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May 2, 2005

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Buick Customer Assistance Center
Post Office Box 33136
Detroit, Michigan 48232

Re: 2003 Rendezvous
VIN 3G5DA03E23S

Dear Customer Assistance:

We are experiencing a strange problem with "cupping" and "egging" of tires on the rear of our 2003 Rendezvous. We have had to replace the rear tires twice with less than 24,000 miles on the vehicle. At freeway speeds there is a disturbing vibration coming from the rear of the vehicle, primarily on the passenger side.

Royal Buick (Tucson, Arizona) is our dealership, where we have purchased and serviced our vehicles for more than 10 years. We purchased this vehicle from Royal as a used car with 11,000 miles on it, so we believe the Firestone tires on it were Buick's original equipment. We had no complaints about the car up to this time. We first noticed the problem in July 2004, on our annual vacation trip. We had had the car serviced and tires rotated just before departing.

Once we got on the road, we noticed there was considerable tire vibration on the right front. As soon as we returned to Tucson, in early August, we took it to the dealer for servicing and asked about this problem. The service department told us the right front tire was "cupped," and the solution was to rotate the tires again, putting the cupped tire on the rear. The service person assured us the cupping would disappear with time and wear.

We were concerned that we might have a defective tire, so we took it to the Firestone tire dealer in Green Valley (Fletcher's Tire and Auto Service). There we were told that the right rear tire was "cupped" and no way would the tire "get better" as Royal Buick had told us. We replaced the two rear tires, had the new ones put on the front and the remaining original tires put back on the rear. Fletcher's verified that the alignment and balance was good. The Fletcher's manager told us of other Rendezvous owners who are having this same problem, one much worse than ours, and he believes there is something inherently wrong with the rear suspension of this model Buick. The cost of replacing the two tires

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228
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in August 2004 was \$191.63, including the alignment and balance check.

Within a few months, we noticed that the vibration in the rear was continuing. In February 2005 we went back to Fletchers and were told the rear tires again were bad — the right one was "cupped" and the left one was "egged." Again, alignment and balance were checked and we had to replace the two tires. The cost was \$239.06.

We do not understand why we have had to replace all four tires on a nearly new vehicle. Since Royal Buick's recommendation was just to keep driving on bad tires, we have not taken the car back with this complaint. I registered my complaint with the salesman who promised to get back to us and has not done so. Is it possible that this vehicle was in an accident without our knowledge?

Please advise what you recommend. We feel the car is not safe to drive at high speeds and/or on long trips as long as this continues. Also, we believe it would be appropriate for Buick to pay for the tire replacements. Whether the problems is with the tires or with the car itself, it is not right to have to buy new tires on a car with so few miles on it.

Sincerely,

Green Valley, Arizona