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Hyde Park MA

November 27, 2005

2005 DEC 22 PM 12:10

GMC Customer Assistance Center
PO Box 33172
Detroit MI 48232-5172

Dear Sir or Madam:

First let me begin by saying that I really have enjoyed my GMC Envoy and have had many happy miles driving it. Like any vehicle things happen, don't work properly and need attention. I service the vehicle at the dealership and expect them to look out for my best interest. I feel by returning to the selling dealer they have my records and it seems more personal.

I feel I have had a bad experience however. On October 19 2005 I was at the dealership with a concern on the window operation and scratches on the glass. Parts were ordered for the glass concern but again the problem with the memory on the mirrors I had them check as it keeps loosing its memory. Once again they couldn't duplicate the condition so that concern still exists.

I also had the tires rotated and they informed me that the brakes needed replacement. I got a verbal estimate of \$900.00 including rotors pads and whatever. It seems like a lot of money especially with the mileage. I asked if it shouldn't be warrantee and they said no. I told them I would think it over and went home.

That is when I called customer service. After [redacted] talked with the dealership service dept they agreed to re look at the brakes. The service advisor said the rotors were rusted excessively and the pads were worn. The dealership agreed to replace the rotors under warranty and I agreed to pay for the pads as I also understand the wear factor. However I was also charged the amount of \$160.00 labor which I am protesting. Looking over the repair order # [redacted] which is part warranty and part customer pay I feel I was charged the labor amount for the pad and rotor replacement as which GMC General Motors should be responsible for and which from what I can see were charged 1.90 hrs front and 1.90 hrs for the rotor replacement. I know that to replace the rotors you have to also remove the pads. To me it looks like a possible mistake was made in the labor charge and at this time I would like a refund in the labor portion of the bill in the amount of \$160.00 and perhaps look at the charge for the pads since the corrosion caused the rotors to be below specs perhaps this caused premature wear on the pads also.

I have been driving for many years now and have never had to replace the brakes on any vehicle at such low mileage. I am the only driver of the vehicle also.

I want to thank you and the dealer for you prompt anticipated resolution for this matter. The service I have received from Bezcama GMC had been excellent to this point and I hope it continues.

Sincerely,

[redacted signature]

CC Bezcama Buick Pontiac GMC
National Highway Safety Council

Answered
12-27-05

**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).**