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Scaford, New York

2006 MAR -9 AM 9:10

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

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

Re: Fuel Line, Brake Line, and Brake Mechanism Problems
VIN: 1GKEK1
Mileage: 99530

February 17, 2006

Dear Mr. Williams,

I own a 1995 GMC diesel Yukon that was recently diagnosed as having potentially dangerous rust throughout the fuel and brake lines (including the primer pump). I've 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 problem with the fuel system.

Edwin
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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 though 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

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