

Type: Customer E-mail
 From: [REDACTED]
 To: [REDACTED]
 Cc: webmaster@nhtsa.dot.gov
 Subject: RE: 1-5AUYRI - Multiple Defects with Olds Silhouette

Old #
10114146

I know the message below states that I don't need to send additional information, but the following is relevant to my issue:

- the Excel spreadsheet highlights all of the problems that I have had with the van, both fixed and unfixed, as well as recent problems not documented in GM's system;
- the Word doc is a copy of a complaint filed with the National Highway Traffic Safety Administration (NHTSA). It appears that the owner has had some of the same recurring problems with his Olds Silhouette as I have (repeated failures of the wheel bearings and hub assembly).

Please advise what General Motors can do to help me get out of this defective vehicle and into a new one.

[REDACTED]
 Assistant Director
 Loss Avoidance & Investigations (LAI)
 National City Corporation
 [REDACTED]

-----Original Message-----

From: cac@oldsmobile.com [mailto:cac@oldsmobile.com]
 Sent: Wednesday, March 16, 2005 6:49 AM
 To: Hudson, Brian
 Subject: FW: 1-5AUYRI

Dear Mr. Hudson,

Thank you for contacting the Oldsmobile Customer Assistance Center. Please consider this confirmation of our receipt of your e-mail. In addition, I have added the information you provided to request number [REDACTED] and sent a notification to Morgan Hardwick on your behalf. Mr. [REDACTED] will follow up with you soon; however, there is no need to send a spread sheet. Your concerns have been documented in other file numbers as well as under your vehicle profile in our database.

If you should need to contact us in the future, simply reply to this message or call our Oldsmobile Customer Assistance Center at 1-800-442-6537. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Oldsmobile.

Sincerely,

Kathy Butler
 Customer Relationship Manager

Morgan Hardwick
all

Oldsmobile Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmilink.com/main/US/en/gm/home?cmp=occallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Oldsmobile.

Originating Email Address: [REDACTED]
#Subject=Oldsmobile Silhouette Owner Assistance

-----Original Message-----

From: [REDACTED]
Sent: 3/16/05 12:38:36 AM
To: cac@oldsmobile.com
Subject: Oldsmobile Silhouette Owner Assistance

Name : [REDACTED]

Address: [REDACTED]

: Brecksville, OH [REDACTED]

Daytime Phone Number : () -

ex.

Evening Phone Number : () -

ex.

Vehicle : 2002 Silhouette

VIN : 1GHDV13E82D [REDACTED]

Mileage : 65350

Dealer : Bigelow Chevrolet

Comments : I have had recurring problems since purchasing my Olds Silhouette. I have an Excel spreadsheet summarizing the problems and want to forward it to a customer service manager.

Email Address : [REDACTED]

***National City made the following annotations

This communication is a confidential and proprietary business communication. It is intended solely for the use of the designated recipient(s). If this communication is received in error, please contact the sender and delete this communication.

Attachments:

2002 Olds Silhouette.xls
Olds Silhouette Complaint.doc

Jimenez, Alberto

To: [REDACTED]
Subject: RE: Re:RE: 1-5AU YRI - Multiple Defects with Olds Silhouette

Dear Consumer

NVS-216 aa]]

Thank you for your e-mail to NHTSA's Webmaster, which was received by National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for the delay in answering your e-mail; however, due to the number of e-mails received and limited resources, we were not able to respond to e-mail received from February 1, 2005 through April 29, 2005.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. The information you provided will be added to our database. If you have not do so, in order for the agency to efficiently record your complaint please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivoq. By filling out this questionnaire, the agency will have the minimum necessary description of the vehicle or vehicle equipment about which you are complaining and a more complete picture of the problem you are experiencing. Each report can then be analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention. Please fill this questionnaire out as completely as possible. A fully filled-out report will better enable us to identify similar reports in our system.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

P.S. Your report will be enter into our data base.

-----Original Message-----

From: Webmaster
Sent: Wednesday, March 16, 2005 10:27 AM
To: Jimenez, Alberto
Subject: Fw: Re:RE: 1-5AU YRI - Multiple Defects with Olds Silhouette