

GL-10561551-1179

[REDACTED]
Pittsburgh, PA [REDACTED]

March 5, 2014

U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

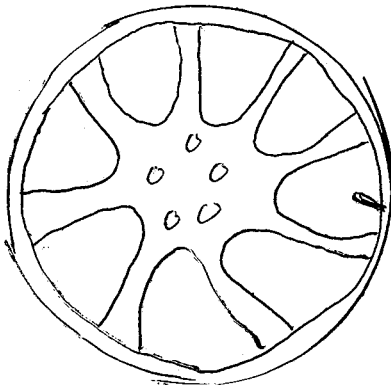
MAR 14 2014

Re: Reference No. 609696

To Whom It May Concern:

When I spoke to Dawn at your toll free number last week, she requested that I give a detailed description of the defect or safety failure in connection with our recent Complaint relating to the chrome clad wheels on our 2007 Buick Lucerne CXL.

My complaint is regarding the flaking of the chrome cladding on the 4 rims of our 2007 Buick Lucerne CXL. I think it is a safety issue because tire pressure drops as a result of the flaking causing air loss. The flaking is also interfering with balancing of the tires. As a result I have to add air 3 to 4 times a week. I think that has been caused because the chrome clad wheels are a lesser quality that GM used in the past. Here is a drawing to give you an idea, and I am also enclosing photos:



*and there is
flaking on
the inside
of the wheels*

We purchased the vehicle in January, 2012, from Colussey Chevrolet in Bridgeville, PA. It was a certified vehicle, so they should have checked it out enough to know that the wheels were starting to flake.

In May, 2013, when I purchased new tires at Flynn Tire in Pittsburgh, it was pointed out that the chrome clad finish was coming off the 4 rims. Some of the cladding areas were very

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sharp, and the tire tech mentioned that it was a common problem on the rims of different GM vehicles. The areas are sharp enough to cut someone.

With this information I called GM Customer Service in August, 2013, and spoke to Kenyona at 1-866-790-5700, Ext. 21733. I was assigned GM File No. 71-1235298454. She contacted Brian, the Service Manager at Colussey Chevrolet. In approximately late September, he told me that he was going to give me the opportunity to purchase refurbished wheels at an approximate cost of \$300 a wheel. He was to get back in touch with me to set an appointment when he got the rims. I have called numerous times and left messages, and Brian hasn't called back to get this resolved. He is well aware of the problem, and took pictures of the 4 wheels. I realize that if I purchased the wheels from GM, they would probably be in the range of \$480 a wheel, but I don't feel the problem resulted from anything I did to the car, and therefore, I don't think I (or any other consumer with these flaking wheels) should have to pay for the wheels. I understand that they were replaced on Cadillacs with no charge.

I know I am not alone because online if you key in "Buick Lucerne Chrome Wheels" for example, there are a number of GM owners with the same problem on GM vehicles and GMC trucks.

This is not our first Buick. I have owned GM's since 1968 and Buicks from 1976. I have had similar wheels on these vehicles. Even though the cars had higher miles and were much older, I never had a problem.

If you have any questions or require further information, please feel free to contact me at [REDACTED]

Very truly yours,

[REDACTED]













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Item 1 of 1



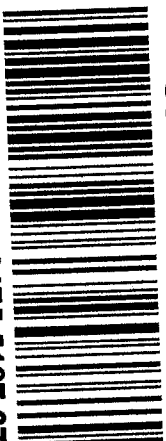
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