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July 11, 05

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400- 7th Street S.W.
Washington DC 20590.

2005 JUL 26 AM 7:05

VIN # 1GKET16S946 [REDACTED] (GMC ENVOY 2004 Wagon
EXL)

Dear Sir/Madam,

I am writing to seek your assistance in a matter pertaining to my above-mentioned vehicle.

I have been having problems with this vehicle which I purchased from East Brunswick GMC Dealer -1120 Route 18, East Brunswick, New Jersey-08816. Phone # (732)6514110 Fax # (732)6511464.

Please find the history /details of the problems with my Envoy and the diagnosis and repair history since the very outset.

(1) 22 April 2004.

Turn Signals stopped working. CAUSE---SHORTED Flasher (This Envoy was subsequently, RECALLED for this problem)

(2) 13 November 2004.

SES Light on and vehicle STALLED.

REPLACED PCM(on-board computer) due to internal failure.

(3) 25 January 2005.

The Blower Fan stopped working again.

REPLACED Blower Motor Control Module.

REPLACED Actuator/Motor Electric and Rear Temperature Control.

(4) 31 January 2005.

Blower Fan STOPS working AGAIN.

REPLACED Open Fuse Block

REPLACED Rear Fuse Block.

REPLACED SHORTED Control head.

REPLACED SHORTED WIRES.

REPLACED SHORTED HVAC Control Head.

REPLACED R&R Control Head.

(5) 20 June 2005.

Blower Fan STOPS Working AGAIN. Vehicle starts to OVERHEAT Also.

REPLACED Connection and Splice.

MOTOR RESISTOR is HEATING up.

CANNOT Diagnose Overheating Problem (Dealer speculates that overheating may have been caused by shorted parts and wires)

(6) 6 July 2005.

Blower Fan STOPS WORKING AGAIN.

Heathman
7/28/05

Blower Resistor has some DISCOLOR Due to OVERHEATING.
REPLACED Resistor.
REPLACED Blowere Motor.

Furthermore, I have informed the East Brunswick Gmc Service Department numerous times that the Front Panel which houses the LCD Displays and Knobs for temperature and radio control gets very very HOT after an hour's worth of driving.

From the above history you can see that there is everything inherently wrong with this vehicle. I keep going back to the dealer with the same problems.

It is obvious from the history of this vehicle that this ENVOY is a FIRE HAZARD with all its SHORTEDF PARTS and WIRES. Consequently ,fear for my family's and my life everytime we sit in this vehicle. This vehicle is certainly a FIRE TRAP waiting to happen.

Neither GMC nor the Dealer has taken this problem seriously. They are aware of the serious and life-threatening defects of this vehicle ,however, so far have ignored them blatantly.

Consequently, seek your assistance in resolving this matter which is so important to us as a family and hopefully save other family's similar problems as well.

Please find enclosed all the work orders from East Brunswick GMC Dealers Service Department which confirm all the information I have given in this letter.

Anxiously await your response .
Thanking You

Sincerely,

Edison,NJ

Daytime phone

Evening Phone

ext 6#

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
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