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CERTIFIED MAIL
RECEIVED 5-20-05

May 6, 2005

Bob Carpenter, General Manager
SEWELL VILLAGE PONTIAC-GMC TRUCK
7474 LEMMON AVE
DALLAS, TX 75209 -3016

EXECUTIVE SECRETARIAT

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RE: Customer Complaint and Request for Reimbursement
2003 GMC Yukon, VIN # 1GKBC13T61J [REDACTED] Owned by [REDACTED]

Dr. Mr. Carpenter:

On Friday, March 25, 2005, our 2003 GMC Yukon SLT stalled at 80 mph and left our family stranded on a highway outside of Tucumcari, New Mexico. Via On-Star, we managed to get assistance and get our vehicle towed to the Mills-Strebeck GMC Dealership in Tucumcari and began to negotiate repair of the vehicle. Although supposedly not covered under warranty, we are seeking reimbursement for our expenses incurred on lodging, several rental cars and air fare to pick up the repaired vehicle. We believe this is a reasonable request due to the following:

- 1.) The dealership informed us that they believed the stalling of our vehicle was due to a common problem with the Yukon's fuel limiter. According to the dealer, if the gas tank is allowed to get to below 1/8th of a gallon, the fuel limiter causes the fuel gauge calibration to subsequently malfunction and causes drivers to unknowingly run out of fuel. Our vehicle, by the way, registered 1/4 of a tank at the time of the incident. This certainly, as implied by the dealer, is a known defect in the 2003 GMC Yukon, and therefore, something that should have been a repair under a recall effort. Any reasonable person would agree that a heavy vehicle such as a Yukon that stalls on a highway or otherwise can be a serious and dangerous condition.
- 2.) We actually don't really know what was repaired on our vehicle as the service department of Mills-Strebeck told us one thing over the phone, yet the receipt, which was mailed to us a week later, stated something different. The receipt states that when fuel was placed into the stalled car (at 3:30 Friday afternoon), the car started. This is completely contrary to what we were told by the service department of Mills-Strebeck immediately after their initial testing and evaluation of the vehicle that Friday afternoon. In the same conversation, we were told that adding fuel did not start the car and that it would be necessary to remove the gas tank and replace the fuel limiter. As a matter of fact, upon our trip to the dealership the following day to retrieve our belongings prior to returning to our home in Dallas in a rental car, it appears to us that the vehicle was towed into the dealership's repair garage via a tow rope (a tow rope was still attached to our vehicle). Thus, we began our three day attempt to get our

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car repaired and recovered. I, [REDACTED] had to fly to Amarillo in order to drive our vehicle back to Coppell.

- 3.) Our subsequent efforts to communicate with Strebek were difficult and getting our Yukon back to Coppell was extremely arduous as detailed in the Attachment 1.

In short, we believe our breakdown was caused by a known problem with GMC Yukons and that in light of this, our expenses to recover our car should be reimbursed under our warranty. We are requesting reimbursement of our expenses to recover our vehicle which are detailed in Attachment 1 to this letter.

We request response to this issue within thirty days and can be reached at the contact information in the signatory.

Sincerely,

[REDACTED]
Coppell, TX
[REDACTED]

CC: G. Rick Wagoner, Jr., GM Chairman and CEO
GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172
Registered Return Receipt Requested

Dr. Jeffrey W. Runge, Administrator
National Highway Traffic Safety Administration (NHTSA)
NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590
Registered Return Receipt Requested

Attachment 1
Expense Receipts

Attachment 1

Sequence of Events and Expenses to Recover [REDACTED] Yukon
from Tucumcari, New Mexico

Date	Expense	Expense Description	Sequence of Events
3/25/05	\$102.64	All-Rite Towing	Tow the vehicle to dealership.
3/25/05	-	Auto rental from Strebeck	Transportation from stranded point to dealership on Friday 3/25. Strebeck states that they billed this car to GMC directly.
3/25/05	\$83.70	Hotel - Days Inn -- Tucumcari, NM	Stayed Friday night only.
3/25/05	\$102.09	Avis Mini Van Rental	Strebeck told us they could not look at our car until the following Monday and also would not let us drive to and leave their rental in another town. We had to drive to Amarillo in the Strebeck rental, rent the mini van and return to the Tucumcari Days Inn for the night. The following day (3/26) we drove the mini van back to Coppell, Texas and returned it to the rental agency on 3/26.
3/29/05	\$149.62	Budget Car Rental	After being without a vehicle since 3/26, we had to rent a car to continue our daily life activity. This car was returned April 1 st which was the day I had to fly to Amarillo to retrieve the Yukon.
3/30/05	-	-	We call Strebeck to inquire about the status of our Yukon. They told us the car had been ready since Monday 3/28, but had not called us to inform us.
3/31/05	\$200.00	Strebeck drove the Yukon to Amarillo Airport for a fee.	Strebeck charged our credit card for the expense long distance. We have no receipt except for our statement.
4/1/05	\$100.70	Southwest Airlines ticket to Amarillo, TX.	I had to fly to Amarillo, TX to get my Yukon and drive to Coppell once again.

Total Expenses: \$ 738.75

**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).**