



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

212-416-8294

February 27, 2006

10153027

Seaford, NY

Our File Number
Company: 1995 GMC Diesel Yukon

Dear

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

Edison
AM
3/10/06

Seaford, New York

Kevin W. Williams, North American Vice President, Quality
GMC
PO Box 33172
Detroit, MI 48232-5172

RECEIVED BY
CONSUMER PROTECTION DIVISION

FEB 22 2006

THE ATTORNEY GENERAL'S OFFICE
NEW YORK CITY OFFICE

GMC Truck Customer Assistance
31 E. Judson St. 1607-04
Pontiac, MI 48342-2230

Re: Fuel Line, Brake Line, and Brake Mechanism Problems
VIN: 1GKEK18S5S. [REDACTED]
Mileage: 99530

February 17, 2006

Dear Mr. Williams,

I own a 2005 GMC diesel Yukon that was recently diagnosed as having potentially dangerous rust throughout the fuel and brake lines (including the primer pump). I looked at the lines and pump, and would have to agree. All lines need to be replaced at an estimated cost of \$2500. I might normally postpone such quality related repairs until I know whether or not GMC is willing to cover the cost, but I decided it's not worth the risk. Repairs are underway. The dealership I'm now using is Mack GMC located in Hicksville, NY 516 931-0900. Mack GMC has been exceptionally courteous, helpful, and knowledgeable. I trust their work and value their opinions.

A year ago, one of the brake lines near the master cylinder rusted to the point of failure. Luckily, I was in a parking lot when it happened and was able to recover using the emergency brake. Cost: \$1076.

A few years ago, the fuel lines at the top of the sending unit on the gas tank rusted to the point of failure. The vehicle wouldn't start and had to be towed. The sending unit and first section of fuel lines are one piece, so the sending unit also had to be replaced. Cost: \$876.

I do not drive this vehicle on the beach, nor has it ever been in a flood. My family and I have owned several vehicles over the years and we have never had a fuel or brake line rust. In fact, I've owned several saltwater boats and never had a rust

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I recently had another hazardous problem involving the brakes: They locked unexpectedly at low speeds, without pressure on the brake pedal. This problem continued for six months and through several mechanics before the problem was finally identified (Mack GMC gets the credit for figuring it out). It appears that the right rear lower brake anchor was shearing off the backing plate, cocking to one side, consequently allowing the brake shoes to engage without brake pedal pressure, and without warning. I've worked on brakes for years and have never seen a brake anchor come loose (the mechanics at GMC felt the same way). Cost: \$635.

This list covers only a portion of the quality and safety problems I've had with this truck. I see these issues as the most serious, and the most unacceptable.

I respectfully request reimbursement for amounts listed above. Total cost: \$5087. All receipts available upon request.

I should add that I truly like the GMC Yukon and hope to keep it for several more years. I purchased the diesel version intending to do just that. My family has owned several GMCs over the years. Sadly, we've seen the quality deteriorate. I'd like my next vehicle to be a GMC, but a lot will depend on your response to this letter.

On a positive note: I would like to compliment your customer service team at 800 462-8782. They are always very helpful, knowledgeable, and attentive.

Thank you for your consideration.

Phone [REDACTED]

Email [REDACTED]

cc: NY Attorney General

120 Broadway
New York, NY 10271

cc: NTSB Headquarters

490 L'Enfant Plaza, SW
Washington, DC 20594

cc: NHTSA Headquarters

400 Seventh Street, SW
Washington, DC 20590

cc: Better Business Bureau

4200 Wilson Blvd Ste 800
Arlington, VA 22203