



11/30/04

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2005 APR 26 AM 7:27

Thank you for your comments. Your comments were sent to [webmaster@nhtsa.dot.gov](mailto:webmaster@nhtsa.dot.gov)  
Click here to Return to NHTSA home page.  
Below is a copy of the email that was sent to [webmaster@nhtsa.dot.gov](mailto:webmaster@nhtsa.dot.gov)

To: [webmaster@nhtsa.dot.gov](mailto:webmaster@nhtsa.dot.gov)

From:

Subject: defective rotors 2002 envoy

*No Response*

Comments: i recently checked the brakes on my 2002 envoy with 60000 miles for brake wear and discovered that the brake shoes were still good but the rotors were cracking at the edges and were in danger of cracking. i wrote to gmc and have yet to receive a response, they called and offered me a incentive to purchase a new gm vehicle, this a clearly a defect in the steel used to manufacturer the rotors i have replace everythng rotors and brake shoes with all new and find it outragious that rotors desintegrate before the brake shoes.this truck is used to commute to my vermont home. From NHTSA Web Site.

*Website not navigable!  
M*

*U.S. Dept of Transportation  
National Highway Traffic Safety Administration  
off of defect investigation  
USA-10, 01 400 7th Street, SW  
Washington A.C. 20590*

*4/14/05*

*Second request, I assume no one really  
cares till someone gets hurt or killed*

*Maria  
4/24/04*

November 30, 2004

GMC Customer Assistance Center  
P.O. Box 33172  
Detroit MI, 33172

To Whom It May Concern:

Re: 2002 GMC Envoy ID# 1GKDT13S622

Registered to :

New City N.Y.

This vehicle has 60000 miles on the clock so I thought it important, to check the brakes and was shocked to find that the brake shoes were still good, but that the rotors were warped and rusted and pitted and in my professional opinion no longer safe to remain on this vehicle. They could not have been resurfaced without cracking. I was pleased that the brake shoes lasted this long, frankly I never experienced brake shoes lasting this long in this area of use. However the poor quality of the rotors all around is hard to understand, and quite frankly represents a potential safety problem. I have removed the rotors and replaced them all with new and new brake pads, and have saved all these parts for your review, if interested.

The poor quality of the steel is hard to understand as the braking performance is directly dependent on the rotors and brake shoes. I thought you solved the brake problems with your vehicles.

I really enjoy this truck but I cannot understand the poor quality of the rotors. Purchasing new rotors at the very first brake service is unacceptable. This letter should in no way be construed as a problem with the dealer, their service has been excellent.

CC: Denise Connell Service Manager Norris GMC  
JMN/jn

4/14/05 I am about to purchase a new vehicle  
looks like Japanese Toyota, Ni one cars  
at GM. This is a disgrace we have owned GM  
product for 40 years.