

As vehicle owners, we expect to have expenses due to normal maintenance of a vehicle. However, the type of maintenance done on this vehicle has been way beyond "normal" maintenance. We might expect some of this maintenance if we were abusing the vehicle. This is not the case! We come from families of long-time GM workers, owners, and supporters, and none of them have experienced these problems. These family members have used this same type of vehicle for towing and other recreational purposes. They are shocked by the type of service and inconvenience we have had to endure.

On a positive note, we would like to mention that we have been treated well by the service department personnel at Labadie. Despite our continual frustration with frequent returns to the service department, Bill Tuggle has been patient, kind, courteous, helpful, sympathetic, and accommodating whenever necessary. He has been a pleasure to deal with during these difficult times.

We are becoming more and more disheartened about this vehicle and GM products in general. We feel that replacing major components in a vehicle serviced at a GM dealership should carry with it a lifetime guarantee on those parts. We have had service from other reputable companies over the years (e.g. Northwest/Goodyear) that stand behind their parts with a lifetime guarantee. Why wouldn't the company that produced our vehicle be able to offer the same guarantee? If the company is making quality products, there should not be a concern for products not being able to stand the test of time. We need some answers!

We look forward to hearing from you and receiving some satisfaction regarding this continual inconvenience with our vehicle.

Sincerely,

[REDACTED]

Cc: Consumer Reports
Michigan Consumer Federation
Michigan Department of Attorney General
Public Citizen, Auto Safety Group
Labadie Olds Cadillac

GMC SUBURBAN

DATE	WORK DONE	AMOUNT
4-14-97	Vehicle purchased	\$35,000.00
5-5-97	Driver's side running board broken, heater controls loose in dash, overhead CD holder kept falling open	Warranty
7-03-97	Replaced running board	Warranty
1997		
5-21-98	Balance and rotate all tires, brake inspection, 3,000 mile maintenance	47.20
1998		
2-16-99	Ordered body mounts, replaced left seat adjuster assembly, replaced blower motor	Warranty
3-04-99	Replaced body mounts	Warranty
3-18-99	Front differential teardown scheduled	
3-26-99	Replaced front left axle, bearing, and axle seal, cleaned case halves and components (24,987)	Warranty
1999		
8-18-00	Replaced leaking rear differential, transfer case, oil system cleaner, oil change (39,987)	57.97
10-9-00	Replaced rear pinion seal, filled with fluid (41,667)	105.33
2000		
3-26-01	Front brake job—replaced pads, turned rotors, lubricated the slides, cleaned and adjusted the rear brakes (46,880)	178.33
8-27-01	Replaced serpentine belt, oil change & filter, added quick clean & MOA kit (50,839)	97.51
2001		
1-22-02	Replace intake manifold and gaskets, left rocker cover gasket, changed oil & filter, and filled cooling system (54,969)	460.86
11-5-02	Oil change & filter, MOA kit, ATF, Power steering kit, and Transkit (64,326)	139.10
12-16-- 12-18	Removed and replaced oil cooler lines, rebuild rear end—new ring and pinion (65,800)	1,642.34
12-23— 12-24	Returned with "New" noise that wasn't there prior to rear end work being done—location of problem area could not be determined Requested that I return my vehicle on Jan. 2 to investigate further	
2002		
1-2-03	Removed and replaced pinion bearings and crush sleeve (65,912)	525.06
1-30— 1-31	Noise continues—Service technicians can't determine where noise is coming from—no work done and asked to reschedule	
3-5-3/6	Returned for the same problems—fluid was added	N/C