

**To:** National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590 USA

**Date:** 03-July-2025

**Re:** Safety Issue – 2025 GMC Denali Ultimate (VIN: [REDACTED])

I am writing to report a critical and dangerous issue with my 2025 GMC Denali Ultimate.

I have owned multiple trucks over the years and regularly tow our 44-foot fifth wheel, which weighs approximately 18,000 pounds. During a recent trip from Casa Grande, Arizona, to Powell Butte, Oregon, the truck repeatedly disconnected the trailer brakes while in motion. This poses a serious safety risk—particularly on downgrades—where a sudden loss of braking capacity can easily result in a jackknife situation or a potentially fatal accident. I am an experienced driver, and I can say without hesitation that this failure is unacceptable and life-threatening.

I brought the vehicle to the Chevrolet GMC dealership in Madras, Oregon (2000 US-26) on June 18, 2025 (service order [REDACTED]). The service team acknowledged the issue but said the truck is "sensitive" and that because the computer outputs are within standard parameters, there is nothing they can do. That response is inadequate given the severity of the safety risk and it's never acceptable to remove braking power while the vehicle is in motion.

This is a nearly \$100,000 truck marketed for performance and towing reliability. A failure of this nature must be taken seriously. I plan to report this issue to the National Highway Traffic Safety Administration (NHTSA), as it raises serious questions about the vehicle's safety and design.

I expect a prompt and thorough investigation from GMC, and a clear path to resolution. Please advise on the next steps.

Sincerely,

[REDACTED]  
[REDACTED]  
Powell Butte, OR [REDACTED]  
[REDACTED]

Cc: General Motors Company PO Box 33170



SO #

Status

Printed 06/18/2025 10:05:11 AM

CUSTOMER INVOICE

CUSTOMER COPY

User

ESLIH

Page 1

Customer No

Advisor Esli Hernandez

Promised 06/17/2025 5:30 PM

Tag#

Shop S1

Opened 06/17/2025 9:46 AM

Location

Priority 40

Cashiered 06/18/2025 10:03 AM

PO #

POWELL BUTTE, OR

License

Odom In 6629

Odom Out 6631

In Service Date

Stock No

Home Bus

Year Make Model

Model Number

Color

Cell today

2025 GMC SIERRA 3500HD

TK30943

MOONSTONE

Email

Vehicle ID No

Extended Warranty

Delivery Date

Type

Term Cash

Labor	Description	Job	CSR	Status	Hours	Amount
MIL	Trailer brake disconnected message on	1	ESLI	Original	0.00	0.00
Technician	20 -	Est Parts				0.00
Cause	unable to duplicate concern.	Est Labor				0.00
Correction	No codes stored. Installed Trailer simulator and tested the trailer connector circuits. All circuits test good. Diagnostics leads to a potential trailer wiring issue. Vehicle system is operating normal					

Labor	Description	Job	CSR	Status	Hours	Amount		
0600743	GMC MAINTENANCE	2	ESLI	Original	0.30			
Part	Description	Shp	AOH	SL	Bin	Retail	Price	Amount
12735811	FILTER	1	125	Y	152			
15W40	BULK OIL	10	688					
19286291	FLUID	1	226	N	185			
Correction	COMPLETE	Est Parts						0.00
	1 GAL DEF ADDED	Est Labor						0.00

Labor	Description	Job	CSR	Status	Hours	Amount
MISC	SIRIUS XM CUTS OFF	3	ESLI	Original	0.00	0.00
Technician	20 -	Est Parts				0.00
Cause	unable to duplicate concern.	Est Labor				0.00
Correction	No codes stored. Parking in open area with clear view of sky and tested the XM signal. Signal test good, with no audio disruptions.					

Labor	0.00
Parts	0.00
Supplies	0.00
<b>Sub-Total</b>	<b>0.00</b>
Tax	0.00
<b>Total Invoice</b>	<b>0.00</b>

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.

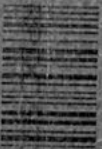
CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

HOURS OF OPERATION  
MONDAY-FRIDAY 7:30 a.m.- 5:30 p.m.  
FREE LOCAL SHUTTLE SERVICE

CERTIFIED MAIL

FCM LETTER  
POWELL BUTTE, OR 97753  
JUL 03, 2025



ND OR  
025  
20590

\$5.50

R2305E125081.3

Department of Trai

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

7/14/20

Powell Butte, OR

W41-306

Traffic Saf

1200 New Jersey Ave SE

West Building

Washington DC

205

20590-