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Buford, GA [REDACTED]  
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NHTSA Headquarters  
400 Seventh Street, SW  
Washington, DC 20590

January 9, 2006

Dear NHTSA:

The enclosed letter is a copy of a letter I am mailing to GMC in relation to a brake problem on my 2002 GMC Yukon. I would like to register a formal complaint with your agency in relation to my brakes' safety and unsatisfactory response from GMC to address the problem in view of brake recalls on this model and year of truck.

[REDACTED]

*Amemari*  
*1/27/06*

[REDACTED]  
[REDACTED]  
Buford, GA [REDACTED]  
[REDACTED]  
[REDACTED]

January 9, 2006

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

Re: 2002 Yukon SLT 4WD  
ID#: 1GKEK1 [REDACTED]

There is a problem with the brakes on this vehicle creating a safety hazard for me and my passengers. The brakes pulsate during normal slow speed stops sometimes making a crunching or clunking noise and brake pedal going too far down toward the floorboard of the truck. This problem increases the time it takes for the vehicle to stop. GM needs to repair the brakes.

#### Background

1. Vehicle was purchased from Hardman GMC in Gainesville, Georgia
2. The vehicle has been driven in Northern Ohio frequently during the winters of 2002, 2003, 2004, and 2005 under snow and salt conditions.
3. These vehicles are under recall in several northern states for brake problems.

#### Chronology

1. 12/11/05 - Experienced brake problems several times this day
2. 12/12/05 - Took vehicle to Meineke Car Care Center and Meineke replaced the pads, rotors, and hardware stating that rotors were corroded. Vehicle mileage was 49,908. Cost of repairs was \$814.00. I drove the vehicle home and parked it.
3. 12/17/05 - Began driving to Ohio from Georgia. Vehicle brakes still pulsated abnormally at low speed stops. The repairs by Meineke made no difference in the problem. Remained in Ohio until 12/28/05. Brake problems worsened in Ohio with increasing stop time continually causing a safety hazard.
4. 12/30/05 - Called GM Customer Service. I was told the vehicle was not part of the general recall because the vehicle was purchased in Georgia, but was told to take the vehicle to Hardman GMC to diagnose the brake problem.
5. 1/3/06 - took the vehicle to Hardman GMC and Hardman personnel said they could not find the problem and could not duplicate the problem during a test drive so no repairs were made.
6. 1/3/06 - On my return home from the dealership the brakes again pulsated abnormally slowing stop time during a normal stop at a red light.

#### Action Required By GM

GM needs to address this serious safety issue and repair the problem.

Please advise me of your planned action steps by return mail at the above listed address or telephone at [REDACTED] 0361.

[REDACTED]  
[REDACTED]  
[REDACTED]  
copy: National Highway Traffic Safety Administration

