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CL-10261249-4063

February 20, 2009

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Subject: 2008 GMC Yukon

To Whom It May Concern:

Please note the attached communications that I have had with General Motors. At this time they have NO solution to the problem other than denying there is a problem. To me this is a safety issue. If the back-up sensor system fails to function it could cause bodily injury to a child or adult.

I will appreciate your investigation into this issue since as an individual GM has basically denied the issue and ignored my request for a solution.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

St. Louis, MO [REDACTED]

NHTSA
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NJ

February 19, 2009

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

Subject: 2008 GMC Yukon – VIN 1GKFK13048 [REDACTED]

Reference Number: _____

Dear Mr. Biggs:

Based on our telephone conversation yesterday morning and a second conversation with your associate yesterday afternoon GMC refuses to acknowledge the back-up sensor problem or recommend a solution. Although you were very cordial and understanding during our conversation your associate was just the opposite. In fact, he basically called me a [REDACTED]. He indicated that there has never been a problem with the back-up sensors on any GM vehicle. When I ask him to document this statement and forward to my attention the file on my GMC vehicle he indicated it was impossible. He stated he had: NO access to e-mail; NO access to a fax machine; and had NO way to print the documents and mail them to me. I question if this is TRUE since I was able to fax my documents to you. Assuming his statement is true, I can understand why GM is having major financial problems – GM need to get out of the 'stone age'.

Based on the above response from your associate and since GMC has NO solution to the back-up sensor problem I would like to return this vehicle to the Dealer and get a full refund on my purchase price, the cost of the repair and the Missouri sales tax. My GMC Yukon is basically 'brand new' with approximately 1,400 miles.

Please authorize the return to the Dealer.

Needless to say, I am extremely disappointed with General Motors and what they consider to be excellent customer service. To me this is a minor problem that should have been easily resolved by GM. Furthermore, my belief is GM knows they have an inferior design and/or functioning back-up sensor system. GM's solution is to deny and cover up the problem. This is probably one of the reasons why many Americans are purchasing imported automobiles.

I will appreciate a prompt reply to the above.

Regards,

[REDACTED]
[REDACTED]
St. Louis, MO [REDACTED]

Cc: Larry Buschhorn
Lou Fusz
10950 Page Ave
St. Louis, MO 63132

✓ NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

February 12, 2009

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

Subject: 2008 GMC Yukon - VIN 1GKFK13048 [REDACTED]

To Whom It May Concern:

I purchased a 2008 GMC Yukon from Lou Fusz, 10950 Page Ave. St. Louis, MO 63132 in November 2008. The SUV current mileage is approximately 1,300 miles. The week of February 1, 2009 while backing up the back-up sensors failed to activate and I backed into a post and dented the rear bumper. Friday, February 6, 2009 I contacted Larry Buschhorn, Sales Manager at Lou Fusz and explained the above situation. On February 9th I had an appointment at Lou Fusz to get the SUV repaired. The dealer indicated the sensors were functioning properly and they may have been at that point in time but they did NOT function the week of February 1st and I am willing to take a "lie detector test" to prove my position. To me, it is totally unacceptable that the back-up sensors only work from time to time - the sensors need to work 100% of the time. In addition, the dealer indicated that they can not repair the rear bumper but needed to replace the bumper at my expense. The cost to replace the rear bumper is approximately \$900.00 but Larry Buschhorn indicated he would make an adjustment considering the failure of the back-up sensors.

My issue is not with the Lou Fusz dealership, it's with GM and their faulty back-up sensor system. Also, the expense of the repair on my SUV should be GM's not mine. What if there was a person or child that I backed into verses a post? GM needs to fix the back-up sensor system immediately not only on my SUV but on all SUV's. Also, as stated GM needs to pick-up my expenses on the rear bumper repair.

You need to contact Larry Buschhorn (314-595-2700) for additional details on the damage and repair.

Prior to purchasing the 2008 Yukon I studied and investigated all large SUV's and decided I was going to purchase an American made vehicle. My son owns a Nissan Armada and encouraged me to purchase the same since he has had no problems with his SUV and any repairs were covered by Nissan (bumper to bumper). However, in light of the current US automaker problems I confirmed my commitment to buy American.

I am confident that you will fix the faulty back-up sensor problem and compensate me for my out-of-pocket expenses for the bumper repair.

Regards,

[REDACTED]
[REDACTED]
St. Louis, MO [REDACTED]

Cc: Larry Buschhorn
Lou Fusz
10950 Page Ave
St. Louis, MO 63132