



• GIBSONIA, PA

CL-10220598-4730

2008 MAR -5 AM 8:30

2008 MAR -4 A 9:12

21 February 2008

GMC Customer Assistance Center
P.O. BOX 33172
Detroit, MI 48232-5172

To GMC Customer Service:

I have been a loyal GMC customer since 1983 (one Buick, two Chevys, 3 trucks and one Saturn). I began my engineering career at GMC. I have recommended nothing but GMC to anyone in the new car/truck market.

I currently own a 2003 Sierra 1500 Extended cab(2GTEK19T831[REDACTED]) with 85,000 highway miles. I purchased this truck new from #1 Cochran in Monroeville PA in April of 2003. This truck has not seen anything close to severe duty throughout its life. This past week, the transmission failed (see included invoice for details). The previous week, the passenger side window motor assembly broke. A year and half ago, the speedometer failed (stepper motor failure, which you are well aware of). I am on the third set of front brake rotors, the upper support column bearing is bad (#1 Cochran refused to replace. They replaced the intermediate shaft instead) and the tailgate support cables were replaced as part of a recall. If this is GMC's definition of "Professional Grade", GMC has lost touch with the American truck market.

I am requesting that GMC reimburse me completely for the incurred expenses (\$1132.06) for the transmission repair. In addition, I am requesting that GMC authorizes #1 Cochran to replace the window drive assembly, steering column and instrument cluster, at GMC's expense. If GMC rejects these requests, then GMC can consider me no longer, a loyal GMC customer and proponent. You can remove me from all GMC mailing lists and can no longer count on me to recommend GMC to anyone, especially foreign truck buying candidates.

Feel free to call me with any questions.

Sincerely Disappointed,

Ps: I spoke with Christine Miller on the GMC customer service line on the afternoon of 13Feb08. Christine was very professional, polite, courteous and promised to look into the issue and call me the next day with an update. In my opinion, her conduct was "Professional Grade"!

Cc: Rob Cochran- #1 Cochran GMC
National Highway Traffic Safety Administration

Enclosures: Recent photo of truck (19Feb08)
Copy of transmission repair invoice(s)

Gibsonia, PA

NM
03/05/08
KB



• GIBSONIA, PA



Gibsonia, PA

CUSTOMER #
UNIT# 8

486510

INVOICE



4520 William Penn Highway
Monroeville, PA 15146
(412) 373-3333
www.cochran.com

GIBSONIA, PA

PAGE 1

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 8066 JOSEPH SCAHILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SUMMIT WHI	03	GMC SIERRA 1500	2GTEK19T831		85121/85121	T0224
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
19APR03 IS						
19APR03 DD	19APR2008	18:00	06FEB08	0.00	CASH	06FEB08
R.O. OPENED		READY	OPTIONS: STK:G30523 ENG:5.3 LITER_MFI_IRON			
15:53 05FEB08		10:56 06FEB08				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOW	IN CUSTOMER STATES CHECK GRINDING TYPE SOUND COMING FROM					
		TRANSMISSION/TRANSFER CASE AREA WHILE MOVING FORWARD TO REVERSE					
	99	CUSTOMER DECLINED REPAIRS AT THIS TIME					
		355 CPBG				90.00	90.00
PARTS:	0.00	LABOR:	90.00	OTHER:	0.00	TOTAL LINE A:	90.00

INTERNAL TRANSMISSION FAILURE, POSSIBLE REACTION CARRIER, CUSTOMER DECLINED ALL TEAR DOWN AND INSPECTION OF TRANSMISSION AT THIS TIME.

B	PERFORMED MULTI-POINT INSPECTION PROCESS 24						
	MPI PERFORMED MULTI-POINT INSPECTION PROCESE 24						
	355 INHG					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

EST: 90.00 05FEB08 15:53 SA: 8066

#1 COCHRAN MEGA
4520 WILLIAM PENN HIGH
MONROEVILLE, PA 15146
(412) 373-3333

Phone Order

ID: 001
Merchant ID: 000155000554
Bank ID: 1340
Batch: 02/06/08
Batch: 030001
Retrieval Ref #: 07233208

Entry Method: Manual

Inv #: 0000019

\$ 96.30

Customer Copy

ON BEHALF OF SERVICING DEALER, I HEREBY
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	90.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	90.00
ADJUSTMENTS	0.00
SALES TAX	6.30
PLEASE PAY THIS AMOUNT	96.30

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

JEFF'S TRANSMISSION SERVICE, INC.
P.O. BOX 179
GIBSONIA, PA 15044
(724) 443-3290

WE APPRECIATE YOUR BUSINESS

REPAIR ORDER #:

DATE:

PAGE

0076421

02/08/2008

1

1

CUSTOMER

ADDRESS

CITY

PHONE 1

PHONE 2

VEHICLE:

LICENSE:

V.I.N.:

ENGINE:

MILEAGE:

2003 GMC S15

TRANS:

4L60E

5.3

85123

PARTS

QUAN	PART NUMBER	DESCRIPTION	PRICE
1.00	JT	GASKET SEAL KIT	65.00
1.00	JT	REAR PLANATARY SET	125.00
6.00	JT	FORWARD CLUTCHES	16.00
6.00	JT	FORWARD STEELS	19.00
6.00	JT	3/4 CLUTCHES	24.00
10.00	JT	ATF	40.00
1.00	JT	FILTER	28.00

SUBTOTAL 318.00

LABOR

OP	TECH	DESCRIPTION	PRICE
TR 001	2	TRANSMISSION R&R REPAIR TRANS ON BENCH	650.00
SUBTOTAL			650.00

724-443-3290
JEFF'S TRANSMISSION SERV
5564 WM FLYNN HWY
GIBSONIA PA 15044

TERMINAL I.D.: 1122
MERCHANT #: 17465

DISCOVER

MANUAL
SALE
ITEM #: 003

DATE: FEB 08, 2008 TIME: 16:17
AV: V AUTH NO: 008492

CC: M
PHONE ADD: 3922 ZIP: 15044

TOTAL \$1035.76

CUSTOMER COPY

REAR PLANATERY FAILURE FORWARD CLUTCHES BURNT HAD BEEN HAPPENING FOR SOMETIME

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection, an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. NOT RESPONSIBLE FOR DAMAGE OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

LABOR: \$ 650.00
PARTS: \$ 318.00
SUBLET: \$ 0.00

SUPPLIES: \$ 0.00
TAX: \$ 87.76
SUBTOTAL: \$ 968.00
TOTAL: \$ 1035.76

PAID: \$ 0.00
DUE: \$ 1035.76

X