INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

CL-11497002-1000

[redacted]
Nutley, NJ [redacted]
November 5, 2022

National Highway Traffic Safety Administration
1200 New Jersey Avenue SW
Washington DC 20590

Dear Sir,

I am writing this letter regarding a safety recall notice I received in the mail. It's #09047C product safety engine compartment fire dated March 13, 2016. The vehicle I have is a 1999 Pontiac Grand Prix GT equipped with a 3.8L V6 naturally aspirated engine (RPOL36-VIN K). The condition stating General Motors has decided that a defect which relates to motor vehicle safety exists in 1997-2003 model year vehicles equipped with a 3.8L V6 naturally aspirated engine (RPOL36-VINK). Some of these vehicles have a condition in which drops of engine oil may be deposited on the exhaust manifold through hard braking. In rare cases, if this condition occurs and if a hot surface ignition source were present an engine compartment fire could occur. The correction that has to be made is that 2 or both valve cover gaskets need to be replaced on the engine, not just one. The front valve cover is black in color and the gasket is needed to be replaced or updated to correct a problem that is existing. The oil is seeping from both front and rear valve covers. The gaskets should be replaced on both sides on this engine, not just the front. When starting this motor in the morning, I still see smoke coming from the back side of this motor. Gasket # 25532619 should be replaced on both sides front and rear of this engine and new valve covers should be installed to complete an update. As a G.M. customer, I am not satisfied with a recall with this setup. Safety is the number one priority of keeping a customer coming back to your product, not oil leaking from a motor to cause an engine fire. Somebody's life might be at risk. I so respect the dealership I took the car to. They helped me in solving issues with the car. The car is very well built but can be made better. The other issue I encountered was a faulty O2 which is also on this engine. The engine will not perform properly. There are 2 O2 sensors on this engine; one in the rear of this motor and one before the catalytic converter. One before the catalytic converter was very clogged and very difficult to remove and replace. The mechanic had to heat this part up to be removed. He also broke his ratchet to remove this part. Once the part was removed and replaced, the car performed better. Replacing a faulty O2 is half the battle of these engines not performing properly. It is part of a tune up, if you can remove them. Some of these parts are frozen in so tight, they are hard to remove. They can be made better. Using never seized compound on these parts do help in removing them. I do respect the letter Safety Recall Notice. Please update me if any further action will be taken.

Thank you.

BR

15757

General Motors Product Field Action
Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [redacted]

[redacted]

City: Nutley State: NJ Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Date Request Form and Supporting Documentation Submitted to Dealer: 11/5/2022

Vehicle Identification Number of Involved Vehicle: 1G2WP12K6[redacted]
(17 Characters)

Mileage at Time of Repair: 109 143 Date of Repair: 11/11/2022

Amount of Reimbursement Requested: $ 587.49

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: X [redacted]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

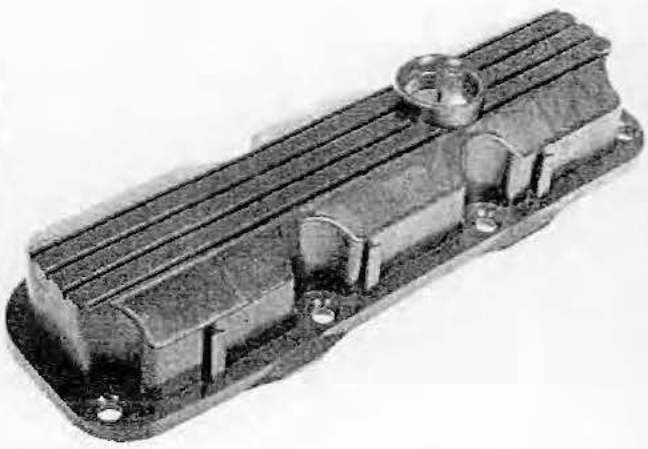
Dorman

Valve Cover

Part Number: 264-966

Price: $59.99 *Prices and availability are subject to change*

Warranty: Lifetime



Features & Benefits: This replacement valve cover matches the fit and function of the original equipment part that may be damaged or warped. Made from quality materials for excellent fit and superior heat resistance, this valve cover has undergone extensive testing.

- Direct replacement - this valve cover matches the original equipment part for fit and function
- Durable construction - this valve cover is made of quality materials to withstand extreme temperatures to resist leaking
- Cost-effective solution - offers original equipment performance at competitive price
- Quality tested - this part has undergone try-on and material testing to ensure a quality fit and reliable service

Color	Black
Width	4.75
Oil Filler Cap Included	No
Material	Plastic
Valve Cover Type	Standard
Finish	Black

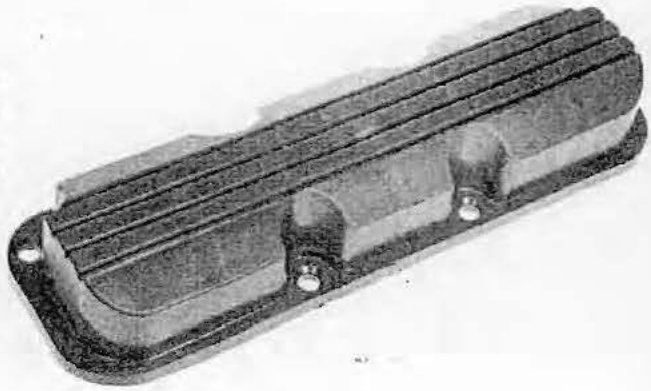
Dorman
Valve Cover

BACK.

Part Number: 264-967

Price: $61.99 *Prices and availability are subject to change*

Warranty: Lifetime



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- Direct replacement - this valve cover matches the original equipment part for fit and function
- Durable construction - this valve cover is made of quality materials to withstand extreme temperatures to resist leaking
- Cost-effective solution - offers original equipment performance at competitive price
- Quality tested - this part has undergone try-on and material testing to ensure a quality fit and reliable service

Color	Black
Width	4.5in
Oil Filler Cap Included	No
Material	Plastic
Valve Cover Type	Standard
Finish	Black

FRANK'S TRUCK CENTER

325 ORIENT WAY
LYNDHURST, NJ 070712008
2019397708

Cashier: Tony K.
09-Nov-2022 1:19:21P

Invoice #[redacted]

1 Custom Item	$557.50
Total	**$557.50**
CASH SALE	$557.50
Cash tendered	$600.00
Change	$42.50

Retain this copy for statement validation

Station: upstairs john gavula

*** REPRINT ***

[redacted]

Clover Privacy Policy
https://clover.com/privacy

warranty excludes damage caused by misuse, abuse, other faulty parts, improper installation or off-road, commercial or marine use. Warranties on replacement parts cover the unused portion of the original warranty or 90 days, whichever is longer. Warranties expire when you sell your vehicle.

THIS LIMITED WARRANTY REPRESENTS THE TOTAL LIABILITY OF AUTOZONE, FOR ANY PART OR PRODUCT. AUTOZONE MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

AUTOZONE SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, or exclusion or limitation on incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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PONTIAC

RECALL INFORMATION PROCESSING CENTER
P.O. BOX 909989
MILWAUKEE, WI 53209-9989

PRESORTED
FIRST CLASS
U.S. POSTAGE PAID
JANESVILLE, WI
PERMIT NO. 1195

RECALL!

RECALL INFORMATION

OUR PRIORITY IS YOUR COMPLETE SATISFACTION

[redacted]

NUTLEY, N[redacted]

IMPORTANT

001A002620*9*15602-01

FRANK'S PONTIAC-GMC
325 ORIENT WAY
LYNDHURST, NJ 07071
(201) 939-7708

[redacted]
NUTLEY, NJ [redacted]

THIS SERVICE WILL BE PERFORMED AT *NO CHARGE* TO THE OWNER.

[redacted]

SCHEDULE YOUR APPOINTMENT TODAY!

AS A VALUED PONTIAC OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF AUGUST 2, 2010, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR PONTIAC:

9047 ENGINE COMPARTMENT FIRE

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

BLOOMFIELD P & A
1278 BROAD STREET BLOOMFIELD, NJ 07003
(973)338-9292

CUSTOMER COPY

CUSTOMER 070005
* NAPA PREFERRED CUSTOMER *
* THANK YOU *
* FOR YOUR BUSINESS *
PH:

TIME: 14:05
INV#: [redacted]
TYPE: CASH
DATE:07/29/15
CTMN:28 PAGE: 1

QUANTITY	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EACH	YOUR COST	EXTENSION	TAX
		99 GRAND PRIX	V6-3800 3.8L					
1	NEC	XTP450015	REMAN AIR MASS	78.00		127.22	205.22	T

TOTAL UNITS	FREIGHT	LABOR	MISC.	CORE TOTAL	LIST TOTAL	NON-TAXABLE	TAXABLE	TOTAL TAX
1	0.00	0.00	0.00	0.00	78.00	0.00	78.00	127.22	8.91

CUSTOMER COPY

RECEIVED BY: X

PAY THIS AMOUNT ▶ 214.13

ALL CLAIMS AND WARRANTIES APPLY ONLY TO THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. NO RETURNS ON ELECTRICAL ITEMS, SPECIAL ORDERS OR ANY ITEMS THAT HAVE BEEN INSTALLED. WE DO NOT ACCEPT RESPONSIBILITY FOR LABOR CLAIMS.

3/15

Bal Due 203.30

Thank you for choosing FIVE STAR AUTO CENTER

Paid

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, accident or any other cause beyond your control. ALL WORK UNLESS SPECIFIED IS WARRANTEED 1 YEAR OR 12,000 MILES PARTS & LABOR. ALL WARRANTY WORK MUST BE PERFORMED BY FIVE STAR AUTO CENTER, INC.

(Signa[redacted]

CUSTOMER #: [redacted]

[redacted]

NUTLEY, NJ
HOME: [redacted] CONT: [redacted]
BUS: CELL:

INVOICE

DUPLICATE 1
PAGE 1

FRANK'S TRUCK CENTER, INC.
dba FRANK'S GMC
325 Orient Way P.O. Box 503
LYNDHURST, NEW JERSEY 07071
SERVICE (201) 939-7790

MEADOWLANDS FREIGHTLINER
P.O. Box 503
LYNDHURST, NEW JERSEY 07071
(201) 939-7718

SERVICE ADVISOR: 237 JEFF VERGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	99	PONTIAC ZZUSV-1970	1G2WP12K6X[redacted]	[redacted]	102118/102118	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN99 DD			20:48 09MAY16		0.00	CASH	01JUN16

R.O. OPENED	READY	OPTIONS: DLR: [redacted] ENG:3.8_Liter_V6_MFI
13:08 09MAY16	09:37 01JUN16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A GET CORRECT MILES.			
A ADVISE ONLY			
41 CP 0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B Product Safety Recall N150757 15757 UNDER HOOD FIRE			
CAUSE: 9090.090			
9100840 REPLACE VALVE ROCKER ARM COVER AND GASKET			
14WGM94 0.02			(N/C)
41WGM94 0.48			(N/C)
0.50			(N/C)
1 12590366 (S)COVER			(N/C)
1 25532619 (S)GASKET			(N/C)
1 88891792 (S)RETAINER			(N/C)
1 12132229 (S)RETAINER			(N/C)
FC: 9090			
PART#: 12590366			
COUNT: 4			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
102118 9100840 PERFORM RECALL 15757			
**********			
C CONTACT CUSTOMER WHEN PARTS COMES ON. 973-619-5251			
A ADVISE ONLY			
99 CP 0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D** NEW LINE			
A ADVISE ONLY			
41 CP 0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			

Dealer guarantees the labor performed in this repair shop has been competently performed, and that any defect which occurs will be corrected without charge by this repair shop for a period of 90 days or 4,000 miles from the date of the repair, whichever first occurs.

This part(s) is sold "as is". The only warranties applying the this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and /or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance by way of "strict liability", negligence or otherwise.

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle, herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE, ANTIFREEZE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]

[redacted]

NUTLEY , NJ [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

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P.O. Box 503
LYNDHURST, NEW JERSEY 07071
(201) 939-7718

SERVICE ADVISOR: 258 ANTHONY KOZIEROWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	99	PONTIAC ZZUSV-1970	1G2WP12K6XF[redacted]	[redacted]	108102/108102	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN99 DD			20:48 07NOV22		0.00	CASH	09NOV22

R.O. OPENED	READY	OPTIONS:
10:45 07NOV22	11:51 09NOV22	DLR [redacted] ENG:3.8_Liter_V6_MFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST REQUESTS ESTIMATE TO INSTALL CUST SUPPLIED VALVE COVER AND GSKET						
	L	CHECK FOR LEAKS					
		18	CPC	3.00		450.00	450.00
	1	24503423	(S)	PIPE	15.57	13.86	13.86
	1	12565082	(S)	PIPE	5.22	4.65	4.65
	1	12346290		COOLANT	27.90	24.83	24.83

PARTS: 43.34 LABOR: 450.00 OTHER: 0.00 TOTAL LINE A: 493.34

108102 GOT PRICE ON TWO PLASTIC ELBO FOR COOLANT AND ONE GALLON COOLANT GAVE OWNER ESTIMATE.DRAIN COOLANT SYSTEM REMOVE BELT AND ALT REMOVE REAR ENGINE BRACKET.REMOVE HEATER HOSES AND REMOVE ALT BRACKET ALONG WITH COOLANT ELBOS REMOVE OLD VALVE COVER AND INSTALL OWNER SUPPLY COVER. REASSAMBLE COMPLETE REPLACE ELBO REASSAMBLE COMPLETE FILL, AND BLEED COOLANT SYSTEM

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	MPVI - MULTI-POINT VEHICLE INSPECTION						
	0108	MPVI - MULTI-POINT VEHICLE INSPECTION					
		18	ISP	0.20			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

108102 PERFORM MPVI.

****

Dealer guarantees the labor performed in this repair shop has been competently performed, and that any defect which occurs will be corrected without charge by this repair shop for a period of 90 days or 4,000 miles from the date of the repair, whichever first occurs.

This part(s) is sold "as is". The only warranties applying the this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and /or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance by way of "strict liability", negligence or otherwise.

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle, herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	450.00
PARTS AMOUNT	43.34
GAS, OIL, LUBE, ANTIFREEZE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	29.52
TOTAL CHARGES	522.86
LESS INSURANCE	0.00
SALES TAX	34.64
PLEASE PAY THIS AMOUNT	557.50

CUSTOMER COPY