

782020

From: feedback@cartalk.com
To: Young, Beverly <NHTSA>
Date: 3/14/99 12:35PM
Subject: * This data was submitted via a fill-in form at the Cartalk web site

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SUBMISSION DATE: Sunday, March 14 12:34:39 PM

VEHICLE OWNER'S QUESTIONNAIRE
=====

OWNER INFORMATION

NAME: [REDACTED]
ADDRESS: [REDACTED]
TELEPHONE: [REDACTED]

NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: 1G2NW12MOWC742548
MAKE: Pontiac
MODEL: Grand AM
YEAR: 1998

ODOMETER: 29900
PURCHASE DATE: 04/28/98
NEW OR USED: Used

DEALER NAME: Enterprise car sales
ADDRESS: Orlando, FL 32804

ENGINE SIZE: 3.1 ltr
CYLINDERS: 6

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: Front

ADDITIONAL COMMENTS

This car was purchased from enterprise car sales on Hwy 50 in Orlando, FL., with 11,000 miles on the vehicle. At that time there was no indication of trouble. The vehicle is being driven by my son who is currently in the military stationed at Sheboygan Michigan, on the Coast Guard Cutter Macinaw. He informed me while station previously at Sault Ste. Marie, Michigan, he encountered problems., and took the vehicle to a general motors dealership, called Sadlers in the Sault. There they put the vehicle on the analysier and did something to the computer. The problem persisted afterward. The vehicle, also, according to my son is hard starting at times. He was then transfered to Yorktown Virginia for training and has had again problem with the transmission disconnecting from the engine. He then took the car to Hall Auto Mall (757) 989-8700 and had it analysed by Herb Roberts. They found nothing wrong with the car. I called Mr. Roberts and asked him to take a ride with my son

on to see if the problem would occur, though it did not. The problem still exists.. I got involved with this at this time and called Pontiac Motors Corp, at 1-800-762-2737. They intum set up a file #89048754. They asked me to have my son again take the vehicle to another dealer, since he was being transferred. He now has the vehicle in Cheboygan Michigan, at the Cutter Mackinaw...at the time of this writing, he has not had the opportunity to take the vchile in for inspection.....What was interesting, I found is that according to the service writer of the local Pontiac dealer here in Melbourne Florida is that according to his transmission tech, they repair one to two transmission with this same problem weekly...That dealership name is Lane Pontiac, phone # (407)725-3221. The service writers name is JR. Another interting fact they at Lanes told me is this transmission the 4T60E is used in numerous general motor car lines, being the Buick Century, and the Buick ParkAvenue. !

Also another interesting fact is that during a recent visit, by my brother-in-law who owns a 1998 Buick Century, the same thing happened. Upon heavy accleration to enter traffic the engine reved, but it was the though the transmission was shifted into neutral...Obviously this is a safety hazard, and depending on when you need to speed up in a hurry you could be in serious trouble. My hope is that you can interviene and require general motors to take appropriate action and have the problem fixed. With the incidence of this occurring others in the field must certainly be aware that this problem is happening. Although this vehicle is under warranty at this time...obviously it is frustrating to continually take the vehicle in and continually be told there is nothing wrong with it....And when I asked general motors corporation, what would happen if this problem is not resolved before the end of the warranty, all they could tell me is that any repairs would be done on a case bl y case basis.. Your timely response would be greatly appreciated.

Sincerely,



END OF FORM
