

Weston, Massachusetts

CI-11023228-2887

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

Mark R. Rosekind, PhD
Administrator
National Highway Traffic Safety Administration H.Q.
1200 New Jersey Ave SE
West Building
Washington, DC 20590

MAY 25 2017

Dear Mr. Rosekind,

I'm not sure who to send this to, so I thought you would be best.

Over a year ago I purchased a 2016 GMC Yukon Denali.

I am concerned this vehicle, my 10th of this make and model, will kill me.

I feel as if the only thing the company didn't provide me is a co-pilot, which I need.

The vehicle is so complicated and so erratic and so confusing that I have go through a start-up procedure not unlike the start-up of a modern jet plane.

I'm have 22 cars, and used to be in the auto restoration business, and the medical publishing business. I'm not your ordinary car buying customer.

When I start this vehicle it has to go through a computer boot up not unlike the old first computers, the 6502 from the 80's. It tells me I shouldn't take my eyes off the road and asks me to push yes on the dash. Pretty stupid.

Then I have to push the off button for park assist otherwise this vehicle will beep at me when parked in front of the rhododendrons in my yard. It has taken me a year to find the button because when I got the truck the salesman said here, sign here, and left without showing me anything.

I bought this truck with the understanding that I could shut off all of the buzzing, beeping and bumping things. It took me a year to get most turned off. Very frustrating.

So, foot on brake, push button, push park assist button, maybe drive off. At that point, all the dash starts to light up very slowly.

All of my other cars allow me to turn the key, start the engine and drive off.

As I'm driving off, I have to fool with the heating/air conditioning system. It is so erratic that it often takes me several miles to get everything the way I want it. All of my other cars start and turn on what was on when I shut the car off.

ET
89.12.17
W

Much of my attention to the heat/AC system takes my eyes off the road. At this point, I realize I haven't been looking out of the car to see what traffic is coming at me. Major distraction, number one.

Once the heat/AC is properly adjusted . . . I can then try to adjust the radio.

Oh, back to heat/AC. Sometimes in the winter (sometimes outside temp is 19°F), I will turn the blower up and the AC comes on. Then I have to push another button to shut the AC off.

Another major distraction, number two.

Radio. There are so many choices that I try to listen to one classical station all the time, but to change the station, I have to look at the radio, slide my finger to find my station and push that button.

Another major distraction, number three.

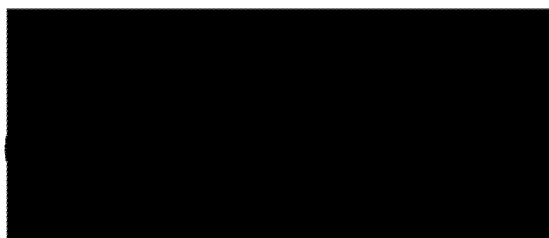
I could go on for what seems like a few hours. My wife keeps telling me to take the !@#% thing back. My problem is that most new cars have all this mindless computer equipment, designed to whack the young driver on the side of the head to tell them to pay attention to driving.

I don't need that. What can I do? I sent a letter to GMC President Duncan Aldred and got nothing but three people telling me to get used to it because it's all safety stuff.

Obviously they don't care.

I'm sending a copy of this letter to Mary Barra and Duncan Aldred. We'll see who I hear from because right now I'm considering taking my 2002 Yukon and putting \$10,000 into it and driving it for the next 10 years.

I know you can't help me, but maybe this letter will save some other old guy's life. For me, I'm sure I'm going to drive this thing to my death while trying to fool with some of these very distracting devices.



CC: Mary Barra, CEO, GMC
Duncan Aldred, President, GMC

Weston, MA

BOSTON MA 02111

15 MAY 2017 PM 12:17



Mark R. Rosekind, PhD
Administrator
National Highway Traffic Safety Administration H.Q.
1200 New Jersey Ave SE
West Building
Washington, DC 20590

