



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received: 001 JAN 15 AM 8:15
Repository:
Reference No.: 10049868
03-DEC-2003

OWNER INFORMATION (Type or Print)

Name: [Redacted] Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Address: [Redacted] Evening Telephone Number: [Redacted]
City: KEENESBURG State: CO Zip Code: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side): 1GKEK18203 [Redacted] Make: GMC Model: YUKON Model Year: 2003
Date Purchased: _____ Dealer's Name and Telephone Number: *Carman West GMC 1-888-340-9041* Engine: No. Cylinders: 8 Fuel Type: *gas*
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: *Auto overdrive* Antilock Brakes Powertrain: _____ Vehicle Component Code: 102300 POWER TRAIN:MANUAL TRANSMISSION:SHIFT PATTERN IN Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): _____ Failure Mileage: _____ Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example: P216/66R15): _____
DOT No. (Example: DOTM4LBABC036): _____ Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

VEHICLE KEEPS SHIFTING TO 4 LOW ON ITS OWN. DEALER REPLACED SOME PARTS, BUT CONSUMER DOES NOT KNOW WHICH PARTS. *AK
Started @ 3000 miles has done it 6 different times even after components were replaced and now it doesn't shift properly

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

CONSUMER COMPLAINT FORM



MAIL DIRECTLY TO:
Office of the Attorney General
Consumer Protection Section
1525 Sherman Street, 5th floor
Denver, CO 80203

Ken Salazar
Attorney General
STATE OF COLORADO



Your complaint will be handled by the Better Business Bureau in the service area where the business is located

YOUR NAME
[REDACTED]

YOUR ADDRESS
Keenesburg [REDACTED]

CITY STATE ZIP
[REDACTED] [REDACTED] [REDACTED]

HOME PHONE
[REDACTED]

BUSINESS PHONE
[REDACTED]

E-MAIL ADDRESS
[REDACTED]

Transwest GMC/GMC

NAME OF COMPANY YOU ARE COMPLAINING AGAINST
7911 E. 96th Avenue

COMPANY'S ADDRESS
Henderson [REDACTED] 80540

CITY STATE ZIP
(720) 322-7299

COMPANY'S PHONE

COMPANY'S E-MAIL ADDRESS

BUSINESS WEBSITE ADDRESS
Jeffery A. Sheldahl

NAME OF SALESPERSON OR PRINCIPAL OF BUSINESS

For statistical purposes, please tell us if you are more than 60 years of age? Yes No

PLEASE READ ENCLOSED INSTRUCTIONS BEFORE COMPLETING THIS FORM

Before filing a complaint, the Attorney General and the BBB recommend you try to resolve your dispute with the company management.

Have you discussed the complaint with the owner or manager of the business? Yes No

Name of the person with whom you spoke Dave Slovtek / Jerry Kramer

When did you speak with this person? 11/3-4/03

Product or Service: 2903 GMC Yukon

Date Purchased 6/25/03 Order, Contract, Account or Policy # 7188

Was the product or service advertised? Yes No

Where? television and newspaper When? 6/20/03

Describe any representations made about the product or service

Amount in dispute \$ 838,971.66 (actual loss only)

WHAT DO YOU CONSIDER TO BE A FAIR RESOLUTION TO SEEK FROM THE BUSINESS?

All that we want is the truck replaced with one that has never had this problem. We are still willing to make our usual payments for the exact amount owed. Safety is our issue, not money in our pocket.

Briefly explain the nature of your complaint. Please be clear, concise, accurate, and eliminate biases and opinions. A copy of this complaint will be forwarded to the business for its response. If there is further relevant information, please attach a separate sheet.

The 4x4 unit on our truck kept shifting into 4 low and neutral while we drove the vehicle. We have had it in four different times for the exact same problem. The first time they reprogrammed the computer, second time they fixed a loose ground wire, the third time they decided to order parts, and the fourth time they replaced three of the components for that unit. Johnny, the service guy that handled my truck every time held over the third work order, rather than making another one for the last repair of the components. The last time that the truck shifted itself into 4 low was Halloween night when we were taking the kids trick or treating. It threw everybody forward. We don't want a big deal made, we just want a new truck to replace this one.

I have read the preceding information and it is true to the best of my knowledge and belief.

DATE

SIGNATURE

Please return 2 copies of this entire form and 2 copies of any checks, receipts and/or supporting documents. Please send clear, legible copies. Do NOT send originals.

The Colorado Attorney General's office and the Colorado Better Business Bureau have joined in a cooperative effort to better process and resolve consumer complaints. The information you provide in this complaint may be shared by both the Consumer Fraud staff of the Colorado Attorney General's Office and the Colorado Better Business Bureau.

Thank you for taking the time to fill out this complaint. The information from your complaint will assist the Colorado Attorney General's office and the Colorado Better Business Bureau to provide better and safer business services to all Colorado consumers.

In addition to enhancing the ability to resolve complaints, the Attorney General-BBB effort is intended to identify patterns and practices of fraud. The information obtained from your complaint will be kept by the Attorney General's office as part of our ongoing efforts to identify those businesses that are engaging in a pattern of deceptive practices in Colorado. We will now also be able to obtain from the BBBs their vastly larger database of complaints under this cooperative arrangement. As a result, we hope to target the investigative and prosecution resources against businesses that engage in a pattern and practice of fraud.

Thank you again for submitting your complaint to our office.

Sincerely,

FOR THE ATTORNEY GENERAL
Consumer Specialist
Consumer Protection Section
(303) 222-4444
(800) 222-4444
(303) 866-4916 (FAX)

Customer Claim Form

Case Number : PGM0382284
Contact Date : 12/23/03
Start Date :

Have you contacted the mfr regarding your claim? YES NO

Customer Name Address

[Redacted]
KEENESBURG, CO
Day Phone : [Redacted]
Fax Number: [Redacted]
Customer Contact Info:

Evening Phone: [Redacted]
E-mail address : [Redacted]

Vehicle Information

Name(s) that appear on vehicle title: [Redacted]
Is Vehicle titled to a business: yes Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business : 0
Make: Pontiac/GMC Model: Yukon Model Year: 2003 Current Mileage: 18007
Vehicle Identification Number: _____
Servicing Dealer/City/State : Transwest Trucks,
Selling Dealer/City/State : Transwest Trucks, Henderson, CO
Insurance Carrier : _____ Policy Number: _____
Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident:
Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 06/25/03 Mileage at purchase: _____ Lease Date: _____ Mileage at lease: _____
Purchased As : New Leased As : _____
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: GMAC Leasing Company's Name:
Address: _____ Address: _____
City/St/Zip: _____ City/St/Zip: _____
Phone: () - _____ Phone: _____
Lienholder Acct # : _____ Leasing Company's Acct #:

Resolution Sought

We want full buy back of this vehicle we no longer want a GM/GMC product because of the way we have been treated and lied to. The assured us that after they had replaced the three components of the 4x4 unit that there would be no more problems with the truck and that it was safe.

Signature of Owner(s): _____ Date: _____

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va. 22203-1838



Office of Defects Investigation

VOQ Confirmation

Your Complaint information is successfully submitted.

Your Confirmation number (ODI Number) is: 10051244

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Keeneburg, CO [REDACTED]
 USA
Daytime Phone : [REDACTED] **Ext. :** [REDACTED]
Evening Phone : [REDACTED] **Fax :** [REDACTED]
Email : [REDACTED]

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Complaint Information

Description : We purchased a 2003 GMC Yukon. Before it had reached 3000 miles the neutral light came on on the 4x4 unit. From there it would shift itself into 4 low. We have had it into the dealer a total of 6 times now and they have replaced one of the components 3 times, two of the other components once. After the second replacement it started showing neutral again on the 4x4 unit. It seems as though the problems do not arise until after 1000 miles. The dealership service department told me that they have had a lot of problems with these units. We are trying to do a buy back but GM is dragging things out and giving us a hard time.

Incident Date : 7/6/2003 **File :** No
Num. Parties : 0 **Crash :** No
Num. Followups : 6 **Property Damage :** No
Num. Injured : 4 **Police Report :** No
Referral Source : INTERNET OTHER

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Vehicle Information

VIN : 1GKEK13Z03 [REDACTED] **Purchase Date :** 4/26/2003
Year, Make and Model : 2003/GMC/YUKON **Original Owner :** Yes
of Cylinders : 8 **Trans. Type :** AUTOMATIC

Engine Size :	v8	VehicleDetails Usage :	MEDIUM TRUCK
Cruise Control :	Yes	AntiLock Brakes :	Yes
Current Mileage :	19000	Speed :	40
Failure Mileage :	2600	Powertrain :	4 WHEEL DRIVE
Body Style :	SUV	Fuel System :	FUEL INJECTION
Fuel Type :	GAS		

Vehicle Component Information

Component 1:	POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)	OEM:	No
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Vehicle Dealer Information

# Dealer :	1		
Name :	Transwest Trucks	Dealer Type :	SALES DEALER
Address :	7911 East 96th Avenue		
	Henderson		
	CO 80640-8529		
Dealer Phone:	3033817905	Dealer Fax:	3032800610
Email:			

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VIN # 1GKEK13Z0[REDACTED]

The problems with my 2003 GMC Yukon started around 3000 miles. The 4X4 started out shifting into neutral at various times. We have never had or have even tried to put the truck into 4 wheel drive, we had no reason to, the weather was still hot. I had called the service department at Transwest GMC Trucks to let them know and to also schedule an oil change. On 7-15-03 they had serviced my truck but did not check the 4X4. After that date I was taking my son to his baseball game in Hudson and it had literally shifted down into 4 low on the off ramp to Hudson. I came to a stop and proceeded through the stop sign when it was clear and the truck acted like it didn't want to move. Luckily it did so slowly because cars were coming. I proceeded to my sons game driving slowly. When I parked, I pulled out the manual and followed the directions to take it out of 4 wheel drive. After that it still went into neutral at various times and speeds. I called Transwest GMC Trucks service department to let them know again what was going on and that it scared me. They made another appointment for another oil change and to check the 4X4 on 8-25-03. I took my truck in to be serviced and Johnny had stated to me that they have been having a lot of problems with these and it USUALLY turns out to be a problem with the encoder sensor motor. They replaced it that day, I picked up my truck and it wasn't two days later that it was doing the same thing. I did call and let them know and it was passed off as nothing serious. I had another oil change somewhere around 10,000 and 11,000 miles. After that it had again gone into 4 low, luckily it was only me in the truck. It does jerk and slow down because it actually does go into 4 low while I am driving. I made another appointment to get it fixed again, to check the acceleration and to check a noise that was occurring in the back of my truck. This appointment was made for 10-10-03. Later when I had went to pick my truck up Johnny had told me that the problem with the acceleration was the computer needed to be reprogrammed because it was shifting incorrectly, they tightened all of the bolts on the seats and that they found a loose ground wire which was causing the problem with the 4X4. I again took my truck home. As I left the shop, I still heard the noise in the back of my truck so I immediately called and made another appointment for the noise and an oil change. The next day the 4X4 was shifting into neutral again, so when I took it in again on 10-13-03 I told them that there was still a problem with the 4X4. Johnny got into the back of my truck to listen for the noise and determined hat the noise was the back seats moving when they are folded up, that problem was fixed. Before I left, Johnny had told me that they would check to see what the problem was with the 4X4 and he would give me a call when they were done. He called me later that afternoon and told me they were done. When I got there Johnny had told me that they had rotated the tires, as per my request, and that they were going to order parts to fix the 4X4. He never told me when the parts were going to be in so I assumed that he was going to call me and let me know when to bring it in. While we were waiting for the parts to come in, Halloween rolled around and we were taking the kids trick or treating. My truck shifted aging into 4 low and threw everybody forward, causing one of the kids to hit their face on the back of the seat. Now my truck is in yet again for service on the 4X4, which makes the 4th actual time for service on this problem. Mysteriously no one can find any kind of order put in for parts, Johnny said that he never ordered parts, and yet

some how the parts were there to put on when I took my truck in on 11-4-03. If they had to order the parts to replace all of the 4X4 components, but no one ordered any parts, how did they get there?

All that I want is my truck replaced with something that we can trust and feel safe in. I don't want to be going down the highway with my kids, it shift again into 4 low and a semi run us over and kill us or others. We absolutely **DO NOT** want this particular vehicle back!! We simply want a replacement for this vehicle that we know is safe and defect free. We would be glad to still pay the payments to GMAC that we are already paying for a vehicle that we **DO NOT** even want to drive. We are **NOT** expecting any kind of payment from GMC or anything for free, we simply want the truck replaced. All of this comes down to a safety issue and the "Lemon Law". Transwest called us and told us that they found a code saying that there was a computer problem causing it to go into 4 wheel drive. Which is fine, but after four times, they find out what was wrong. How do we know that this problem is truly fixed? Am I expected to put myself, as well as my family and everyone else on the road in danger to see if they finally got it fixed? If so, who is going to take all of the responsibility if something is wrong and someone gets hurt or even worse, killed? Let's say that we get the truck back and with having this happen several times, going into 4 low, it would be like driving your car at 30 miles an hour and slamming it into park. With all of these problems, how much unnecessary stress was put on all of the drive terrain? Knowing this, down the road, if we have other problems with the drive terrain, is GMC going to warranty all drive terrain parts until the day we sell it? If GMC wants us to take this vehicle back we want a signed and binding legal affidavit from their legal department stating that if this vehicle causes any kind of accident or any personal injury or possibly death that our insurance or ourselves are responsible in any way. We are a very small company and we cannot afford to have a lawsuit against us for a defective vehicle. As a woman who drives this vehicle daily with my children, it puts the fear of death in me to drive it. I don't need nor do I want to lose my kids, nor do they want to lose me. We will go through legal channels to prove that this vehicle is not road worthy for anyone.

[REDACTED]
VIN# 1GKEK13Z03 [REDACTED]

CC: Farm Bureau Insurance, Transwest GMC Trucks, GMAC, GMC

12-21-03

To: **BBB Auto Line**
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1804

From: [REDACTED]
[REDACTED]
Keenesburg, CO [REDACTED]

To Whom It May Concern:

On June 25, 2003, we had purchased a brand new, 2003 GMC Yukon from Transwest GMC Trucks. We are sending you paperwork and letters that we have sent to National Highway Traffic Safety Administration, Transwest, our insurance company (Farm Bureau), GMC, and Office of the Attorney General Consumer Protection Section. As you will see from the paperwork, we have had this vehicle in five times for the same problem, and even now, after they have replaced three of the components for the 4x4 unit, it is still having problems. They assured us with the utmost confidence that the truck was safe and that the problem would NOT happen ever again. On December 20, 2003, my wife finally decided to take the vehicle to a friends home for dinner. She called me 5 minutes after she left to tell me that the neutral light on the 4x4 unit was on. She also called her mother to let her know and she had her two friends look at the truck so that there would be witnesses. They are willing to sign or talk to anyone that needs this information. This is exactly how the problem started the first time. After the replacement of the three components, it does not run or drive right. When you accelerate it jerks and the RPM's go down quickly and then go back up, it has a rough noise when it idles, and when you are going along at one speed sometimes the RPM's go down and up without moving the accelerator. This is a safety issue for us, we **DO NOT** want this truck or another one like it. The safety of my family is the most important thing to me, not the words of some incompetent GM Representative that has no idea what they are talking about or how anything works without making a phone call every five minutes of our conversation to see how everything works.

We can't even go and purchase another vehicle because we are still making payments on this one and it is on our credit. My wife and kids **NEED** a vehicle to drive. I can't leave work every time my wife needs to go somewhere or one of my kids needs to be picked up from school. We need a vehicle **NOW**, not when GMC decides what they are going to do six months to a year from now. GMC shouldn't be able to screw with peoples lives this way when it is their products that are having the problems. The GM representative wants us to pay for mileage on this vehicle when we have been complaining about this problem since it had 3000 miles on it. We kept getting put off and given excuses every time we brought it in for the problem by Transwest. Sadly enough, no one will do a single thing or pay attention to the problem until the Lemon law


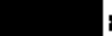
is in effect and/or the threat of a lawyer is made. It should never have to come down to everyone suing someone else and fighting over something that is so clear cut. GM brags constantly about customer satisfaction and how great and reliable they are, but when it comes down to the nitty gritty and actually admitting that there may be a problem with their products and being willing to fix it so there is customer satisfaction, they automatically deny everything and try to turn it around to be the customers problem. Then we wonder why everyone wants to sue everyone else and why there is so much hatred for big corporations.

12-22-03

To: Jim Johnston

From: 

Jim,

This past Saturday, the 20th of December, 2003, I had a prior engagement with a couple of my friends.  was out of town therefore I had no choice but to drive the Yukon that we had purchased from Transwest. Five minutes from leaving the house the 4x4 neutral light came on. I called  as soon as the light came on and even tried stopping in at Transwest to show them but they had already closed. It was just barely 6:00 p.m. I had also called my mother because she is very aware of the problems that we are having with this vehicle. As a matter of a fact, I tell as many people as I can about this problem and how we are being treated by you people.

When I got to my destination, I had two people come out and look at the 4x4 unit so they could be witnesses to what was going on. That way there would be no question from any of you whether I was lying or telling the truth. These two people are willing to sign statements and/or speak to anyone you chose. Knowing that it has already shifted itself into 4 low again, after the replacement of the three components, on Thanksgiving of this year, and that it is now going through the exact same processes that I had complained about since the beginning, we have decided that we no longer want any GM products.

This is a severe safety issue and we are not the people that built this vehicle, nor are we the ones who replaced the components and ignored a consumers complaints. I would also like to add that it does not run right since the replacement of these components. We are in no way at fault with this vehicle and should NOT be charged for any mileage or cosmetic problems this vehicle has due to everyday driving because this is the only vehicle that I have to drive, unless I borrow a vehicle from family members. As we have pointed out to you people several times, we bought this vehicle to drive because we thought it would be safe and reliable for the family to ride in, not so we could play Russian Roulette with our lives and have it in the service shop every other week.

I have already had an extremely bad experience with a vehicle of this size and really do not wish to repeat it. It was August 16, 1986, I was in a blazer with a friend. We were going down a dirt road, she went around a curve, the blazer fish tailed, went into the ditch and rolled several times. During one of those rolls, the blazer had rolled over my right arm, nearly cutting it off. I didn't realize this until I came to and felt the blood squirting down my leg. I looked down at my arm which looked like raw hamburger and I could see and feel my bone. The laceration was approximately two inches wide. I had found out later that the frame of the windshield rolled over that part of my arm and just ripped everything out.

The blood was spurting with every heart beat. My friend came to and tied her tennis shoe lace just above the laceration. We walked a quarter of a mile to someone's home and pounded on their door. Just after the ambulance arrived, I had gone into shock, the woman that lived at the house let me use one of her blanket and have some water, I actually died for a brief moment on their porch. The ambulance took me to the local emergency room where the doctors and nurses cleaned out all of the dirt and stickers. The doctor wanted to just amputate it right then and there. I died yet again in that room, but they brought me back. They "rushed" me to Greeley to their emergency room. I told them that I needed to go to the bathroom, so they let me, my mom took me in, I looked at my mom, said "uh-oh" and she watched me collapse onto the floor and die again for the third time. This time it was a deeper death. All of my bodily fluids left my body and the doctors and nurses had to do CPR. At that point I could see myself lying on that table, everyone around me, my mom in a state of panic, and I felt peaceful. I had also found out that I had lost all but one pint of my blood that night. But at that time, I didn't have any kids to live for or that relied on me and I didn't have a husband who relies on me. I don't want my family to go through what my mom had to go through that night. To this day, the people's home that we stopped at, still have nightmares about the horrific scene. I too have nightmares about that night still. There are times when I can't feel my arm and I wake screaming. Now you put yourself into my shoes and you tell me that that is what you want you or your family members to go through. You tell me that you would want to live through anything like that a second time. I want you and GM to look me in the eye and tell me that the vehicle is safe, even though it is going through the same motions as before when my children got hurt Halloween night, and you are confident that it won't do it any more. Go on, look me in the eye, look my kids, my mom, my husband in the eye and you tell them that it is safe and I will not be harmed in any way because those components were replaced and it didn't do anything when you drove it 500 miles. Look your wife in the eye or one of your kids and tell them that they are going to drive it so you can prove your point. You tell them not to worry about it shifting into 4 low while they drive it, to just make sure that there is no one in front of or behind them when it happens, then they just have to worry about hurting themselves or maybe even killing themselves and you won't have to be liable for a strangers life. Look your family in the eye and tell them that you are just not willing to assure the safety of a family because you are too worried about the cost of the replacement of their vehicle. Tell them that their deaths mean nothing to you because a stupid vehicle means more to you than saving lives!! Then you can walk around feeling proud because you saved GM from fully buying back an unsafe vehicle that they are being sued over for the deaths of three or more people.

Exactly how are we supposed to get a different vehicle, which we NEED. Because I do have a life beyond sitting at my home waiting for a vehicle to use. How are we supposed to get a new vehicle when you people drag your feet, this vehicle is on our credit and we are still making the payments. What a joke we must be to you people, "HA HA HA, look at those stupid people. They are driving an unsafe vehicle, still making the payments on it, and we are never going to treat them right or give them the CUSTOMER SATISFACTION that they deserve!! HA HA HA!!!" You have attitudes like this and then you wonder why everyone in this country is so "sue" happy and hates big corporations!! Your big corporation needs to stop advertising customer satisfaction, how great and safe your products are and just once try to be honest. Either that, or actually live up to what you promise!!

We want FULL buy back for this vehicle. This is completely unacceptable that it is going to

take you 3-4 weeks or even longer to get this settled, knowing that we need another vehicle. But then I guess that is not your problem and your plan is to drag it out as long as you can, people will give it up, get tired and will be willing to take whatever crappy deal you hand them because they think that is the best that they can get. Let me assure you, **WE ARE NOT ONE OF THOSE PEOPLE!!!** We are going to do **EVERYTHING** it takes to get this handled and over with so we can get a vehicle that we can trust, feel safe in and drive that is as far away from a GM product that you can get.

Just think, the more you drag your feet and the more we can document, the more you people will have to pay for, so go ahead and play your games. We will not be walked on just because of who you are and how big you are. You know how the saying goes, "size doesn't matter."

Thank You,

[REDACTED]
Keenesburg, CO
[REDACTED]

1-3-04

To: Jim Johnston
GM Representative

From: [REDACTED]
2003 GMC Yukon 1GKEK13Z03 [REDACTED]

Jim,

Thanks to you believing that this vehicle was safe and you didn't want to move any quicker to take care of the problem, it did it again, it shifted itself into 4 Low!! We were on Quebec off of C470, on our way to Krispy Kremes with the family. So we took it to Ed Bozarth to look at something new to drive that we could feel safe in. We left the truck there and had it towed from there to our house in Keenesburg. Since we have been making such an issue of this, trying to make you people aware of what a danger this truck is, GM will not only be paying for the tow bill, they will also be paying for the full coverage insurance that we have to have on the truck until you people decide what you are going to do with the piece of crap!! Not only was it wrong of this company not to listen to the customer's complaints and issues, it is wrong for GM to force the customer into buying a different vehicle to replace the one that they can't drive and are still making payments on!! But then, I guess that is all part of your game, right? Keep the customer hanging until they give up and are tired of the fight. That way you don't have to buy anything back or go through anything legal. Or perhaps the customer will die in an awful accident because the vehicle was as unsafe as they were saying and you will never hear from them again, that is unless of course the family of those people that died go through will a law suit and then you will have a heck of a lot more to pay for than just a measly little vehicle!! Of course I know that big corporations like yours has absolutely no conscience and really could care less about the customer and just selling your vehicles to the unwary customer. Those customers that still believe that a company that big will gladly take care of their customers, good or bad problems.

So you know, I did file a complaint with the NHTSA and that complaint not only goes into detail, but is on line on their site. I had also seen that there was another complaint about their Yukon going into 4 Low on it's own!! I will even give you the ODI number and the web site so you can look it up your self. ODI #10049986, the web site is www.nhtsa.dot.gov. We now have complaints filed with the BBB, NHTSA, GM, our insurance company has copies of everything and we have a lawyer waiting in the wings that specializes in this kind of "wonderful" customer service!! If you would like, we could even get Tom Martino and Paula Woodward on GM's case to see exactly what the problem is. This is so outrageous and ridiculous that it has even gone this far or has taken this long. We should have never have had to buy another vehicle with [REDACTED] business capital. All of this was cut and dry and you had to make it all more complicated than what it should have been.

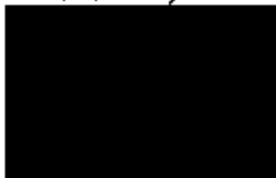
When you decide to get your heads out of your butts and actually decide to do something with this vehicle, just let us know because we ARE NOT going to stop with this!! We have yet to

hear from Grenea Johnson, the woman handling the buy back and it has now been over a month. We even called her to get a fax number so we could fax her everything that we have because we know that you have not taken the time to send her anything. But of course, they give us a fax number that doesn't work. Imagine that!

(1-6-04)The Lemon Law has passed and now according to Grenea Johnson, you told them that we declined the buy back! Why in the heck you would do that I have no clue, especially considering the fact that when we last spoke you had told us that the paperwork would be processed. That is what we have been waiting for this whole time and apparently you had been dragging us along, playing your games because no one wants to take responsibility for their faulty vehicle that shouldn't even be on the road. What exactly are we supposed to do with this piece of crap now? As stated before, this is now the seventh time that it has happened to us. Everyone told us before that the replacement of those parts would definitely fix the problem, well, do you see now that it isn't going to fix it?! There is a problem with this particular vehicle that the 4x4 components aren't going to fix. Do you understand that?! We are getting so tired of dancing with you people that it is just absolutely ridiculous!! How many times are you supposed to fix the exact same problems on a vehicle before you finally decide that it isn't the parts that you are replacing that is the problem, it's the vehicle itself!! Do you not also get that every time we try to put our family in that vehicle that we are putting them in danger, even after the supposedly wonderful, miracle working components were replaced. Since the first replacement of the components it has not run the same at all. It runs terrible!!

We are done with this truck, we don't want it any more because it is such a safety hazard. GM had the chance to buy it back for \$40,000.00. They could have been done and over with this, but now, as soon as the BBB says that they aren't going to handle it, we will have a lawyer and then GM will not only have to buy it back but they will have to pay for attorney fees the taxes, license plates, full coverage insurance, mental anguish, time off work, tow bill, and possibly other problems. So I guess that you made a great choice by telling Grenea Johnson that we weren't going to do the buy back. Perhaps this would be a great time for GM to re-evaluate who is handling their customer service.

Thank You,



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