

**Jimenez, Alberto**

**From:** [REDACTED]  
**Sent:** Tuesday, November 04, 2003 11:55 AM  
**To:** Jimenez, Alberto  
**Subject:** FW: URGENT

*Add to  
10046359*

Hello Al:

I am forwarding this consumer complaint. The person believes that NHTSA will call/go to the Dealers, etc.!!!

Thank you,

David  
ext. 64947

*10046359*

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

**From:** [REDACTED]  
**Sent:** Monday, November 03, 2003 7:28 PM  
**To:** TIS  
**Cc:** [REDACTED]  
**Subject:** URGENT

This has been verbally reported to GMC...we are awaiting the address to send this letter but did not wish to delay notification of this life threatening failure, which occurred without warning on a 6 lane HWY at speeds of 65MPH. We sincerely hope it is an isolated case but given the seriousness of our experience we feel compelled to request an inquiry protect other drivers.

**To:** General Motor Corporation aka GMC  
**Re:** 2001 Denali XL  
**Vin#** 1-GKFK66U01J187192  
**Case #** 1-157412811 (GMC customer service)

**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 suspicion?

We began having a problem recently (Sept. 2003 with approx. 34,000 miles). The first time thankfully, the car was at an idle and simply died. It was towed to a dealership which could not diagnose the cause but knew it had to do with fuses. They provided a handful of fuses and instructions on replacing them. The handful of fuses were exhausted within the first 50 miles, leaving the car dead on a back road, to be flatbedded to the dealership nearest our home in Penna. The next dealership, in Penna. 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 (mile marker 47 / 5) travelling at the speed limit of 65mph while in the far left lane of this 3 lane northbound highway, approaching an incline and a curve our SUV simply died. NO BRAKES, NO STEERING, NO ACCELERATION, NO WARNING, NO WAY TO SAFETY. We managed to veer onto a narrow left hand shoulder, having no power to do otherwise, 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 80mph when his vehicle arrived. Needless to say it was a most perilous moment and we were petrified. OnStar alerted police while we awaited roadside assistance. Miraculously we escaped harm....it could

2003 NOV -5 AM 8:46

*M/argent  
11/5/03*

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 thankfully approached an incline and not a descent. Clearly, 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.

Please advise us of your investigation and the results. We hope this problem can be identified, recalled and removed so as to avoid a catastrophic collision. We filed with GMC early today but have heard nothing from them other than the vehicle has been transported to another dealership. The case # is listed above. Dealers are listed below. Thank you for your attention.

[REDACTED]  
[REDACTED]  
West Paterson, NJ [REDACTED]  
[REDACTED]

Dealerships involved:

|                                |                                             |
|--------------------------------|---------------------------------------------|
| McGuire GMC West Paterson N.J. | Purchase of vehicle (GMC Lease)             |
|                                | Serviced initial problem                    |
| Fred Bean GMC Doylestown, Pa.  | Serviced and replaced the module            |
| De Massi GMC Riverdale, N.J.   | Roadside assistance destination of vehicle. |

cc. NHTSA.org