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2008 MAR -6 AM 10:41

[Redacted]
Leesburg, VA [Redacted]
February 25, 2008

Mr. Daniel C. Smith
Associate Administrator for Enforcement
NHTSA
400 Seventh St, S.W. Rm. 5321
Washington D.C. 20590

Dear Mr. Smith:

Please see my enclosed letters to GMC and GM President, North America.

Will you assist me by encouraging GMC to make a decision in my favor, and in favor of all other GM vehicle owners in northern Virginia who have, or may have this serious safety issue with their GM vehicle?

Also, do you have complaints from other GM vehicle owners in Virginia or other states not covered by this anti-lock brake recall? If yes, how many? Is your office working to extend this recall to Virginia and or other states?

Thank you for your assistance. Please reply to me by March 7, 2008.

Sincerely,

[Redacted signature block]

AA
03/06/08
KS

[REDACTED]
Leesburg, VA [REDACTED]
February 25, 2008

Mr. Troy Clark
President
General Motors, North America
300 Renaissance Center
Detroit, Michigan 48265

Dear Mr. Clark:

Please see my enclosed letter to GMC. I am requesting your assistance to make the decision in my favor for the repair of my Yukon brakes so it is safe to drive.

Please let me know your decision in writing by March 7, 2008.

Sincerely

[REDACTED]

✓ cc: Administrator, NHTSA

[REDACTED]
Leesburg, VA [REDACTED]
February 25, 2008

GMC
PO Box 33172
Detroit, Michigan 48232

Dear Sir,

I own a 2001 GMC Yukon XL with just 59,000 miles. It recently developed a problem with the anti-lock brake system activating at slow speed nearing a stop. On the Internet I discovered that there was a recall for this problem and I called the GMC number listed, 888 996 9463, and spoke to Chris Arnel. I gave him the VIN # and my address. He told me that my Yukon was covered under the recall # 05068 and told me to take it to a dealer for repair. The service request number for my call with Mr. Arnel is '

I took my Yukon to Star Pontiac, Buick, GMC in Leesburg, Virginia and was told it is not covered in Virginia by an unsympathetic, discourteous service representative. He told me it would cost me \$92 just to look at the vehicle to give me an estimate for repairing the anti-lock brakes. I told them not to do the work until I spoke again to GMC. I called Mr. Arnel back and after some additional checking he told me that the recall covered a number of northern states, the so called rust belt states, including Maryland, West Virginia and the District of Columbia, but not Virginia. I instructed the dealer not to do any work on my Yukon until I checked into this issue further – thus the reason for this letter.

I wish to register a complaint to GMC that this coverage needs to include Virginia, at least the northern part of Virginia. I live in Lucketts, Virginia, it is in the northern part of Virginia just four miles from Maryland. Take a look at a map - the northern half of Virginia is farther north than most of Maryland, most of West Virginia and farther north than all of the District of Columbia and is definitely in the 'rust belt'. To be fair to GM product owners, this part of Virginia should be covered by this recall.

At this point I cannot drive my Yukon because it is unsafe.

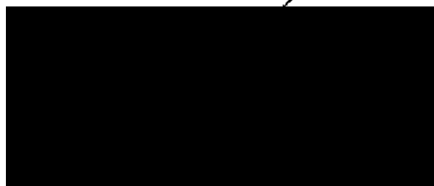
I have been a loyal customer of GM for nearly 40 years. In that span I have owned only GM products and currently own four GM vehicles; the 2001 Yukon, a 2004 Buick Rainier, a 2002 Monte Carlo and a 1954 Corvette. But, I must say my loyalty to GM is wearing thin given this unfair recall coverage on my Yukon.

As we all know, GM is encountering difficulty maintaining its leadership in the auto industry. From my experience lately it is no wonder why – from the misinformation given to me by Mr. Arnel, the discourteous behavior of the dealer service representative and especially your disregard for the safety of us who live in the ‘rust belt’ of northern Virginia. Your lack of concern for your customers is certainly adding to your demise. I want to continue my loyalty to GM and your products, but without your help on this issue I don’t think I can.

It would be a very sad day for me should I have to end my 40 year loyalty to GM and turn to a foreign manufacturer. It is now up to you. If you want me to continue my loyalty, and my encouragement to others to trust GM products and customer service, I request that you cover this recall repair on my Yukon immediately.

Please let me know your decision in writing by March 7, 2008.

Sincerely,



cc: President, General Motors, North America; Administrator NHTSA