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2005 JAN Vandalia, OH
January 6, 2005

Oldsmobile Customer Assistance Network
16 East Judson Street
P.O. Box 436006
Pontiac, MI 48343-6006

Dear Sirs:

In March 2002, I purchased a new Oldsmobile Silhouette from White Allen in Dayton, Ohio, to replace my 1999 Silhouette. All servicing of my Olds van has been performed by White Allen. I was informed that oil changes also include routine fluid level checks and tire inflation checks. I relied on their expertise.

This summer, White Allen completed a 30,000-mile recommended checkup before my wife and I left on a trip. Thursday morning after our return on Tuesday, the front driver's side tire was flat. A screw lodged in the left front tire. That same day my local Goodyear dealer pointed out an unusual wear pattern on both front tires and, after inspecting the back tires, noted that the same wear pattern was present there too. This was my first knowledge of irregular tire wear. The tires are worn on the inside; there are deep almost to the cord indentations or separations, and the edges of the steel belts are exposed. My Goodyear dealer attributed the tire wear to bad front-end alignment. (See the enclosed Goodyear printout.) The owner's manual states that the front end was aligned by the factory and that realignment was necessary only if poor handling or unusual tire wear was noticed.

White Allen rotated the tires at 20,276 miles and again at 28,084 miles. The original back tires were on the front of the car for less than 8,000 miles and in that short period, they began the same irregular wear pattern as that of the front tires.

My safety and that of my wife was placed in jeopardy because White Allen failed to notify me that the tires had developed an unusual wear pattern. A cursory examination of the tires during rotation should have alerted the mechanic that the tires were under some kind of stress, but I was not made aware of the situation.

I took the tires to White Allen on Monday, November 28, 2004. The White Allen service manager, Mr. Mike Fafick, conferred with the local Goodyear and GM representatives. Goodyear claims that the screw in the left front tire and a staple found in the right front tire are road hazards that caused unusual wear because of slow leaks. Slow leaks should not have been a problem if White Allen complied with their service policy of routine inflation checks during oil changes. How the screw and staple impacted the

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wear of the rear tires when on the front was not addressed. The GM representative said that it was not a GM problem—it was a tire problem.

On December 20, 2004, I received a telephone call from Ms. Mathis in reply to my December 7th letter to the Oldsmobile Customer Assistance Center in Detroit. She told me that my problem was not a warranty issue, and, therefore, she was unable to assist me.

This "it's the other guy's responsibility" is not satisfactory. I contend that the car was not properly aligned at the factory and, the lack of proper alignment caused the tires to wear in an abnormal pattern. In the alternative, if the tires were faulty, GM delivered a van to me with inferior tires that could have caused a serious, if not fatal, accident. Additionally, the car was serviced by a GM certified dealer, who should have notified me of the abnormal tire wear.

I replaced all four tires with new Goodyear Assurance tires at a cost of \$555.78, including front-end alignment. I believe that GM should share in, as a minimum, one-half of the tire replacement and alignment cost.

Thank you for your consideration.

Sincerely,

Enc. 2

cc: BBB Auto Line
Council of Better Business Bureaus, Inc.
4200 Wilson Blvd., Suite 800
Arlington, VA 22203-1804

✓ NHTSA
US Department of Transportation
Washington, DC 20590

Goodyear Corporate Headquarters
1144 East Market Street
Akron, OH 44316-0001

White Allen
442 North Main Street
Dayton, OH 45405

Vehicle Measurements

Front
 17-25-85

Handwritten signature

	Spec.	Val.	Dev.
Front			
Left Camber	0.70	0.50	Dev.
Right Camber	0.70	0.50	Dev.
Caster	2.50	0.50	Dev.
Total Toe	0.00	0.20	Dev.
Rear			
Camber	1.00	0.30	Dev.
Total Toe	2.00	0.30	Dev.

Customer _____
 Vehicle _____
 Mileage _____
 Technician _____

Before Alignment Measurements

	Left	Right	Dev.
Front			
Camber	0.8	0.6	Dev.
Caster	2.1	2.7	Dev.
Toe	0.0	0.1	Dev.
Total Toe	0.0	0.1	Dev.
Set Back	0.00		Dev.
SAI			Dev.
Included Angle			Dev.

R-M BODYERS 2 & 4

Customer _____
 Vehicle _____
 Mileage _____
 Technician _____
 Time/Date _____

AFTER Alignment Measurements

	Left	Right	Dev.
Front			
Camber	0.3	0.1	Dev.
Caster	2.1	2.7	Dev.
Toe	0.0	0.0	Dev.
Total Toe	0.0	0.0	Dev.
Set Back	0.0		Dev.
SAI			Dev.
Included Angle			Dev.

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THE FREEDOM OF INFORMATION
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