(b) (6) - Privacy
[redacted]
Redlands, CA 92373
July 19, 2017

Environmental Protection Agency
Attn: Consumer Complaints
1200 Pennsylvania Ave., N.W.
Washington, DC 20460

To Whom It May Concern:

Earlier this year, in April, it came to my attention that gasoline purchased from Arco over the past two years had turned the tips of the sparkplugs of our car a red-orange color (photo enclosed). Articles on the Internet blame this on additives. Since we never added gasoline additives of any kind, then it must have been Arco that added them. Enclosed is a copy of a letter of complaint to Arco. I guess it's up to organizations like yours to determine if such gasoline is fouling catalytic converters or affecting oxygen sensors. In any event, it can't be said that it's "clean-burning", having left deposits. In fact, this coloration occured in less than 5,000 total miles; I can only imagine what 50,000 would look like.

Well, I've done my bit by bringing this matter to your attention. It's up to your organization to take any action, if needed.

Sincerely,
(b) (6) - Privacy
[redacted]

JUL 25 2017

(b) (6) - Privacy
[redacted]
Redlands, CA 92374
July 19, 2017

Arco Regional Headquarters
Attn: Consumer Complaints
4 Centerpointe Drive, Suite 100
La Palma, CA 90623-1074

To Whom It May Concern:

This is a letter of complaint.

Additives in your Arco TopTier gasoline are turning sparkplugs red (photo enclosed). I had to change the sparkplugs in our '97 Buick Skylark for the biennial smog check and couldn't help but notice that the tips weren't a light tan, like they're supposed to be but a deep red-orange color. I used Arco gasoline exclusively for at least the last 25 years and have to change out the sparkplugs with each smog test on this old car. Up until this time, the plugs have always been a light tan color. Your company has done something to the gasoline you sell that it's coating the tips of the sparkplugs with this reddish color. The big question is: Is it also leaving unburned red deposits on the intake valves or on the top of the pistons? And just as important, are these red deposits coating the catalytic converter and the oxygen sensors? Your gasoline is no longer clean-burning, and I'm wondering how much harm it has done to my engine and to the environment?

Sincerely,

(b) (6) - Privacy
[redacted]

P.S. I will never, ever buy Arco gasoline again.

copy to: Environmental Protection Agency
Bureau of Automotive Repair/California Smog Check Program
South Coast Air Quality Management District

(b) (6) - Privacy
[redacted]
Redlands, CA 92373

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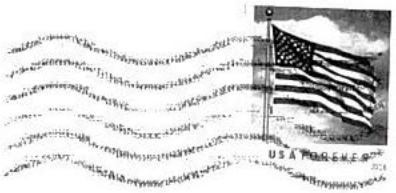

JUL 24 2017

Environmental Protection Agency
Attn: Consumer Complaints
1200 Pennsylvania Ave., N.W.
Washington, DC 20460

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