

Jimenez, Alberto

To: TIS
Subject: RE: Case #1-157412811 (GMC)

2003 NOV -6 AM 8: 27

10046359

Q28 to owner
 10046359

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, November 05, 2003 3:22 PM
To: cac@gmc.com
Cc: TIS
Subject: Case #1-157412811 (GMC)
Importance: High

Re: 2001 Denali XL Vin # 10GKFK66U01J187192

Subject: LIFE THREATENING FAILURE

This is URGENT

We have escaped injury or death, but we cannot help but wonder who has not been as lucky. If we did a search of accidents involving this car, would it reveal our dreaded suspicions?

We began having a problem recently (Sept 2003 with approx 34,000 miles). The car was at an idle and simply died (merely inconvenient). It was flatbedded to the dealership and they could not diagnose the cause but knew it had to do with fuses. They sent me off with a handful of fuses and instructions on replacing them. I went through the handful of fuses in the first 50 miles, leaving the car dead on a back road, to be flatbedded to the dealership nearest our home in Pennsylvania (again inconvenient).

That dealership diagnosed the problem and replaced the "electronic throttle control module" on 9/19/03 at 34,651 miles and we felt secure.....mistakenly. On Saturday Nov 1, 2003 with approx. 35,200 miles, as we were travelling north on Hwy 287 in NJ with a speed limit of 65 mph, while in the far left lane of this 3 lane highway, approaching an incline and a curve, our SUV simply died. NO BRAKES, NO STEERING, NO ACCELERATION, NO WARNING, NO WAY TO SAFETY (life threatening). We managed to get as far off the lane onto a narrow left hand shoulder with nothing but a cement median separating us from the additional 3 lanes of south bound traffic, putting us in the middle of 6 lanes of traffic that even the police said was clocking at 80 mph when his vehicle arrived. Needless to say it was the most terrifying moment in our lives.

Miraculously we escaped harm....it could have been different. We were lucky. It was a dry, beautiful day with clear visibility, daylight and Saturday traffic, though heavy, is at least not the usual commuting pattern. We are convinced that in less desirable conditions this incident would have triggered a multiple car pile-up of disastrous proportion.

We are stranded without the use of this car, but refuse to ever get behind its wheel again, but mostly we are worried sick about others in harms way.

PLEASE INVESTIGATE THIS PROBLEM IMMEDIATELY

There is auxiliary trauma to all of this for us, which is lengthy and unimportant in contrast to the safety issue of our experience. We will gladly recover with assistance to our current vehicle needs. A assurance from GMC that this failure will be IDENTIFIED, RECTIFIED AND A RECALL BE IMPLEMENTED immediately.

Please advise us.

[REDACTED]
 West Paterson, NJ

11/6/2003

Dealerships involved:

McGuire GMC West Paterson, NJ Purchase of vehicle (GMC lease)
Serviced initial problem

Fred Bean GMC Doylestown, Pa Serviced and replaced the module

De Massi GMC Riverdale, NJ Roadside assistance destination of vehicle

cc:GMC

Dept of Transportation NHTSA.org

11/6/2003