



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236) **783 JN - 30-00-00013**  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1367

Date Received

Repository

Reference No.  
10022731

**OWNER INFORMATION (Type or Print)**

Name

Address

City

MEDINA

State OH

Zip Code

Domestic Telephone Number

E-mail Address

Foreign Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?  
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.  
Signature of Owner

YES  NO  
Date 6/17/03

**VEHICLE INFORMATION**

Make

OLDSMOBILE

Model

SILHOUETTE

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

see below

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

192000 TIRES:SIDEWALL

Multiple Failure: 1 All Four Wheels

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

Incident Date(s)

see attached

Failure Mileage

32000

Failure Speed

Chrome/Aluminum Wheels

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

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: D0THALSABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), complaint, and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

ALL FOUR TIRES ARE LEAKING AIR AND DEFATING. THIS IS CAUSED BY CORROSION ON THE INSIDE OF THE CHROME WHEEL \*AK

Purchased vehical - Norris in Berea, OH (never serviced here for wheels,

Serviced at two other dealers -

- Martin Motors in Barberton, OH

- Norris Automall in Medina, OH (different than other Norris)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

This is a Safety issue  
- underinflation  
- This my family van -

Flawed Chrome plating  
on wheels - white oxide  
on areas where chrome  
has spalled. - Inside (not cosmetic)

See attached photos - I can send wheel(s) for inspection

GM would not honor Warranty - Problem started on 10/26/02  
- See history

GMPP Extended Warranty would  
not cover new wheels

Probably not too much history on wheels - Model 2001-2003  
I will send wheel(s) if you wish.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300

Thanks for listening



**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 72173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4238

DOT Auto Safety Hotline  
(DASH) 2 DOT



US Department of Transportation  
National Highway Traffic Safety  
Administration  
www.safercar.gov

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**Owners Assistance**

This section is exclusively for Oldsmobile owners and requires the entry of your VIN (Vehicle Identification Number), which can be found on your registration. Please complete the form below so that we can best provide you with the information you need. \* Required Field

Select the model and year of your Oldsmobile:

Silhouette \*

2001 \*

Enter your VIN (Vehicle Identification Number): 1GHDX13E81D234: \*

Preferred Dealer: norris in Medina

Current Mileage: 43000

Message: The new set of tires have been perpetually leaking causing the van to be taken back to have the tires remounted. The tire company

First Name: [Redacted] \*

Last Name: [Redacted] \*

Email Address: [Redacted] \*

Address: [Redacted]

City: Medina \*

State: Ohio \*

ZIP: [Redacted]

Daytime Phone: [Redacted]

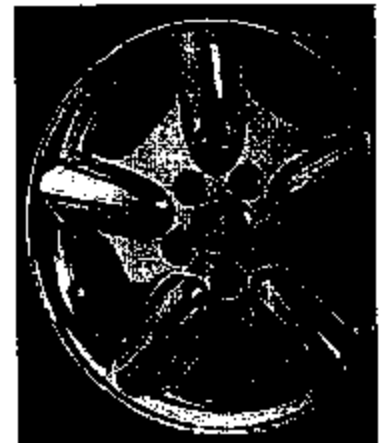
Evening Phone: [Redacted]

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Chrome is automotive's "most wanted" option. Consumers love its brilliance, designers prefer its style and performance.

**Chrome is the best reflection on you.**



### *Trapped Solutions*

We have seen several examples from platers (ourselves included) that actually corrode from the inside out. We believe this is caused by plating solutions being trapped in pores and fissures in the casting. These solutions will attack the underlying layers and the aluminum substrate over time. Due to the nature of the outermost layers, this corrosion will travel laterally along the underlying layers rather than exploding out to the surface, resulting in blistering.



This photo is of a more extreme case of porosity in the casting. It is easy to see how the EN will flow into the opening and coat the entire surface. There is enough EN plating present here to seal off the opening and allow the copper layer to smooth over, with the Semi Bright and Bright Nickel layers completing the job.

Note the discontinuities present in the Semi Bright Nickel layers. It is quite possible this is an early stage of inside-out corrosion forming. This pore does appear to be a bit large, even for our process.

### *Corrosion Prevention*

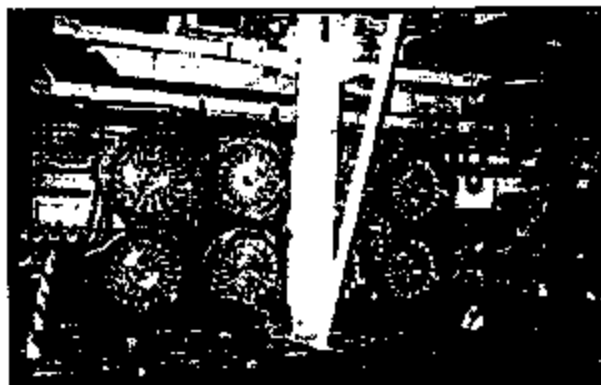
Not only do we seal the casting to prevent "inside-out" corrosion. We also prevent "outside-in" corrosion by applying a thicker more uniform layer of electrolytic nickel and chrome.



We accomplish this by the use of insoluble conforming anodes, which are designed for each unique part. These anodes allow us to change the current density of selected locations on the part, allowing us to build more plating in critical areas.

We feel this unique combination of "inside-out" and "outside-in" corrosion protection is the best means to provide our partners with the highest quality, longest lasting, chrome plated wheel in the industry.

### ***Out the Door***



"There are not many places in the United States that can plate aluminum alloy wheels to the rigorous specifications of the OEMs. The process is not simple. And Dayton Alloy Wheel provides extra effort to make sure that the wheels it plates are superior in finish and corrosion resistance."

- Beverly A. Graves, "Plating of Aluminum Alloy Wheels", Spring 1998  
AUTOMOTIVE FINISHING magazine.

[<< Previous / Next >>](#)

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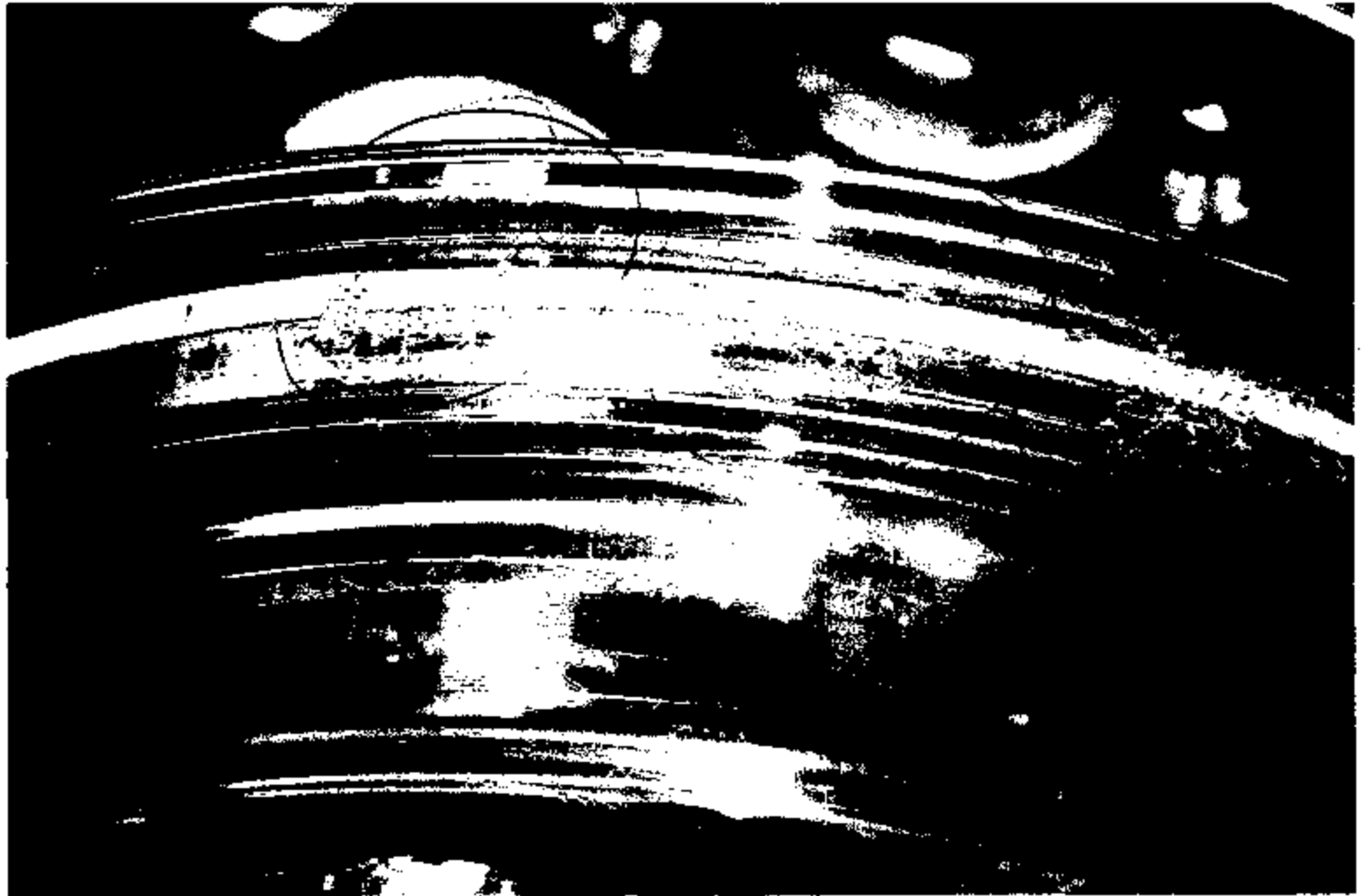


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**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**