

10115766

Saturday, March 5, 2005

2005 03 05 09:36

GMC Consumer Relations
31 East Judson Street 1607-04
Pontiac MI 48342-2230
800.482.8782

Dear Sir or Madam:

I am writing to bring a safety issue to your attention. The encoder motor which allows the 1996 S15 GMC Jimmy to shift from 2WD to 4WD and back again appears to be defective. My husband has had three (3) incidents during snow storms in the Washington DC area where he was commuting and the motor failed to operate. Twice he had to rely on 2WD to navigate on roads covered in ice and snow without the benefit of the added traction of 4WD. Once he could not shift from 4WD back to 2WD after conditions improved. This winter he lost traction and was skidding out of control. This presents an unsafe condition for even the most skilled driver.

The vehicle identification number is 1GKDT13W7W2[REDACTED] and it was purchased in December 1997. The first incident occurred in February 2001. J. Koons Pontiac-GMC, Inc. replaced the encoder motor on February 28, 2001 at a cost of \$572.28. David J. Barrie, the service writer contacted GMC Protection Plan to make a warranty claim and file a report. The claim was denied according to Mr. Barrie.

The second incident occurred in December 2002. Covington Buick Pontiac GMC Truck, Inc. replaced the wiring harness and the encoder motor on December 26, 2002 at a cost of \$844.93. At that time we believed that J. Koons had made an incorrect diagnosis by missing the faulty wiring harness.

The third incident occurred in February 2005. Covington replaced the encoder motor on February 21, 2005 at a cost of \$800.32.

The Jimmy is seven (7) years old and the encoder motor has been replaced three (3) times at a total cost of \$1,817.53. On average the encoder motor has been replaced every 28 months or 2-1/4 years.

The GMC Jimmy is used by my husband to commute to his job. He does not take the Jimmy off road and only uses the 4WD during inclement weather.

We are very concerned that this part will fail again possibly during another snow storm. We no longer have confidence that the part will perform as intended.

We have many unanswered questions.

1. Was the encoder motor poorly designed?
2. Was the encoder motor designed as part of a planned obsolescence?
3. Are the dealers installing
 - a. New GMC parts?
 - b. Reconditioned GMC parts?
 - c. Parts from another source?
4. Was the wiring harness defective?
5. Why hasn't GMC issued a recall for this problem?

NAC
GAC
3/21/05

6. Why won't GMC cover this as part of the vehicle warranty?

I have enclosed copies of paid service tickets verifying the statements made above. I would appreciate a written acknowledge of this letter responding to the questions listed. Thank you.

Sincerely,

A large rectangular area of the document is completely blacked out, redacting the signature and any handwritten notes that might have been present.A rectangular area of the document is completely blacked out, redacting the address and any other identifying information.

Takoma Park MD

Enclosures

Cc: U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, DC 20590.
888.327.4236

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).