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August 28, 2005

2005 SEP -7 AM 3:43

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-211)  
400 7th Street, SW  
Washington, DC 20590

Dear Sir or Madam,

I recently had to have the automatic transmission in my 2000, GMC, Envoy, with 51,000 miles rebuilt for a cost of approximately 1000 dollars. That in itself is not worthy of this letter but, information that I have obtained since warrants me to write this letter of concern to your office.

The specific part that failed is called the "reaction sun shell" or the "sun gear". This is a internal part that houses additional transmission components and requires a complete disassembly of the transmission to repair. The transmission in question is the GM 4L60-E that is used predominately in GM trucks, suvs, and cars since about 1996 to present.

I didn't think too much about this actual incidence until my independent repairman stated to me that he has seen the same identical problem hundreds and hundreds of times. The gear section of the "sun shell" will either break the tack welds or shear off completely. He replaces the original equipment with an after market part brand that he states never fails.

I have since also looked at several Internet forum sites where owners describe their individual problems with the 4L60-E transmission. The rate of failure of this part in question was astonishing.

The city of Oswego has approximately 18,000 residents. If half of them own automobiles and about 20 percent of them are GM products, the hundreds and hundreds of occurrences of this problem works out to be in the neighborhood of about 10 per cent, and that is only from one repair station. It is my belief that this rate is totally unacceptable.

I am sure that if your office can obtain and survey repair records from some independent shops and major chain repair stores such as AAMCO you will find similar results.

I know that your office is extremely busy and probably has a lot more important issues to deal with but, I think that this unusual high rate of part failure justifies looking into.

Thanks for your assistance.

*Margaret*  
9/14/05

Sincerely,

A large black rectangular redaction box covering the signature area. There are some faint handwritten marks above the box, possibly initials or a flourish.

Oswego, NY

A small black rectangular redaction box covering a line of text, likely a street address.