

CL-10185814-7338

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February 23, 2007

To: [REDACTED]

General Motors Corp.
300 Renaissance Center
Detroit MI 48243
Re: 2003 GMC Envoy
S/N 1GKDT13S932 [REDACTED]

Dear [REDACTED]

Most of my cars have been GM vehicles with the exception of Company cars of which I have had no choice in manufacturer. Over the years I have owned and purchased new the following vehicles:

1960 Studebaker Lark Convertible 6 cyl. Standard transmission-a lemon

1964 Pontiac Catalina 8 cyl. with the automatic "jet away aluminum transmission"-by 44000 miles required 3 new rebuilt transmissions -a lemon

1978 Oldsmobile Delta 88 Royal Hard Top Convertible-automatic transmission- very satisfied

1990 Chevrolet Cavalier Station-wagon 6 cyl. Automatic transmission-satisfied

1995 Pontiac Bonneville 8 cyl.-at a 195,000 miles the engines stalled after going several miles and the computer diagnosis could never reveal what the problem was. The dealer said the problem was a fuel pump which was replaced. Problem continued. Computer diagnosis couldn't reveal the problem.

A couples of sensors were replaced and the problem still existed. So in late December of 2002 I decided to purchase the 2003 GMC Envoy.

2003 GMC Envoy SLT- purchased, December 28,'02 -very dissatisfied and the reason for this letter of complaint.

The quality of the materials and workmanship are inferior and leave a lot to be desired.

Listed below in chronological order are the problems I have had to date with the vehicle:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]
6. [REDACTED]
7. [REDACTED]
8. [REDACTED]
9. [REDACTED]
10. [REDACTED]

Early January '03 at 800 miles the dealer added 1 quart of engine oil. Advised to return at 1800 miles at which time dealer checked engine oil and said it was fine. That the factory didn't put the right amount of oil in the vehicle. Conclusion- vehicle wasn't prepped prior to delivery to the customer.

During Jan./Feb,'03 heard a knocking and pinging in the engine on cold starts and felt a hesitation when the automatic transmission shifted into gear. After many complaints and being told there was nothing wrong I was advised in October,'03 that the "engine knock" was due to shorter pistons in the re designed engine and the hesitation in the transmission shifting required reprogramming per GMC bulletins dated the Fall 2003 for Envoys and Trailblazers. GMC gave me a warranty that I can have the "engine knock" on cold starts corrected prior to 100,000 miles. The dealer advises me to live with the "engine knock" because once he opens up the engine he says" who knows what may happen "the cure may be worse than the problem- a virtual pandora's box so what do I do?

The first weekend of December 2003 the Northeast was blanketed by a blizzard. I was caught in the blizzard driving home when the vehicle stalled. I contacted "On Star" they couldn't get anyone to help restart the engine. I also contacted GMC truck and they were unable to get anyone out to help me. I contacted the Little Falls, New Jersey Police department and while waiting for police assistance a snow plow was able to recharge my battery from a spear battery he had in his truck. GMC truck had advised me to bring the Envoy back to the dealer on Monday to check the battery. I was able to continue to communicate simultaneously on a three way conversation with GMC truck and "On Star" even though the Envoy's telephone communication through "On Star" was down (the Envoy's battery was dead) because the operator of the snow plow let me use his cell phone. The driver's side electric window once opened to talk to operator of the snow plow and would not close because the vehicle battery was dead .Finally after approximately 2 plus hours(5p.m to 8p.m)of trying to get the battery to crank and with snow coming into the car through the open window the engine kicked over and I was able to drive home.

The next day was Sunday and I took the car for a long drive to recharge the battery with no accessories like radio or heater on. The following day was Monday and as instructed by GMC truck took the Envoy to the Dealer who said if the Envoy is running there is no need to check the battery-this is will engrained in the service manager's mind because till this day he remembers the incident.

From April 2004 to October 2004 the battery failed several times and had to be recharged either in my driveway(twice),once at a shopping mall while parked next to a car whose driver was able to give me a "boost" and once or twice with roadside service

Assistance from GM Motor Club. I am a member of GM Motor Club because of the unsatisfactory experience with "On Star" and they are more economical than "On Star".

During the same period April 2004 to October 2004. The "yellow service engine soon light" would go on and each time this occurred the dealer would reprogram the engine computer and the "yellow service engine light" would go off. This occurred several times and each time the condition was corrected by reprogramming the computer by service manager's assistant Noelle Polina.

In October 2004 when the "yellow service engine soon light" went on the dealer had me leave the Envoy with him for inspection and servicing. At this point the vehicle was out of the 36000 miles warranty.

During the April 2004 to October 2004 period several other problems arose:

The rear tail light had burnt out and was replaced on a manufacturer's recall.

- The radio was not functioning properly/ primarily static, noises and station interference
- The Driver Information Center control knobs as well as the radio knobs wore out.
- The moulding around the rear license plate had shrunk and deteriorated and had to be replaced twice. Since the "get go" this has been and still is a problem. The service manager has indicated this problem still exists on the 2006 models and hasn't been corrected by GMC.
- The front seat center console was loose from the beginning and is now broken.

In October 2004 the dealer advised that the cause of the "yellow service engine soon light" coming on was the gas tank filler pipe and that was replaced. The Battery had a dead cell and needs to be replaced. The Driver Information Center and radio control knobs are worn out and have to be replaced. All repairs are out of warranty (Mileage exceeds 36000) All repairs except replacement of the battery are completed and paid out of pocket. Regarding the battery I replaced it by taking the battery from the '95 Pontiac Bonnaville now ain't that a "kicker". My contention all along is that the original battery was defective and should have been properly inspected and diagnosed in December 2003 after the snow storm incident mentioned above and during the warranty period. The radio was replaced with a rebuilt one.

Within a week after picking up the Envoy the "yellow service engine light soon" went on again and I had to leave the vehicle at the dealer so they could determine the cause of the problem. I was to be given a credit for the gasoline filler pipe cause apparently that wasn't causing the "yellow service engine soon light" to go on. They had to trouble shoot to determine the problem.

The dealer had the vehicle most of November and December 2004 in order to determine why the "yellow service engine soon light" was staying on and why the radio wasn't working properly.

During this November/December '04. This is what occurred:

- The dealer tried replacing various sensors such as an oxygen sensor.

- 3 Radio's had to be replaced during the time the vehicle was in the "shop".

- I had a dickens of a time trying to get a loaner car from the dealer and finally prevailed upon the dealer's sales manager who sold me the car. The GM zone manager for the area refused a loaner car.

- I went on record with Robin Wade of GMC truck. I got no satisfaction from GMC truck that the Envoy was a lemon. All GMC truck did was literally "hold my hand." I was told the lemon law only applied when mileage was less than 18000.

Finally, Christmas week December, 2004 I was told that they discovered the cause of the "yellow service engine soon light" coming on and the radio problems by accident when a mechanic walking by the Envoy while the vehicle was in the shop being worked on noticed the 3rd stop light that's on the top of the lift gate malfunctioning. There was a short circuit in this 3rd stop light that apparently was the cause of the problem. .

I picked up the Envoy just before closing on the last day before the beginning of the dealer's long four day Christmas holiday weekend. As I drove away from the dealer's shop I noticed the left front head lamp was not working. The dealer had already closed. On the following Monday I had front head lamp replaced. I don't understand how this happened-Shouldn't the lights been checked out after they discovered there was a short circuit in the system.

On New Years Eve 2004 the cooling fan broke and I had to leave the Envoy for one week at the dealer. The service manager told me that this wasn't unusual as the cooling fan broke on his Envoy XL.

All of these events have been documented at the dealer's as well as the following:

March 2005-Brakes replaced

Left front headlamp replaced again for which I paid \$13. I could have replaced the bulb myself but expected that the problem was related to the late December 2004 incident related above which was supposed to be corrected. When I mentioned this to the service manager cavalierly remarked it's only a bulb.

During 2005 the lettering on the Driver Information Control Center and radio control knobs that had been previously replaced on October /November 2004 wore out and I was told that they wore out of warranty cause the replacement knobs had a 1 year or

12000 mile warranty. Additionally the lettering on "off" button for the air conditioning and heater had worn off.

The rear tail lights, directional and signal lamps as well as both front fog lamps have had to be replaced several times.

In May 2004 a lug nut broke while replacement tires were mounted on the wheels.

In 2005 the front "stabilizer linkage" was replaced and in so doing while the wheels were

removed 3 lug nuts broke. At this time I had to purchase a "kit" for the rear universal which was leaking.

On August 14 through the 16th,'06 the gas tank had to be replaced along with fuel lines due to a leak. Still having the odor of gasoline in the car I had to return the Envoy to the dealer for another 2 days in late August to replace a seal on the gas tank. While at the dealer on August 14,'06. Leaving my car to have the gasoline leak and fuel gauges that were acting peculiarly checked I was at the counter and smelled the strong odor of gasoline. I asked the service personnel where the odor was coming from and it was from a work order that a technician/mechanic had brought in from the shop. I was shown the work order and it was for the replacement of a gas tank for Chevrolet Trailblazer. I couldn't believe how coincidental this was. I was informed by the service manager that the Trailblazer had the same problem with the gas tank that I had.

The seat belt is poorly designed and the belt cuts into your neck. Everyone at the dealer says they have the same problem and they suggest putting the engaged buckled seat belt under my left arm or to put a sleeve on the belt at the spot where it rubs and cuts into my neck.

The material around the spokes of the steering wheel is wearing out and the right driver's door doesn't close properly. Windshield wiper blades were replaced within first two years and the passenger side windshield has developed scuff marks which I am unable to buff out. I know you will agree that the vehicle is a "lemon" and made with inferior materials and poor quality of workmanship.

Besides the initial cost of \$ 37000 plus I paid for the Envoy, there are repair costs and the aggravation from not having use of the vehicle and the cost associated with the time lost in taking the Envoy back and forth to the dealer.

The vehicle is driven mostly on highways and has never been driven off the road. Engine oil is changed every 3500 miles so there is no reason for having to put up with all these problems.

De Massi Buick-GMC-Pontiac, Riverdale, New Jersey, Robin Wade of GMC Truck as well as "**On Star**" and GMC Truck Road Side Assistance have all the documentation .

My home tel/fax is [REDACTED].

Thank you for your anticipated prompt reply. (but I will not be there till Feb.23)

Very truly yours,

[REDACTED]

Kinnelon New Jersey [REDACTED]

✓ CC: NHTSA Headquarters

400 Seventh Street, SW

Washington, DC 20590

Attn: Nicole Nason, Administrator