



**DOT Auto Safety Hotline**

**Vehicle Owner's Questionnaire**

**POSTED  
COPIED**

**REPORT VEHICLE SAFETY DEFECTS**  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET: www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY**

Date Received: **REC'D APR 27 11 51 AM '99**

Reference No. **551990**

OFFICE DEFECTS INV

**OWNER INFORMATION (Type or Print)**

[Redacted Owner Information]

Daytime Telephone Number  
 [Redacted Telephone Number]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date **4/15/99**

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN) (17 Digits) **1G2NE52E3XC509879** (Located at bottom of windshield on driver's side)

Make **PONTIAC** Model **GRAND AM** Year **1999**

Purchased Date **6-1-99** Dealer's Name [Redacted] Engine Size (CID/GAL) **3.4**  Turbo  Diesel  Gas  Fuel Injection

New  Used Dealer's City **HUNTINGTON** State **NY** Zip Code [Redacted] No. Cylinders **6**  Fuel Injection

Manufacture Date (on driver's door or pillar) **5/98** Transmission Type  Manual  Automatic

Restraint System  Driverside Air Bag  Motorbell  Passengerside Air Bag  2-Point Belt  3-Point Belt

Cruise Control  Yes  No Drivetrain  Front  Rear  4-Wheel

Vehicle Type  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other

Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s) **DIESEL CLUTCH PISTON ASSEMBLY** Location  Left  Right  Front  Rear

Failed Part(s)  Original  Replacement Handicap Adaptive Equip  Yes  No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand [Redacted] Tire Name [Redacted] Complete Tire Size [Redacted]

No. of Failures [Redacted] Date(s) of Failure(s) [Redacted] Mileage at Failure(s) [Redacted] Vehicle Speed at Failure(s) [Redacted]

Failed Part(s) Available?  Yes  No NHTSA Previously Contacted?  Yes  No

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash  Yes  No Fire  Yes  No

Number of Persons Injured [Redacted] Number of Fatalities [Redacted] Reported to Manufacturer  Yes  No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

**WHILE DRIVING ON THE INTERSTATE IN MISSISSIPPI DOING 70 MPH, MY CAR DOWNSHIFTED WITHOUT REASON. IT WOULD NOT SHIFT BACK INTO THIRD OR OVERDRIVE. THIS IS A DEFECT THAT GM KNOWS ABOUT BUT HAS NOT ISSUED A RECALL NOTICE. IT AFFECTS OVER ONE MILLION CARS. I HAVE ENCLOSED A COPY OF GM'S INTERNAL MEMO ABOUT HIS PROBLEM**

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7862

Document ID # 656743

## No Third and Fourth Gear (Replace Diesel Clutch Piston Assembly) #99-07-30-031

No Third And Fourth Gear (Replace Direct Clutch Piston Assembly)

1999-2000 Chevrolet Cavalier, Malibu

1999 Oldsmobile Cutlass

1999-2000 Oldsmobile Alero

1999-2000 Pontiac Grand Am, Sunfire

1999-2000 Toyota Cavalier

with Hydra-Matic 4T40-E, 4T45-E Transaxle (RPOs MN4, MN5)

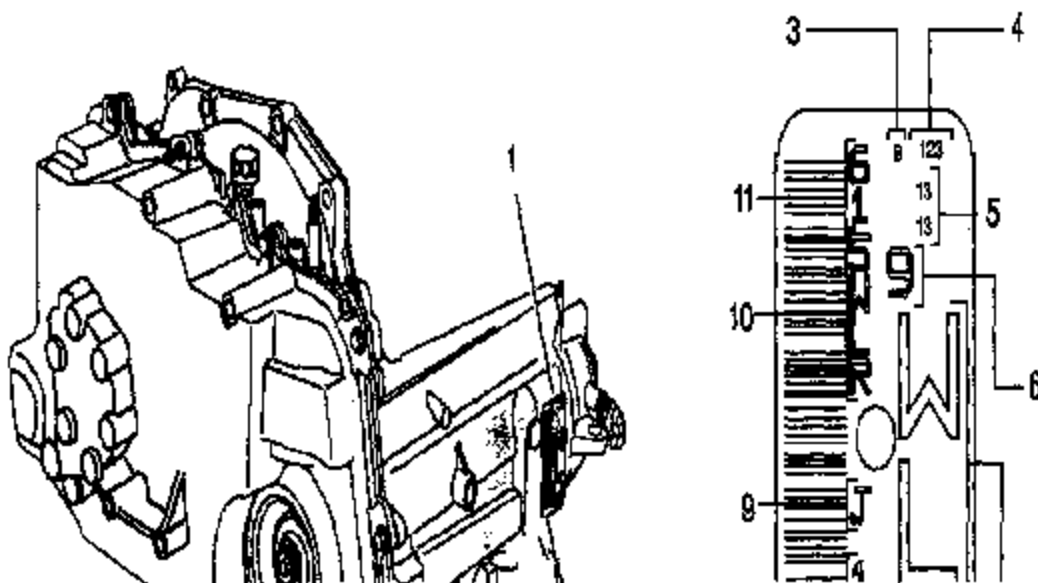
and 2.2 L, 2.4 L, 3.0 L, 3.1 L or 3.4 L Engine (VINs 4, F, T, R, M, E – RPOs LN2, L61, LD9, L81, L82, LA1)

1999-2000 Daewoo Lanos, Nubria

with Hydra-Matic 4T40-E Transaxle (RPO MN4)

and 1.5 L, 1.6 L or 2.0 L Engine

### Condition

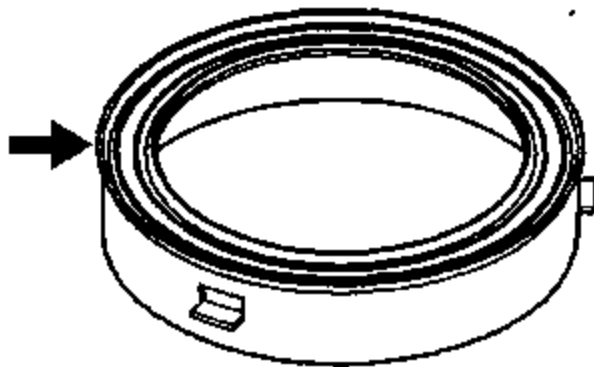




- (1) Transmission ID Location
- (2) VIN Location
- (3) Calendar Year
- (4) Julian Date
- (5) Shift and Line Number
- (6) Model Year
- (7) Model
- (8) Serial Number in Base Code 31
- (9) J = Windsor Plant
- (10) Broadcast Code
- (11) Transmission (4T40-E)

Some owners of the above listed vehicles built prior to November 1, 1999 (Julian Date 305) may comment on a no third and fourth gear condition.

Cause



This condition may be caused by the molded seal portion of the direct clutch piston assembly delaminating from the steel housing eventually causing the outer lip of the piston seal to cut or tear.

This cut or tear prevents the direct clutch piston assembly from applying causing the loss of both third and fourth gear.

**Correction**

To correct the above condition, install a Tech 2 to the vehicle and command third gear. If third gear does not exist, proceed with an inspection of the direct clutch piston assembly for the cause listed above. If the direct clutch piston has a torn seal, replace it with a new piston that has been released to prevent this condition. Inspect and replace any other parts that show potential damage or quality concerns.

Refer to the 4T40-E/4T45-E Unit Repair Section of the Service Manual for the proper procedure.

**Service Parts Information**

*parts listing # 24204046*

Part Number	Description
24205044	Direct Clutch Piston Assembly

Parts are currently available from GMSPO.

**Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Labor Time
K7581	Use published labor operation time

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