



GMC

VIL

- idle too low?
car stalls when
going slow down

- engine needs oil

June 1, 2005

oil change

light goes on when turn
car goes then goes off.

Dartersipe

Light - Driving light.

Gladstone, NJ

Service Request: 1-339058189

Customer Relationship Manager: Jose Garcia

Dear [REDACTED]

We are sorry you have experienced concerns with your 2001 GMC Yukon XL Denali. Customer satisfaction is a top priority for us at GMC.

Because you are a loyal GMC customer, we are providing you with one complimentary lube, oil, and filter, including wheel alignment, not to exceed \$200.00. Present this letter to any GMC dealership for redemption.

If you have future questions, feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter, including wheel alignment

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

General Motors Corporation
Customer Assistance Center
P.O. Box 33136
Detroit, Michigan 48232-5136

GMA
Jacky Johnson
313-667-7153
Caroline Weston
866-954-318
#1364315945
JEFFERIES EXC

CHRISTOPHER J KENNY

CUSTOMER'S NAME

UN454

STUCK 12

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

MEMOIRE PONTIAC INC

(transferor's name, print)

I state that the odometer now reads 30320 (no sixth) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☒ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☒ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY

MAKE	MODEL	YEAR
PONTIAC	TURBO	2001
VIN		
100FKE		

Christopher J. Kenny
TRANSFEROR'S SIGNATURE

MEMOIRE PONTIAC INC

1625 RTE. 46 EAST

LITTLE FALLS

NJ 07424

05/28/2006

GLADSTONE

NJ

NJ

NJ

NJ

NJ

NJ

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NJ

NJ



MR. GOC

New Jersey's Oil

GLADSTONE, NJ

LICENSE	RELEASE	DATE
	75677	8/24/04

In the event the Customer feels there is a problem Customer must immediately bring the vehicle back inspected by our personnel before any outside rep. customer does not bring the vehicle back to Mr. GOC home against Mr. Good Lube including the payment

ENC. TR. FMS	ITEM 1	ENC. & C. 6
--------------	--------	-------------

WORK ORDER	COMMENTS	REPAIRMENT	DATE
------------	----------	------------	------

3905 REAR DIFF BVC
0413 OILS - 2.1
3945 FRONT DIFF BVC
0413 OILS - 2.1

00124 CUSTOMER COMMENTS
04020 1-800-626-3577

REMARKS

AIR FILTER

THANK YOU ... HAVE A GREAT DAY

TEL: 1-800-626-3577

NEW JERSEY USED MOTOR VEHICLE LEMON LAW/WARRANTY DISCLOSURE

BASED UPON THE SELLING PRICE, MODEL YEAR, MILEAGE AND PRICE NEGOTIATIONS OF A USED MOTOR VEHICLE PURCHASED FROM A NEW JERSEY DEALER, YOU MAY BE ENTITLED TO A LIMITED WARRANTY ON SUCH VEHICLE. IF, WITHIN THE DURATION OF SUCH WARRANTY, THERE IS A REPEATED DEFECT OF A "COVERED" SYSTEM, YOU MAY BE ENTITLED TO A REFUND OF THE PURCHASE PRICE PAID FOR YOUR VEHICLE, LESS A DEDUCTION FOR PERSONAL USE. IF A USED MOTOR VEHICLE IS SOLD "AS IS," IT MEANS THAT THE VEHICLE IS BEING SOLD BY THE DEALER TO YOU WITHOUT ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, AND THAT YOU WILL BE SOLELY RESPONSIBLE FOR THE COST OF ANY REPAIRS TO THE USED MOTOR VEHICLE. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45028, 103 HALSEY STREET, NEWARK, NEW JERSEY 07101-0028, TELEPHONE NO. (973) 504-9228.

YEAR 2001 MAKE GMC MODEL YUKON

VEHICLE IDENTIFICATION NUMBER

1 5 K F K 6

DATE 05/28/2003

PURCHASER'S SIGNATURE

CO-PURCHASER'S SIGNATURE (IF APPLICABLE)

**Protection Plus..**
Warranty Registration

MCGUIRE PONTIAC-BMC 08075

(973)785-2220

Dealer Name
1625 RTE. 46 EAST LITTLE FALLS NJ 07424

Dealer Number

Dealer Phone

Buyer Name

City

State

Zip

Buyer Address

City

Buyer Phone

Purchased at
VALLEY NATIONAL BANK 1445 VALLEY ROAD WAYNE NJ 07470

State

Zip

License Plate Number (Additional Plates) Address

City

30320

GMC

YUKON

Purchase Date

Year

Mileage

Make

Model

1285760

1GKFK6

N/A

Alpha Code Number

17 Digit Vehicle I.D. Number

System Model Number

System Price

Check the appropriate box below for the Program which applies (Check One Only)

NEW VEHICLE PROGRAM:



USED VEHICLE PROGRAM:

5-Year New/Used Anti-Theft \$2500 & \$500 Benefit Recovery Guarantee

The Vehicle Security System installed on vehicle windows and includes two (2) decals affixed to driver and passenger windows, guarantees to the Registered Owner/Lessee of the described vehicle the System installed will be an effective deterrent against vehicle theft and, in the event the System fails and the described vehicle is stolen and not recovered within thirty (30) days, recovered totaled due to collision damage incurred during the theft, the Registered Owner/Lessee will be paid \$2,500.00 or the actual cash value if settlement is less than \$2,500.00, and if the vehicle is stolen and RECOVERED within thirty (30) days the Registered Owner/Lessee is reimbursed up to \$500.00 of the primary insurance deductible.



EXCEPTIONS AND EXCLUSIONS: No coverage is provided for losses resulting from fraudulent or illegal acts of the Registered Owner/Lessee, whether acting alone or in collusion with others. Claims must be filed within 45 days of insurance settlement date or the claim will be void. All documents must be completely legible, otherwise the Guarantee Benefit will be suspended until legible copies can be obtained. The Theft Protection System is permanently installed on the Covered Vehicle, therefore this Agreement is **NON-CANCELABLE AND NON-REFUNDABLE**. This warranty does not apply to loss in any country other than the United States of America. Note: Only the actual cash value (insurance settlement) is paid if the settlement is less than the above stated benefits. **CLAIM PROCEDURE:** To recover under this warranty, the Registered Owner/Lessee must provide a copy of the (a) police report and/or recovery report, (b) insurance settlement check, (c) Registered Owner/Lessee automobile comprehensive insurance policy, and (d) this warranty registration form. **TRANSFER OPTION:** Submit \$50.00 to Warranty Administrator within 15 days of resale with copy of bill of sale stating name and address of new vehicle Owner/Lessee. **PRODUCT WARRANTY:** This product warranty is insured by FPG Insurance Company, Dallas, TX.

I have read the above GUARANTEE and its terms and conditions. I understand to collect under this guarantee I must report the claim to administrator within 45 days of insurance settlement date and I acknowledge receipt for purchase and installation of the Vehicle Security System.

**ACCEPTANCE:**

I accept the Program described above

Owner Signature

**WAIVER ACKNOWLEDGMENT:**

I do not opt under the Program described above

Owner Signature

Call 1-800-346-6468 or visit www.fasterclaim.com For Claim Authorization;
Warranty Administrator / 12800 Angel Side Drive / Lumberton, Texas 77641

T25- 77333

Warranty Administrator / 12800 Angel Side Drive / Lumberton, Texas 77641
Salesperson: [Name] / [Address] / [City] / [State] / [Zip] / [Phone] / [Fax] / [Email] / [Website] / [Social Media] / [Other Contact Info]

T25-00000

Search Results

Safety: Death risk: 1.

Matches: 1

Horrors: 1

Hassle Index: 4.0 (but few reports)

This is near the worst CX rating of 5.

Unresolved: 100%

Consumer's Summary	Firm's Summary
GMC Yukon Denali (General Motors): won't cover my \$4,400 cost to fix their defective transmission. I had asked the dealer to fix it during the warranty period, but it wouldn't - yet GM says I'm too late now. 2d life-threatening defect in our SUV.	General Motors executive office: It doesn't matter that the dealer had refused to fix the problem during the warranty period. [CX: inadequate response.]

Understanding Results Limits

To modify this search, click your browser's "Back" button.

New Search

CX Help Home

CX.org

**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).**

Jim Salerno Pontiac Buick GMC
1005 Route 10
Randolph, NJ 07869

973-584-2700



JEP0300164

Gladstone, NJ

October 11, 2005

VIN 1GKFRG 248

Dear

According to our service files, your 2001 GMC Yukon XI may be due for the following service(s):

66,000 Mile Service

For more information, please call one of our service representatives at 973-584-2700. Our service department hours are: Monday through Friday 7:00am to 6:00pm, Saturday 8am to 12pm

We look forward to assisting you with all your automotive needs.

Sincerely,

*This just mean
spiced!**Tari & Robert*

Your Friendly Service Staff
Jim Salerno Pontiac Buick GMC

P.S. Your safety is our highest priority!
Call to schedule an appointment for a FREE safety inspection.

Don't Forget!

We service all foreign and domestic vehicles.
We have the newest electronic diagnostic
equipment and top rated technicians
to care for your vehicle.

GMC, Buick, Cadillac, Chevrolet, Geo, Oldsmobile, Pontiac vehicles only.

Member Number: 10795919

Date Sent: 12/19/2005 08:41:21 PM

Name: [REDACTED]

Address: [REDACTED]

E-Mail: [REDACTED]

Phone: [REDACTED]

REPLY - 29355357 - 29355359

Subject: defective 2001 yukon denali

Dear [REDACTED]:

Thank you for your e-mail regarding your account. Our records show you have already contacted a representative by phone to address the mechanical problems with your 2001 Chevrolet.

Please let us know if you have any additional questions or concerns and we would be glad to address them. Thank you for allowing us to serve you.

We appreciate your business and the opportunity to be of assistance. If you need further assistance, please contact us by e-mail using the 'Contact Us' feature at usaa.com or at (800) 922-9092. Our Credit Card Representatives are available

24 hours a day, 7 days a week.

If you need further assistance, please contact us by e-mail using the 'Contact Us' feature at usaa.com or at (800) 531-2265. Our hours of operation are Monday to Friday from 7:30 a.m. - 10:00 p.m. CST, Saturday from 8:00 a.m. - 6:00 p.m. CST and Sunday from 1:00 p.m. to 6:00 p.m. CST.

Sincerely,

Christopher Rodriguez
USAA E-Correspondence

Receive, review, pay and organize all your bills online for free. Experience the ease and time-saving benefits of USAA Web BillPay®. It's more

Transaction Report

Send

Transaction(s) completed

No. TX Date/Time Destination

529 DEC-08 12:46 18562156750

Duration P.#

0'00'27" 001

Result

OK

Mode

N ECM

12/08/2005 10:43:11
AM

To: Caroline Weisburg

cc:

Subject: Denial recall and defective transmission

Dear Ms. Weisburg,

I am sending you this fax to alert you to the fact that I am in contact with the N.J. Division of Criminal Justice. They are receiving documentation that has been made available to you weeks ago. Since my complaint was forwarded to you, I noticed that G.M. has issued a recall on the faulty gasoline units on my kind of truck. I received the recall notice following my complaint to you about my transmission, however it is more than a coincidence that this recall should take place after my own episode with the potentially fatal defect and your lack of honoring the defect in my transmission. I am in possession of a police report that will document this life threatening incident and that your company is negligent in its responsibility to quickly and effectively alert the public of this automobiles dangerous defects....including my transmission. I was willing to work with you in a fair and amicable manner. Rather, you turned a blind eye to two major safety issues that I brought to your attention. Your Company's regard for human safety is substandard. You must have larger problems on hand, like the price of your Company's stock. (down 45% on the year.) Maybe that is the reason why your Company is in such bad shape, poor customer relations and dishonest management.

When I said I was not going to accept your inadequate response....I meant it. If you think my voice is too small to be heard, you are seriously mistaken. I have many options and organizations at my disposal. It's a shame, because if upper management at G.M. knew that this travesty was taking place, particularly at this time, they would be cutting costs in your department. All you need is one death or major incident to take place, because your lack of responsibility, then you are done.

Respectfully Yours,

case#1964815996

Transaction Report				
Send Transaction(s) completed				
No.	TX	Date/Time	Destination	
708	JAN-17	11:29	2023663171	
Duration P.4				Result Mode
0'03'22" 023				OK N ECM

from 202-366-3171

1-17-06

U.S. Dept of
Transp. Safety
"Office of Defect"

[REDACTED]
Gladstone NJ

H.
W.
C.

To: MR. Alberto Amendes

C/o Ms Maria C.
Attention

Thankyou!

[REDACTED]

Transaction Report

Send

Transaction(s) completed

No. TX Date/Time Destination

Duration P. #

Result

Note

439 NOV-22 11:11 202 882 2260

0'02'34" 005

OK

N ECM

To:

cc:

Subject: GM

11/22/2005 08:58:54

AM

Dear Mr. Stevens,

Thank you for taking an interest in my on going problem with General Motors. I first want to state that I took the vehicle to the dealer in Summit N.J. while it was still under warranty. The tech. told me that they could not reproduce the erratic down-shifting with the transmission. I told them that there was a problem and I have that documented it with the dealer. I sent you the receipt showing that I expressed concern over this problem, and that it was just a matter of time before a more serious transmission occurred. It was taken to them when it was under warranty! Secondly, the transmission started to slip when the seal between the radiator cooling unit failed, due to unnecessary rough transmission shifting. I had this confirmed by the dealer in Randolph N.J., who convinced me to bring the vehicle to them, saying that they could possibly help me out. Thirdly, I have complete documentation of all service on this vehicle done with a garage that is closer to home and the two dealers. I have a complete folder on every repair and maintenance on this vehicle. This car was in such clean and pampered condition you could eat off the engine! Fourthly, GM's central Office has not given me fair consideration. They did not mention that at about 45 thousand miles the seal on the gas tank failed. My wife and baby were coming out of a store from shopping and found the Denali surrounded by fire trucks and police with the whole shopping centers parking evacuated. A good samaritan called the police and let them know that our car was leaking gas all over the parking lot. The police and fire dept. said that if she tried to start the car it could have exploded, killing her and my child. They basically left her there with 2 carts full of food, a baby and no way to get home. The tow truck came, took the car away, and it was missing for 3 hours. It finally surfaced at the dealership in Randolph. 5-6 months later we received a recall notice from GM! Weeks after the incident, I was contacted by GM with an apology and a free oil change for that problem. The free oil change was not for the failed transmission seal. It was given to us for the potential explosion and gas leak that occurred because of faulty design. That is why they recalled this particular model car 5 to 6 months later. I thought I would give them the benefit of the doubt and just drop the faulty seal on the gas tank which they fixed no questions asked....Because they new of they potential liability. They come off as sounding very concerned and giving. In reality they have twisted the truth and not taken responsibility for this very serious problem. I have contacted you, various other agencies and Consumer Exchange (cx.org) in Washington.

I believe they have misinformed the public and the people I have tried to get help from. I can assure you I have a pretty good understanding of automobiles and there repair. I have personally restored 5 classic cars and a GM truck. They have treated me like I'm some sort of idiot, constantly lied and twisted the truth. I will be more than happy to assist you further with any other information you may need. It's a shame they will not admit their lack of honest, and reliable customer service. I do not want this to happen to anyone else. This is the worst consumer experience I have ever heard of. We are talking peoples lives! Thank you for your consideration and time.

Sincerely,

CMA 004V01

11/17/2005 01:26

PAGE 002/002

FAX 001V01

**HUMMER**

November 16, 2005

Human Resources Bureau of Detroit & Eastern Michigan
30555 Southfield Road Suite 200
Southfield, MI 48076-7151
Attention: Customer Service

Customer: [REDACTED]
Reference number: #6004009
Service request: J-164813993

Dear Mr. Service:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 2001 GMC Yukon XL Denali. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We feel our customers have the right to expect long-term, reliable performance from their GMC products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is perfect.

The bumper-to-bumper coverage on the 2001 GMC Yukon XL Denali is 36 months or 50,000 miles, whichever comes first. We regret that because [REDACTED] vehicle is an additional 77 months and an additional 24,000 miles beyond the warranty, we cannot comply with his request for financial assistance.

We also notice that [REDACTED] chose to take his vehicle to an independent company who in turn called the nearest dealership at Mr. Service's dealership to obtain the dealer's cost to repair the vehicle and then told the service manager they would offer [REDACTED] \$1,800.00 less than the dealer would charge him to repair the vehicle. This independent company works with Mr. Service's dealership on a regular basis and that is why they called. General Motors does not represent this independent company, nor do we have any influence over this independent company.

We further note that [REDACTED] states his vehicle's condition first occurred at 64,000 miles. It was determined the engine would have functioned long before 60,000 miles and there was no history of this particular condition. It is not related to the transmission upgrade that he first complained about at 35,000 miles. At that time dealer could not find any transmission concern. We also notice there is no documentation showing that [REDACTED] or the previous owner ever had any factory recommended maintenance service done to the vehicle or its transmission.

In addition, we offered [REDACTED] a \$5,000.00 Owner Loyalty Certificate to be used on the purchase of a new trained General Motors vehicle but he refused the offer. We also gave him a free oil change.

We again reviewed [REDACTED] case with our Central Office Staff and find that [REDACTED] has been denied the cost estimate for repair of the transmission and this decision remains unchanged. We believe every consideration was given and available information was carefully reviewed before this decision was reached.

If you have any further questions, please contact me at 1-800-331-1841 extension 37804 between 9:00 a.m. and 4:00 p.m. Eastern Standard Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

<signature>

Cathy Weston
Customer Relationship Manager

LJ2014-77

General Motors Corporation
1436 Pacific Drive
Auburn Hills, MI 48326-1571



Better Business Bureau of Detroit & Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Phone: (248) 644-9100
Fax: (248) 644-5026
E-mail: info@easternmichiganbbb.org
Website: www.easternmichiganbbb.org

November 17, 2005

[REDACTED]
Gladstone, NJ [REDACTED]

RE: #6004069 - General Motors Corporation

Dear [REDACTED]:

This is in reply to your recent complaint filed with the BBB.

The BBB relies on the voluntary cooperation of businesses in the resolution of complaints. Unfortunately, when a firm fails to respond to our offer of assistance, we must close our file and note it accordingly. However, when a company responds to a complaint, we do notify the customer of the response.

Please review the information below to determine the status of your complaint with the Bureau.

1. () We have been advised by the company that action has been or will be taken concerning your complaint.
2. (X) Please see enclosure for the company's position regarding your complaint.
3. () The company has not responded to us. If you wish to pursue your complaint, you may contact Small Claims Court, the Department of Licensing & Regulation, or the regulatory agency for the company.

Sincerely,

Constance Stevens

Constance Stevens
Dispute Resolution Consultant

FAX 087987

11/18/2005 8:14

PAGE 002/002

Fax Server



GMC

HUMMER

November 14, 2005

Better Business Bureau of Detroit & Eastern Michigan
30555 Southfield Road Suite 200
Southfield, MI 48076-7751
Attention: Constance Stevens

Customer: [REDACTED]
Reference number: #6904069
Service request: 1-364815995

Dear Ms. Stevens:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 2001 GMC Yukon XL Denali. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a GMC owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED]'s concerns, we will be in contact with you to discuss this matter further.

Sincerely,

<signature>

Carolyn Wentberg
Customer Relationship Manager

LC0001-TV

1800 231-1841

57884

General Motors Corporation
1425 Pacific Drive
Auburn Hills, MI 48326-1571



Better Business Bureau of Detroit & Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Phone: (248) 644-9180
Fax: (248) 644-5826
E-mail: info@easternmichiganbbb.org
Website: www.easternmichiganbbb.org

November 17, 2005

[REDACTED]
Gladstone, NJ [REDACTED]

RE: #6004069 - General Motors Corporation

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Sincerely,

Constance Stevens

Constance Stevens
Dispute Resolution Consultant

06027

Customer Reimbursement Procedure

If you have paid to have this recall condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors.
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the GMC Customer Assistance Center at 1.866.898.9463. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.462.8583.

2006 JAN 17 12:47 PM JEFE SERVICES INC (FAX) 212 425 8875 P. 024/043

PONTIAC · GMC

Division of General Motors Corporation

October 2005

Dear GMC Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In May you were notified of a safety recall on your vehicle. This letter is to inform you of the condition and to let you know that parts to permanently correct your vehicle are now available.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2001 model year GMC Yukon XL vehicles. Some of these vehicles were built with fuel module reservoir assemblies that contain fuel pump wires and/or connectors that may overheat under certain operating conditions. Fuel pump wires that overheat may become exposed and result in one or more of the following conditions: 1) if the ignition circuit wire is exposed and shorts to ground, the fuel pump fuse will blow, disabling the fuel pump and causing an engine stall or no-start condition; 2) if the ignition circuit or ground wire is exposed and shorts to the fuel level sender card wires, inaccurate fuel level readings may result; 3) if sufficient heat is conducted to the pass-through connector, a hole in the connector may result, which may cause a Service Engine Soon light to be illuminated during the emission system diagnostics routine. Fuel vapor, and in some cases liquid fuel, may leak out of the fuel tank through the hole in the connector body. If a sufficient amount of fuel were to leak out and if an ignition source were present, a vehicle fire could occur.

What Will Be Done: Your GMC dealer will install a new service kit consisting of a new fuel pump connector and a wiring harness. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 2 hours. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your GMC dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your GMC dealer be unable to schedule a service date within a reasonable time, you should contact the GMC Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.888.996.9463. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.462.8583.

If, after contacting the GMC Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 40990; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1.800.424.9153); or go to <http://www.safercar.gov>.

PONTIAC • GMC

Division of General Motors Corporation

September 22, 2003

Gladstone, NJ

RE: Case # 11795365

Dear [REDACTED],

We at GMC Roadside Assistance appreciate you making us aware of any concerns you encountered with our service. GMC Roadside Assistance attempts to help our customers in every way possible throughout the ownership of their vehicles. When a GMC owner experiences an unfortunate vehicle disbursement, we are very concerned.

GMC Roadside Assistance strives to provide the highest quality service to our customers. With this goal in mind, we sincerely apologize for any inconvenience that you had related to your call into GMC Roadside Assistance on September 8, 2003. Certainly, the delayed arrival of the tow truck is not representative of the type of service GMC Roadside Assistance strives for and normally achieves. GMC Roadside Assistance continues to actively improve efficiency and apologizes that a service provider did not arrive within the time promised.

We at GMC firmly believe our customers and their concerns are our number one priority. In an effort to demonstrate GMC's commitment to our loyal customers and to ease the inconvenience you suffered, we have authorized a \$40.00 gift check to be sent out to you. You should receive this within the next 2-3 weeks. We hope this exemplifies the commitment to quality that we at GMC believe in and you have come to expect.

We appreciate you allowing us the opportunity to rectify this concern. Again, we apologize for any inconvenience and hope that this small token will make up for any unintended inconveniences.

If you have any further questions, please contact the 1-800-223-7796 GMC Roadside Assistance line. Your patience and understanding are greatly appreciated.

Sincerely,

Customer Relations Team
GMC Roadside Assistance

Enclosure

Pat. M. Olive Rhee

Sept 8th 2003

973-691-0850



I am sending you this letter accompanied with a history of problems I have had with my Automobile and the dealers who have in my eyes been dishonest and unwilling to cooperate with me to get refunded for all the money I have spent. I was told by The Better Business Bureau that you could possibly help me. Enclosed is documentation of some of the correspondence between General Motors, Jim Salerno Pontiac Buick GMC and Salerno Duane Auto Group. My family car has been repaired, but not by GMC or the dealers, mostly because I don't trust them and because they took no responsibility for a problem that I pointed out long before. Jim Salerno Auto Group and associates convinced me to bring the car to them and have them look at it, before anyone else... they said they could help me out. I had numerous conversations with General Motors Service and both dealers. I told them there was a problem with the transmission and they told me they could not duplicate the problem, so I had to live with it. The only reason I had been up to the dealer 7-8 weeks earlier was because GMC had sent me a coupon for a free oil change and wheel alignment. I ended walking out of the dealer paying 47.00 dollars to have a 4.00 dollar bulb changed (a five min. job). The reason GMC had sent the coupon was because months before the car was leaking gas at a mall. Someone reported the gas leaking all over the parking lot and the police and firemen were called. When my wife walked out of the store, with two carts and my youngest child in hand, she saw the whole lot sectioned off with Police keeping people away from the car while the fire dept. was cleaning the mess up. My wife had to get a ride from a neighbor and get home without the car. When asked by the police, they said the car could have exploded if she tried to start it. The car was later towed to Salerno in Randolph where it was fixed right away no questions asked and free of charge. They said a seal had failed and that it happens every once in awhile. I thought it was a pretty serious problem to be so cavalier about. So I just picked up the car and let the situation die. The same thing has happened in this situation, a seal failed and coolant leaked into the transmission and destroyed it. I told them there was a problem with the transmission ages before, they didn't listen and it was just a matter of time before it failed. Because they could not replicate the problem they said they couldn't help me even when it was under warranty. I would have never brought my car to this dealership if they had not given me a free coupon. When it was there they not only charged me 47.00 dollars for the bulb but tried to sell me software for the CPU. They couldn't tell me what it was for, but obviously they had the car hooked up to an analyzer. Weeks later the radiator seal failed, destroying it and the transmission. GMC, it's regional supervisor and both dealers are dishonest and have no regard for the expensive repairs that I have had to take care of myself, in order to get our car back. It is my wife's car and is used to transport her and my eight children around from sports, school and soforth. They knew I needed the car back as soon as possible and stalled saying they were waiting to hear from there regional supervisor. He didn't get back to me for 4 days. One of GM's support people and the regional supervisor were suggesting that I trade it in on a new car! This car maybe 4 yrs old but when I bought it from a dealer it was 38 thousand dollars with 25 thousand miles on it! For a car that has been serviced and has had its oil changed every 3 thousand miles(which I have all the records)and under warranty, this is crazy. I am appealing to you to help me recoup my cost to have the car repaired. This car was extremely well taken care of and still looks new. I can not begin to explain the anxiety, time and stress that my wife and myself have been through. I have spent tons of hours making calls, leaving messages, writing letters and talking to these people. I brought it to a reputable service garage and had it repaired. It was 4400.00 dollars. I have complete documentation to show all that I have stated is true. To some 4400.00 dollars is not a large amount, but to me it is something I don't have on hand. I took a loan to pay for this car which I still owe 9000.00 dollars on it. I thought by paying a premium I was getting a vehicle that had been serviced and taken care of to insure a trouble free car. As I said, I told the dealer that the transmission is not working properly(this is documented, while still under warranty I can't tell you how upsetting this whole experience has been. I have never experienced anything like this in my life. Can you please find some way in your power to help us with this.

Sincerely,

1 ACCIDENT CHECK

[Run Another Report](#) [Print Report](#) 

Total Loss Check:

OK GOOD NEWS! This 2001 GMC DENALI XL K1500 (1GKFK66U1J300454) has had no severe accidents or other total loss events reported to CARFAX from a Department of Motor Vehicles (DMV). This vehicle qualifies for the **CARFAX Certified History**, a guarantee worth up to \$5,000.

- | | |
|--|---|
| OK No <u>Salvage Title</u> Reported | OK No <u>Loss Due To Fire Title</u> Reported |
| OK No <u>Link Title</u> Reported | OK No <u>Flood Damage Title</u> Reported |
| OK No <u>Rebuilt/Reconstructed Title</u> Reported | OK No <u>Hail Damage Title</u> Reported |
| OK No <u>Dismantled Title</u> Reported | OK No <u>Canadian Total Loss Record</u> Reported |

Other Accident Indicators:

OK This 2001 GMC DENALI XL K1500 (1GKFK66U1J300454) has had no accident indicators reported to CARFAX from its sources. This section checks for accidents and/or related damage reported from many public and private sources. Not all accidents are reported to CARFAX. A vehicle inspection completed by your dealer or professional mechanic is recommended.

- | | |
|---|--|
| OK No <u>Salvage Auction Record</u> Reported | OK No <u>Crash Test Vehicle Record</u> Reported |
| OK No <u>Fire Damage Record</u> Reported | OK No <u>Airbag Deployment Record</u> Reported |
| OK No <u>Police Accident Record</u> Reported | OK No <u>Damage Disclosure Record</u> Reported |

► CARFAX depends on public and private sources for its accident data. Each one of these sources has different processing times. CARFAX can only report what is in our database on 27 May 2003 12:14:33. New data will result in a change to this report.

Accident Check FAQs:

[How CARFAX Customers Use This Section](#) | [Insurance Claims on CARFAX](#) | [About accident reports](#) | [Accident statistics](#)

[CARFAX Help Center](#) | [Glossary](#) | [Register FREE Guarantee](#)

2 MILEAGE ACCURACY CHECK

[Run Another Report](#) [Print Report](#) 

Truth-in-Mileage Check:

OK GOOD NEWS! This 2001 GMC DENALI XL K1500 (1GKFK66U1J300454) has had no odometer problems reported to CARFAX from a Department of Motor Vehicles (DMV) under the Truth-in-Mileage Act. This vehicle qualifies for the **CARFAX Certified History**, a guarantee worth up to \$5,000.

- | | |
|---|--|
| OK No <u>Not Actual Mileage Title</u> Reported | OK No <u>Exceeds Mechanical Limits Title</u> Reported |
|---|--|

Valley National Bank

NOVEMBER 05, 2004


GLADSTONE NJ 

Re: Paid Loan Account

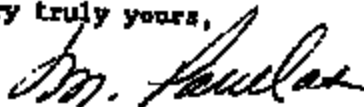
No. 430022751

Dear Customer:

We appreciate the opportunity you have given us to assist you in your financial needs.

Enclosed is your paid note, as well as any other items indicated below if applicable.

Very truly yours,



Retail Banking Center

- ☐ Paid Certificate of Ownership
- ☐ Satisfied Notice of Recorded Lien
- ☐ Other _____

Should you need any assistance, please contact our Customer Service Center at 1 (800) 522-4100.



Better Business Bureau of Detroit & Eastern Michigan
39555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Phone: (248) 644-9169

Fax: (248) 644-5026

E-mail: info@easternmichiganhbb.org

Website: www.eastermichiganabb.org

November 29, 2005

Gladstone, NJ

RE: #6004069 - General Motors Corporation

Dear

XXX We wish to acknowledge your letter and advise you that it has been made part of our file for future reference. Thank you for informing us of your experience with the above firm.

The Bureau does not take action on matters that have been referred to another agency since we would be duplicating their efforts. Your complaint will be retained in our files for future reference. Thank you for informing us of your experience with the above company.

Since you are dealing directly with the firm, we assume that you do not wish the Bureau to pursue the matter at this time. We trust that you will be hearing from the firm shortly. However, if you need assistance, and have not already referred the matter to another agency, please notify us and we will attempt to assist you.

Sincerely,

Constance Stevens

Constance Stevens
Dispute Resolution Consultant

THESE ARE THE RESULTS OF THE RESEARCH CONDUCTED BY THE
FEDERAL BUREAU OF INVESTIGATION AND THE DEPARTMENT OF JUSTICE
IN CONNECTION WITH THE INVESTIGATION OF THE ACTS OF
TERRORISM COMMITTED BY THE ORGANIZATION OF THE
BLACK PANTHER PARTY AND ITS AFFILIATES.
THE RESULTS OF THE RESEARCH CONDUCTED BY THE
FEDERAL BUREAU OF INVESTIGATION AND THE DEPARTMENT OF JUSTICE
IN CONNECTION WITH THE INVESTIGATION OF THE ACTS OF
TERRORISM COMMITTED BY THE ORGANIZATION OF THE
BLACK PANTHER PARTY AND ITS AFFILIATES.

11/22/2008 08:58:54
AMTo:
cc:
Subject: GM

Dear Ms. Stevens,

Thank you for taking an interest in my on going problem with General Motors. I first want to state that I took the vehicle to the dealer in Summit N.J. while it was still under warranty. The tech. told me that they could not reproduce the erratic down-shifting with the transmission. I told them that there was a problem and I have that documented with the dealer. I sent you the receipt showing that I expressed concern over this problem, and that it was just a matter of time before a more serious transmission occurred. It was taken to them when it was under warranty! Secondly, the transmission started to slip when the seal between the radiator cooling unit failed, due to unnecessary rough transmission shifting. I had this confirmed by the dealer in Randolph N.J., who convinced me to bring the vehicle to them, saying that they could possibly help me out. Thirdly, I have complete documentation of all service on this vehicle done with a garage that is closer to home and the two dealers. I have a complete folder on every repair and maintenance on this vehicle. This car was in such clean and pampered condition you could eat off the engine! Fourthly, GM's central Office has not given me fair consideration. They did not mention that at about 45 thousand miles the seal on the gas tank failed. My wife and baby were coming out of a store from shopping and found the Denali surrounded by fire trucks and police with the whole shopping centers parking evacuated. A good samaritan called the police and let them know that our car was leaking gas all over the parking lot. The police and fire dept. said that if she tried to start the car it could have exploded, killing her and my child. They basically left her there with 2 carts full of food, a baby and no way to get home. The tow truck came, took the car away, and it was missing for 3 hours. It finally surfaced at the dealership in Randolph. 5-6 months later we received a recall notice from GM! Weeks after the incident, I was contacted by GM with an apology and a free oil change for that problem. The free oil change was not for the failed transmission seal. It was given to us for the potential explosion and gas leak that occurred because of faulty design. That is why they recalled this particular model car 5 to 6 months later. I thought I would give them the benefit of the doubt and just drop the faulty seal on the gas tank which they fixed no questions asked.....Because they new of they potential liability. They come off as sounding very concerned and giving. In reality they have twisted the truth and not taken responsibility for this very serious problem. I have contacted you, various other agencies and Consumer Exchange (cx.org) in Washington.

I believe they have misinformed the public and the people I have tried to get help from. I can assure you I have a pretty good understanding of automobiles and there repair. I have personally restored 5 classic cars and a GM truck. They have treated me like I'm some sort of idiot, constantly lied and twisted the truth. I will be more than happy to assist you further with any other information you may need. It's a shame they will not admit thier lack of honest, and reliable customer service. I do not want this to happen to anyone else. This is the worst consumer experience I have ever heard of. We are talking peoples lives! Thank you for your consideration and time.

Sincerely,



430 022751 PB

CERTIFICATE OF TITLE

1 1GKFK 6 [REDACTED] E 2001 GMC YUK WAGON

STANDARD 8 GY 29769N 2

40.00 05-29-2003 30320 A

K2567 12471 05616

[REDACTED]

GLADSTONE NJ [REDACTED]

2871893

State of New Jersey
DIVISION OF MOTOR VEHICLES

05-29-2009
93449 60740 74705
VALLEY NATIONAL BANK
1445 VALLEY RD
WAYNE NJ 07470
Valley National Bank

RV20031490000466

VOID IF ALTERED

HOLD TO LIGHT TO VIEW WATERMARK

HOLD TO LIGHT TO VIEW WATERMARK



VEHICLE INSPECTION REPORT

THIS IS AN OFFICIAL RECORD WHICH MUST BE PRESENTED IF THE VEHICLE IS TO BE REINSPECTED. IF LOST, A DUPLICATE RECORD MAY BE OBTAINED FROM THE FACILITY WHICH PERFORMED THE INSPECTION.

FACILITY INFO

Randolph
160 Canfield Ave.
Randolph, NJ 07869

1-888-NUMOTOR
Facility ID: CTF000045
Analyst: CL002404

VEHICLE INFO

VIN: WBABR2
Plate: NJ
Veh Type: Passenger
Year: 1989
Make: BMW
Odometer: 82696
GVWR: 3869
Model: 3-SERIES
ETW: 3750
Old Inspection Expiration Date: 07/31/2005
New Inspection Expiration Date: 07/31/2007

CONTROL INFO

Certificate: CTF000045200518639745
TIN: 89606324
Software Version: 4.29
Date: 07/05/2005
Time: 11:02:25 AM
Inspection Type: Initial
Sticker #: 1430792

FINAL RESULT: PASS

INSPECTION PERFORMED: ASM 5015 Enhanced Emissions Test and Safety

INSPECTION RESULTS: SAFETY: PASS

OBD/EMISSIONS: PASS

This test was performed in conformance with section 207(h) of the Federal Clean Air Act.

EMISSIONS RESULTS

GAS	STANDARD	READING	RESULT
NO _x	1110	200	PASS
HC	148	10	PASS
CO%	0.83	0.01	PASS
CO ₂ %		14.4	
O ₂ %		0.1	
RPM		0	

TEST	RESULT
Tank Pressure	N/A
Gas Cap	PASS
Purge	N/A
Tampering	PASS
Visible Smoke	PASS

OBD SYSTEM - READINESS STATUS:

Catalytic Converters	EGR Systems	Engine Misfire
Heated Catalytic Converters	Secondary Air Injection	A/C Refrigerant
Oxygen Sensors	Evaporative System	Comprehensive Component
Oxygen Sensor - Heats	Fuel System	Overall Readiness Result

OBD SYSTEM - DIAGNOSTIC RESULTS:

Bulb Check	OBD Connector	MIL Command Status
Check Engine Light On	OBD Communications	Overall OBD System Result

OBD SYSTEM - DIAGNOSTIC TROUBLE CODES PRESENT:

Total No. of Codes Present:	Individual Codes Present:
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EXPLANATION

This vehicle has passed inspection.

PLEASE RETAIN THIS DOCUMENT FOR YOUR RECORDS.

**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).**

PONTIAC · GMC

Division of General Motors Corporation

September 22, 2003

██████████
Gladstone, NJ ██████████

RE: Case # 11795365

Dear ██████████,

We at GMC Roadside Assistance appreciate you making us aware of any concerns you encountered with our service. GMC Roadside Assistance attempts to help our customers in every way possible throughout the ownership of their vehicles. When a GMC owner experiences an unfortunate vehicle disablement, we are very concerned.

GMC Roadside Assistance strives to provide the highest quality service to our customers. With this goal in mind, we sincerely apologize for any inconvenience that you had related to your call into GMC Roadside Assistance on September 8, 2003. Certainly, the delayed arrival of the tow truck is not representative of the type of service GMC Roadside Assistance strives for and normally achieves. GMC Roadside Assistance continues to actively improve efficiency and apologizes that a service provider did not arrive within the time promised.

We at GMC firmly believe our customers and their concerns are our number one priority. In an effort to demonstrate GMC's commitment to our loyal customers and to ease the inconvenience you suffered, we have authorized a \$40.00 gift check to be sent out to you. You should receive this within the next 2-3 weeks. We hope this exemplifies the commitment to quality that we at GMC believe in and you have come to expect.

We appreciate you allowing us the opportunity to rectify this concern. Again, we apologize for any inconvenience and hope that this small token will make up for any unintended inconvenience.

If you have any further questions, please contact the 1-800-222-7799 GMC Roadside Assistance line. Your patience and understanding are greatly appreciated.

Sincerely,

Customer Relations Team
GMC Roadside Assistance

Enclosure

**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).**