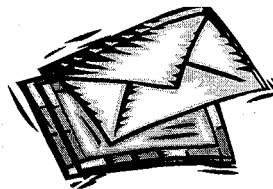


NHTSA ccmMercury Routing Slip



Printed: 10/26/2016

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NHTSA #: ES16-005105	Rec'd Date: 10/26/2016	Referred By: NAD-200
XREF #:	Doc Type: ADE	Doc Date: 10/25/2016
Delivery: EML	Address To:	Due Date: 11/15/2016
S10 #:	DOT/I #:	RMP #:
Subject: A1 INCOMING EMAIL : FROM [REDACTED] RE GM REPLACEMENT OEM WHEELS USA VS INDIA		
Ack Date:	Ack By:	Signed For:
Sign Office: AA FOR ENFORCEMENT	Signature: GREG REA	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: TMAPP x62870	Modified By: TAMMY.MAPP	
Most Recent Comment:		

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2016 OCT 26 A 9:13

Author:

[REDACTED]

SILVER SPRING, MD [REDACTED]

Tel: [REDACTED]

OCT 26 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	10/26/2016	11/15/2016	
NOA-003	INFORMATION	10/26/2016		10/26/2016
NOA-002	INFORMATION	10/26/2016		10/26/2016
NOA-001	INFORMATION	10/26/2016		10/26/2016

RR
10/26/16
SMD

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2016 OCT 26 A 8 38

From [REDACTED]

Sent: Tuesday, October 25, 2016 9:10:30 PM

To: corporate@gm.com

Cc: assist@cadillac.com; Johan.deNysschen@gm.com; mary.barra@gm.com; Sindprp@ntsb.gov;
Rosekind, Mark (NHTSA); OVSC@dot.gov; Rea, Greg (NHTSA); Finneran, John (NHTSA)

Subject: GM Replacement OEM Wheels USA vs INDIA

To Whom It May Concern,

I recently replaced the factory 22" wheels on my 2007 Cadillac escalade. After considerable research, I decided to replace with OEM parts and forego the much less expensive replica versions. Unfortunately, the replacement OEM wheels appear to be of significantly less quality than my original wheels. I hit a pothole and part of the rim sheared off, see attached. During my research, the pothole testing of replica wheels vs OEM revealed the aforementioned results. My original wheels were stamped GM USA the factory replacement wheels are stamped GM INDIA. We're the original equipment wheels, made in the USA, and the GM made in INDIA wheels subjected to the same quality control measures and testing. I am extremely disappointed in this development. Why did GM decide to outsource factory wheels? I feel like my vehicle is not safe to drive. I have a family that consists of my wife and twin girls. I have spent a plethora of money and time on maintenance and upkeep of my vehicle. I always choose GM goodwrench quality replacement OEM parts. Have other replacement parts for my vehicle been outsourced? I have been starting to shop around for a replacement for my escalade. Has GM outsourced vital parts on the new Escalades? Thank you for your time and patience.

[REDACTED]
Silver Spring, Maryland
[REDACTED]

SBA 8(a) and HUBZone certified small business

FS16-005105



GM INDIA