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March 17, 2005

OFFICE OF
DEFECTS INVESTIGATION

Buick Customer Relations Center
P.O. Box 5039
Troy, MI 48007-5039

Reference:

Automobile Make and Model: Buick Regal GS 2000

VIN #: 2G4WF55514Y

Dealership: King Pontiac Buick GMC

16200 Frederick Road - PO Box 7340

Gaithersburg, MD 20898

Purchase date: September 27, 1999

Current mileage: 68235

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Gentlemen,

I believe that my automobile has one defective wheel, at the least. The problem may be resolved for now, albeit not through the dealership where I bought my car and where I've taken my car for service for the past four and a half years!

Following is a chronological log of the problem:

- April 21, 2004 - low tire light came on; service department determined that left rear tire was low by 8 lbs.; service department added air to tire and set indicator light
- June 1, 2004 - low tire light came on; service department determined that the left rear tire was low on air; service department added air; noticed that cap was missing; reset indicator light
- June 28, 2004 - low tire light came on; service checked all tires and determined that all caps were secure
- July 1, 2004 - low tire light came on; service department suggested replacement of two tires; two tires were replaced

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- August 9, 2004 – low tire light came on; service department readjusted tire pressure on all tires and reset low tire light
- September 7, 2004 – low tire light came on; in to dealer on 9/9/04 – right rear tire very low. Added air and checked stems on tires; reset indicator light
- October 5, 2004 – low tire light came on – right rear tire low; service department replaced valve stem on tire
- February 3, 2005 – low tire light came on; driver's side, rear; informed by service department that wheel needs to be replaced; would cost \$700.00 and would be a special order; would take a week to 10 days to repair after wheel comes in
- February 22, 2005 – took car to Stup's Garage for assessment; was told that a wheel would cost \$200.00 and another \$15.00 to put it on the car and to balance and align wheels; wheel was diagnosed as needing repair of bead on wheel (rescaling) – cost \$18.00; repair was made by Stup's Garage.
- February 25, 2005 – Low tire light came on – Stup's Garage re-set light and checked tire.

Between October, 2004 and February 22, 2005, I had restricted the use of my car for fear that there was a major fault with the tire or the wheel. Today, March 17, 2005, my car appears to be doing fine.

Please advise if this problem has been experienced by other Buick owners.

Sincerely,

Copies to:

1. Service Manager, King Pontiac
2. National Highway Traffic Safety Administration
3. Stup's Garage