



CC-10212806-7940

U.S. CONSUMER PRODUCT SAFETY COMMISSION
4330 EAST WEST HIGHWAY
BETHESDA, MARYLAND 20814-4408

Alberta E. Mills
Freedom of Information Officer
Division of Information Management • Office of Information and Technology

Tel: 301-504-7479
Fax: 301-504-0127
Email: amills@cpsc.gov

August 30, 2007

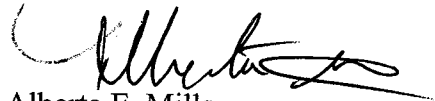
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Department of Transportation / Office of General Counsel
400 7th Street, S.W.
Washington, DC 20590

Enclosed is a letter sent to the U.S. Consumer Product Safety Commission (Commission). The Commission cannot process the enclosed request or letter. The products or matters that are the subject of the correspondence do not fall within our jurisdiction. As a result we do not maintain any records responsive to the request and cannot respond to the concerns of the correspondent.

We are forwarding the request or letter for whatever action your agency deems appropriate. We have notified the correspondent about the referral.

If you have any questions or concerns, please contact us.

Sincerely,


Alberta E. Mills

Enclosures

2007 SEP - 7 A 10:56
WASHINGTON, DC 20590
NHTSA
OFFICE OF CHIEF
COUNSEL

MC
10/30/07
13

YAHOO! MAIL

Print - Close Window

Date: Mon, 20 Aug 2007 18:11:30 -0700 (PDT)
From: [REDACTED]
Subject: August 14 Service for 2006 Pontiac Solstice - David Wilson
To: [REDACTED]

RECEIVED THE SECRETARY
FREEDOM OF INFORMATION

2007 AUG 28 AM 11:22

This is a follow up regarding your conversation with my wife on August 15 and my latest experience with Beaman's service department.

I delivered my 2006 Pontiac Solstice on August 14 for a tire repair and to re-visit a serious concern that I have regarding a documented, ongoing issue with the drive train assembly.

As you should be aware from reviewing the warranty/repair history, my Solstice has been at both the Beaman Pontiac and Franklin Pontiac service centers several times since the date of purchase to diagnose and repair a grinding noise in the differential. I have been advised and made aware of the "Service Bulletin" published by GM regarding the issue. I am also aware that GM's directive to resolve the issue is to put an additive in the differential to reduce the noise. I have been told that it is a "normal" condition. I would agree that due to the short drive train, and the proximity of the differential in relation to the passenger compartment of the vehicle, there are noises that are "normal". It has been my experience (service engineering/trend analysis) that as a noise becomes abnormal and continues to get progressively louder as a machine is operated, it is typically an indication that a part or an entire assembly failure is eminent.

Each time my car has been brought in for diagnosis and repair of this issue, we have been given the standard canned response provided by the service bulletin that the noise is normal and an additive is the standard of resolution. On the previous occasion that my car was brought in for the grinding issue, the condition had gotten so bad that the vehicle would violently jerk not only while attempting to turn, but also while driving a straight line and while attempting to stop regardless of which gear was in use. This condition was witnessed by Beaman's service representative Amanda. When I spoke with her on the phone, she stated that when she started into a turn the car jerked so hard it felt as if the car had been hit by another vehicle. Once again, the prescribed resolution was to replace the additive. The major variance in that particular repair as compared to previous repairs was that GM advised (as I was informed by your service consultant) that instead of using one bottle of additive, two bottles were to be used. Again, we were told this would resolve the issue and we were additionally informed that the particular course of action taken to affect the repair should last to approximately the 100,000 mile mark.

It has been approximately 10,000 miles since this issue was previously addressed and once again, the "noise, grinding and jerking issue" is not resolved, which was the primary reason I delivered the vehicle on the 14th for diagnosis and repair.

I contacted the service department around 1:30 to get an update on the car and to request a ride from my office to pick up the vehicle if it was ready. In my telephone conversation with service consultant Brad, he informed me that the tire was destroyed by the fluid used to temporarily repair the flat and it needed to be replaced. He also informed me there would be a substantial labor charge to clean the rim and that the rim may not be able to be balanced due to the fluid flat repair. I opted not to have my tire repaired and rim cleaned for [REDACTED]

When I arrived back at Beaman to pick up my car I was advised "there were not any new service bulletins regarding the grinding issue and that it didn't make any more noise than the rest of them, the condition is normal." I am assuming that the reference to "the rest of them" was directed toward the Pontiac Solstice.

It is my opinion that in all probability a diagnosis was based on information provided by a service bulletin rather than expending time and effort doing a physical inspection. Other than moving the vehicle from the

service lane to the parking lot, I seriously doubt that a technician actually test drove the vehicle at all. If a technician had driven the car, the technician would have discovered the same grinding noise and jerking that I heard and felt as I left Beaman's service center.

There was one more thing that I asked to be checked. The chrome ring assembly on the instrument cluster was loose and rattled. That issue was supposedly taken care of by Franklin Pontiac. I was told by the service consultant that plastic parts were not covered under warranty but they would check it out. I never asked if it was covered under warranty. When I picked up the car, a note was added to the work order that this issue is a "Normal Condition". I took my receipt, asked for the Service Manager's contact information, and left. As I turned onto Broadway after leaving Beaman's service center, the chrome ring assembly fell off of the instrument cluster and into my lap. Even without the assistance of a technician, I'm pretty certain that that is not a "Normal Condition".

The bottom line is, at the end of the day, if there were any diagnostics completed they were at best inadequate. Other than the chrome ring falling off of the instrument cluster, nothing was completed except the paperwork.

Taking everything into consideration, my question is what needs to be done to get the service department past the mindset that these conditions are normal and a bottle (or two) of additive will resolve the issue? I don't need a service consultant to explain the policies and guidelines provided by a service bulletin. I can obtain the same information from the internet.

I purchased both the vehicle and the extended service warranty in good faith and contract. What I need is to have an effective repair completed on my car and to have this repair completed as soon as possible, preferably before the warranty expires. I do not want to be left with an extremely expensive repair or replacement of the differential. What is the solution going to be?

In your voice mail message to my wife, an offer was extended to once again replace the additive in the differential. Is the additive replacement in the differential being offered as a temporary solution until a permanent repair is completed? If so, we would like to accept your offer as a temporary solution to prevent further damage to the vehicle.

I would appreciate a response as soon as possible regarding your solution to this issue.

Regards,

[REDACTED]

cc: G. Richard Wagoner, Jr., GM Chairman and Chief Executive Officer
Lee Beaman, President, Beaman Pontiac
Ms. Ann Eaden, Vice President – Customer Relations, Beaman Pontiac
Better Business Bureau of Middle Tennessee
Bureau of Automotive Repair
U.S Consumer Product Safety Commission.

Building a website is a piece of cake.
Yahoo! Small Business gives you [all the tools to get online.](#)