

CL-10192155-1815

MAIN OFFICE:

Brightwaters, New York

NYC OFFICE:

OFFICE HOURS:

Monday to Friday:

6:30 AM - 5:00 PM

Saturday: 6:30 AM - 3:30 PM

24 HOUR EMERGENCY SERVICE

LICENSED & INSURED  
Throughout Long Island  
and New York City

MARCH 28, 2007

CASSEL TRUCKS  
550 NORTH OCEAN AVENUE  
PATCHOGUE, NY 11772

RE: 2005 SAFARI  
VIN #19TDM19X55E

ATTN: GENERAL MANAGER

THE FRAME HOLDING THE "A FRAME" ON THE ABOVE REFERENCED VEHICLE WAS DEFECTIVE, ALLOWING THE BOLT HOLDING THE "A FRAME" TO CUT ITS WAY THROUGH THE FRAME AND DROP THE LOWER "A FRAME".

YOUR SERVICE MANAGER GARY STATED, ALTHOUGH HE HAS NEVER SEEN THIS HAPPEN, IT IS NOT UNDER WARRANTY DUE TO THE MILEAGE ON THE TRUCK.

HE ALSO STATED IT WAS OUR FAULT BECAUSE WE DID NOT PROPERLY MAINTAIN THE TRUCK, BUT COULD NOT TELL ME IN WHAT MANUAL "A FRAME" MAINTENANCE IS REQUIRED.

HE ALSO STATED THAT THE DRIVER WAS RESPONSIBLE, AS HE SHOULD HAVE KNOWN THE FRAME HOLE HOLDING THE "A FRAME" WAS BECOMING DEFECTIVE.

OUR DRIVER IS AN ELECTRICIAN NOT AN AUTO MECHANIC!

WHEN I ASKED WHAT WORK WOULD HAVE BEEN NEEDED IF THE FRAME DAMAGE WAS SPOTTED BEFORE THE "A FRAME" FELL OUT, HE SAID, REPLACING THE FRAME.

THE TRUCK HAS A 100,000 MILE WARRANTY FOR RUST, WHICH SHOULD INCLUDE THE FRAME!

I HAVE A FLEET OF 36 TRUCKS, WHICH INCLUDES SIX GMC TRUCKS.

I HAVE NEVER HAD A VEHICLE'S FRAME RUST AND BREAK. NOT ONLY SHOULD THIS BE UNDER WARRANTY, BUT INVESTIGATED BY GMC, TO POSSIBLY SAVE LIVES IF THE DEFECT EXISTS IN OTHER TRUCKS.

THANKFULLY, THE "A FRAME" DROPPED WHILE BACKING OUT OF A PARKING SPOT AT OUR OFFICE AND NOT AT HIGHWAY SPEEDS, AS SERIOUS INJURY AND VEHICLE DAMAGE WOULD HAVE RESULTED!

I WAS TOLD THE TRUCK, WHICH IS A 2005 MODEL, WILL BE REPAIRED USING A "JUNKYARD" FRAME AND THAT I AM EXPECTED TO PAY \$550.00 TO \$700.00 IN ADDITION TO THE TOWING CHARGE I HAVE ALREADY PAID.

NAR  
CG 23 May 07

NEEDLESS TO SAY, I AM DISAPPOINTED WITH THE GMC VEHICLE AND CASSEL TRUCKS.

PLEASE RESPOND SENSIBLY AS I AM SERIOUSLY CONSIDERING A PUBLIC AWARENESS CAMPAIGN.

SINCERELY,



CC: MICHAEL BELFORD, ESQ.  
BOB DAPREY/CASSEL TRUCK SALES  
GMAC CUSTOMER COMPLAINT  
NATIONAL HIGHWAY TRAFFIC SAFETY

PHOTOGRAPHS

DESTROYED

BY

POST OFFICE