

August 3, 2005

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

10133464

2005 AUG 12 AM 3:42

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

RE:

MAKE/MODEL:	2000 GMC SAFARI MINI VAN AWD
VIN:	1GKEL19WXYE [REDACTED]
MILEAGE:	52,000

Dear Sir or Madam:

I am writing to report a dangerous safety problem in regards to the above subject vehicle, a 2000 GMC Safari Mini Van AWD.

At just a little over 52,000 miles and only being five (5) years old, we experienced brake failure on both front brakes on this vehicle. As the attached photos illustrate both front brake rotors rusted completely through leaving a large crack near the disc edge. As a result brake failure occurred and, very fortunately, we did not have an accident.

Our Service Center noted they had not seen such a problem on a vehicle this new. I feel GMC manufactured this vehicle with inferior, poor quality brakes and exposed me and my family to an extremely hazardous condition that jeopardized our safety.

I request the occurrence of this matter in other GMC vehicles be investigated promptly. In addition, I request reimbursement in the amount of \$436.20 from GMC for the service and replacement of the front brakes including brake pads which were recently replaced and had to be replaced again.

I have attached a copy of my repair bills and hope that you will give your immediate attention to this matter and this reimbursement request.

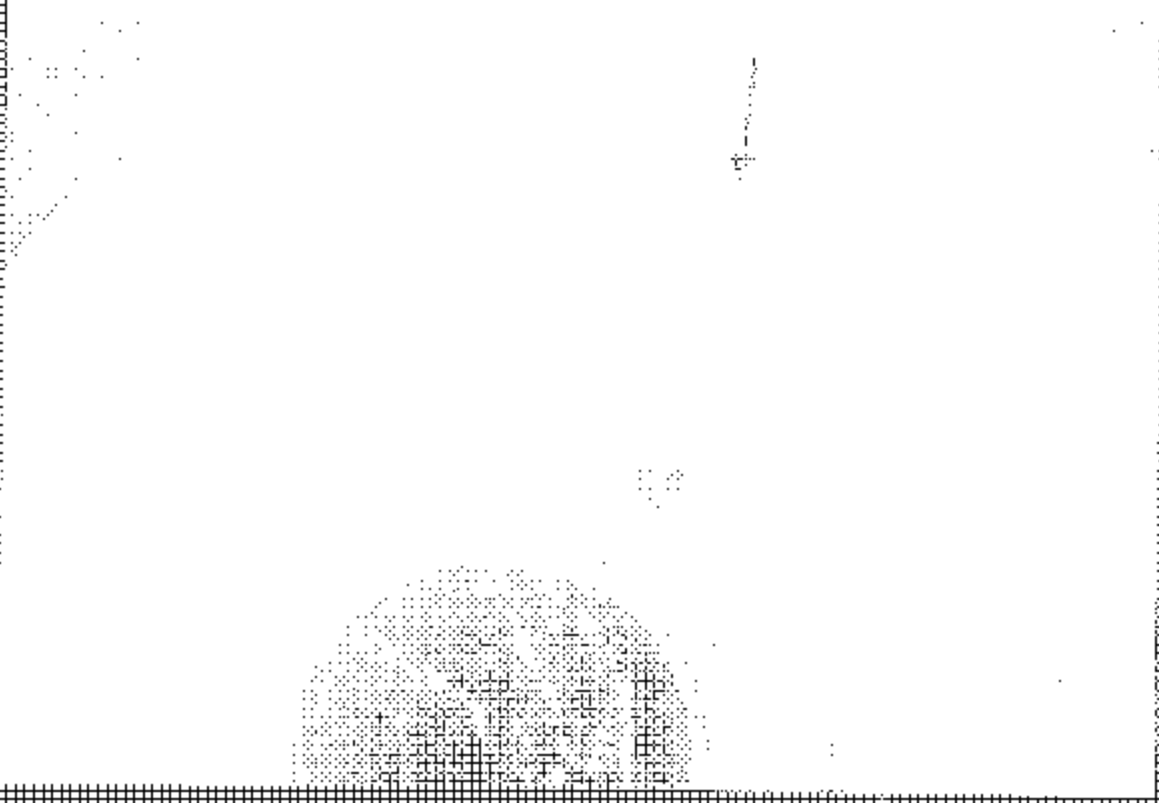
Sincerely,

[REDACTED]

[REDACTED]

NAR
AKK
9/15/05

PARADISE ISLAND, BAHAMA



PARADISE ISLAND, BAHAMA

