1863

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

SEP 20 2013

I

[REDACTED]

Is sending you a copy of this letter, I have one copy as well, concerning my vehicle (Pontiac Grand Prix), The recall on this vehicle recalled damage has already taken place of last year (engine compartment fire) At this time of accident My son [REDACTED] [REDACTED] were driving also were Insure, Am looking forward to be refund for the damage of this car. Please contact me by letter or phone [REDACTED], Accident report is in the system at the DMV.

Thanks for your cooperation

[REDACTED]

9-13-2016

NM  
92616  
SMP



# IMPORTANT SAFETY RECALL

September 2016

[REDACTED]  
Farmville, NC [REDACTED]

This notice applies to your vehicle, VIN: 1G2WP52K12F [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 2002 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 2002 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" 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 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).

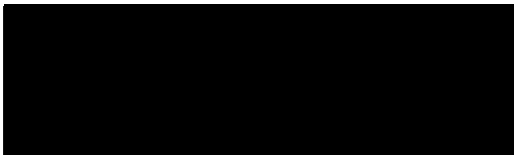
If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue,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



Farmville N.C.



RALEIGH NC 275  
Research Triangle Region  
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Administrator, National Highway  
1200 New Jersey Avenue  
SE, Washington, DC 20590

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