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INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

[REDACTED]  
Allentown, NJ [REDACTED]  
[REDACTED]

SEP 19 2011

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

Re: GMC Case #110317, as attached

Dear Sir or Madam:

I have been referred to you by consumer affairs of Monmouth County regarding the problem with the spare tire support cable on my 2003 GMC pick-up.

Several weeks ago, while driving, the support cable holding the spare tire rusted through and the tire fell off, rolled down the road and hit another car. No damage was done and the police were not notified. I immediately contacted GM and was assigned case #71-970744155, was told to go to a GM dealer to verify this was rusted through for possible replacement at GM's expense. This was verified by a GMC dealer and that the truck had been well maintained. I did this because GM had previously notified me that my model pickup had a defective cable on the tail gate and the warranty on this had been extended to 2012; I had previously had these cables inspected and found they were safe; if these cables needed to be replaced, it would have been done at GM's expense. To me, a tail gate cable is less a safety concern than a spare tire support cable.

The enclosed letter from GM missed the safety point and replacement cost; they were fully aware that the truck was over three years old when I initially contacted them. The fact that a tail gate cable had a possible problem would lead me to believe the spare tire cable support could also have the same problem and should be replaced by GM, if found to be defective.

I would appreciate your comments on this situation. I do not know if any other vehicles have had this problem.

[REDACTED]

Enclosures, two

**COPY**

July 29, 2011

State of New Jersey  
Office of the Attorney General  
Consumer Protection Division  
Attention: State of New Jersey County of Monmouth

Customer: [REDACTED]  
Reference number: 110317  
Service request: 71-970744155  
Customer Relationship Specialist: Tracie

Dear Harvey Orlick:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 2003 GMC Sonoma. Buick/GMC's continued success depends upon the satisfaction our customers receive from their vehicles.

We feel our customers have the right to expect long-term, reliable performance from their GMC products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper-to-Bumper coverage on the 2003 GMC Sonoma is 36 months and/or 36,000 miles, whichever comes first. We regret that because [REDACTED] vehicle is beyond the manufactures warranty coverage period, we cannot comply with his request for financial assistance. We believe every consideration was given and available information was carefully evaluated before this decision was reached.

If you have further questions, please contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Buick/GMC

cc: FILE

LC0014\_BG  
V08122910

**OVER**



**HUMMER**

# General Motors Business Resource Center

# FAX

**To: Harvey Orlick**  
Company:  
Fax: 732-845-2037  
Phone:

**From: Tracie Morgan**  
Fax: 866-215-6750  
Phone:  
E-mail:

**cc:**

**NOTES:**

**OVER**

**The Board of Chosen Freeholders  
of the County of Monmouth**

DEPARTMENT OF CONSUMER AFFAIRS  
HALL OF RECORDS ANNEX  
1 EAST MAIN STREET  
FREEHOLD, NJ 07728-1255



PATRICIA WATSON  
DIRECTOR  
TELEPHONE (732) 431-7900  
FAX (732) 845-2037

August 1, 2011

[REDACTED]  
Allentown, NJ [REDACTED]

Re: GMC

Case # 110317

Dear [REDACTED]

The Monmouth County Department of Consumer Affairs is forwarding you a response from GMC Customer Relationship Specialist Tracie Morgan.

Ms. Morgan advised this office that GMC will not offer financial assistance toward the repair of the broken tire cable since the 36 months / 36,000 miles warranty has expired.

Since there is no further action this office can take in this matter, we have no alternative but to close our file on case # 110317; however, this office maintains a complaint file on all reported businesses which can be helpful to consumers who are considering an agreement or transaction with a local business. Your experience with this business will become part of that file.

In addition, you can report this possible defect to the National Highway Traffic Safety Administration at 1 888 327-4236. A copy of their contact information has been included with this letter.

We regret that our efforts to resolve your complaint through mediation have been unsuccessful.

Very truly yours,

Harvey Orlick, Investigator  
Department of Consumer Affairs

Encl

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Allentown, NJ



US Dept of TRANS.  
NHTSA  
OFFICE OF DEFECTIVE INVESTIGATION  
(NUS-210)

1200 NJ AVE SE  
WEST BLDG  
WASHINGTON DC 20590

