

NSA

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Jacksonville FL [REDACTED]
[REDACTED]

EXECUTIVE SECRETARIAT

1 2002 JUN 14 P 4: 23

NATIONAL HIGHWAY
SAFETY ADMIN

June 4, 2002

National Highway and Traffic Safety Administration
400 7th St., S.W.
Washington D.C. 20590

566255 +

To whom it may concern:

I have recently been in two near accidents due to problems with the brakes on my 1999 Oldsmobile Alero. On one occasion on the interstate, I had to swerve into the median to avoid hitting the car in front of me because the brakes did not work properly.

I have been unsuccessful in having this problem resolved through the dealership, or Oldsmobile Customer Assistance Center. There seems to be some type of problem with the brake system, because they have replaced the rotors and pads on four occasions within an eighteen-month period.

I have filed a complaint with the Better Business Bureau. With this letter, I would like to file a complaint with your agency about this problem. Please advise if there is a form that needs to be completed.

Please feel free to contact me if you need additional information, or can assist me in any way.

Thank you,
[REDACTED]
[REDACTED]

Enclosure: Better Business Bureau complaint

RECEIVED
02 JUN 26 AM 8:21
OFFICE
DEFECTS INVESTIGATION

The following complaint was submitted on 6/2/2002 11:48:52 PM:

CUSTOMER INFORMATION:

Jacksonville, FL United States

Daytime Phone

Evening Phone

COMPANY OR ORGANIZATION INFORMATION:

Claude Nolan Cadillac Oldsmobile Inc
4700 Southside Blvd
Jacksonville, FL United States 32216
(904)642-5111
www.ClaudeNolan.com

COMPLAINT INFORMATION:

Complaint #: 687413

Complaint Type: General Complaint (not a car maker)

Date Received: 6/2/2002

Primary Complaint Classification: Guarantee or Warranty Issues

Secondary Complaint Classification: Service Issues

Complaint:

I have had reoccurring problems with the brakes on this vehicle, beginning in June 2000. The followings are dates of service, "the stated problems", AND THE COMPANY'S RESPONSE: 6-9-00 "car shakes when brakes applied at highway speeds when brakes hot" REPLACED PADS + ROTORS PER BULLETIN; 3-2-01 "Cust. states brakes make grinding noise when brakes applied hard" REPLACED PADS AND ROTORS WITH UPDATED PADS AND ROTORS; 4-11-01 "Cust. states car makes thumping noise when turning and braking" ROAD TEST NO ABNORMAL NOISE(At this time if the rotors and pads would have been replaced again, the vehicle would have fallen under the Lemon Law); 9-4-01 "Cust. comp brakes grind at time when applied first driven for a few block, ck brakes" NORMAL-RUST FILM FROM RAIN; 10-18-01 "ck brake pulsation when elowing" ROTOR ASSEMBLY-R&R OR REPLACE FRONT, BOTH; 12-3-01 (car brought into Wolverton Oldsmobile, GMC Inc., due to lack of satisfactory repair at Claude Nolan) "customer states brakes are pulsating, check and advise" FOUND LATTERAL, FRONT ROTORS ARE WARPED- REPLACED ROTORS ON FRONT AXLE AND INSTALLED WITH TORQUE STICK; 3-29-02 letter re: complaint of brakes pulsing/fading with two examples of near accidents left for service advisor when car brought in for service- ROAD TEST BRAKES FOR STOPPING AND PULSATION. BRAKES ARE OPERATING WITHIN MFG SPECS; (Sean McDonald contacted at Oldsmobile customer service several times at this point- request # C05992557- advised to contact dealership one more time and make appt. to test drive car with the shop foreman); 5-29-01 letter re: brake complaint not resolved, requested appt. with shop foreman WAS NOT CONTACTED ABOUT THE BRAKES OR A MEETING WITH THE SHOP FOREMAN, THE REQUEST WAS NOT NOTED OR ADDRESSED ON THE DEALER SERVICE ORDER, WHEN I ASKED ABOUT THE BRAKES UPON PICK UP OF THE CAR, I WAS TOLD BY CHRISTOPHER RUOTOLO THAT THE BRAKES WERE OPERATING WITHIN SPECS, WHEN I ASKED ABOUT A MEETING WITH THE SHOP FOREMAN, HE SAID HE WAS ON VACATION.*Copies going to Oldsmobile and NHTSA

Desired Settlement: Other (requires explanation)

Settlement Explanation:

I would like compensation equivalent to what the Lemon Law would allow- a refund or

replacement of the vehicle. The problem was first reported to dealership 12 months after purchase. The rotors were first replaced due to brake problems, and per a company service bulletin. The car was in for brake service 8 times, the rotors were replaced 4 times in an 18 month period. The last 2 times in for service, they were not looked at, they were road tested only, per service paperwork or personnel.

Customer Service Rep: Mr.

Product or Service: 1999 Oldsmobile Alero GL

Model Number:

Account Number:

Order Number:

Salesperson:

Payment Made:

Purchase Price:

Disputed Amount:

Payment Method:

Purchase Date: 6/26/1999

Problem Date: 6/3/2000

Complaint Dates: 6/09/2000, 3/02/2001, 4/11/2001

The bureau that will handle your complaint is:

BBB of Northeast Florida

7820 Arlington Expressway, #147

Jacksonville, FL 32211

Phone: (904)721-2288

Fax: (904)721-7373

Email: complaints@bbbnfla.org

WWW: <http://www.bbbnfla.org>

You may wish to print this page for further reference.

Press "New" to enter another complaint or "Back to bbb.org" to return back to the main page.

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If you have problems with this form please contact: