



State of Wisconsin
Scott McCallum, Governor

COPIED

Department of Agriculture, Trade and Consumer Protection
James E. Harsdorf, Secretary

June 5, 2002

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 402709 (Refer to this number when contacting our agency)

[REDACTED]
VERONA WI [REDACTED]

566257

Dear Sir/Madam:

I received a complaint from [REDACTED] regarding an unsatisfactory transaction with your business.

I am forwarding a copy of this complaint to you. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

Your written response is important so your position can be included in the Bureau's permanent record.

Thank you for your cooperation and prompt response. Please contact me if you have any questions.

Sincerely,

[REDACTED]
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4996/Fax: 608-224-4939
E-Mail: [REDACTED]

Enc.:

C: Wisconsin Department of Transportation
National Highway Traffic Safety Administration
Center for Auto Safety

RECEIVED
06 JUN 25 AM 9:41
OFFICE
DEFECTS INVESTIGATION

[REDACTED]
Verona WI [REDACTED]

May 13, 2002

Re: Case #C06440426

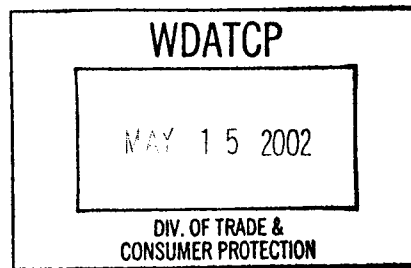
GMC
PO Box 33172
Detroit MI 48232-5172

To Whom It May Concern:

I am writing because your policy has angered me to a point of action.

I received your letter dated February 2002 regarding the upper ball joints on the 1996 & 97 [REDACTED]. I knew immediately that this letter applied to my vehicle. My vehicle has been maintained per your specs for chassis lubrication. Since my vehicle has over 100,000 miles on it and the repairs had been done when it had 75,000 miles, I called GMC to find out what I needed to do to get reimbursed for having my upper ball joints replaced. I complied with everything that you requested and sent in all of the documentation. I received a call back and was told that I needed to take the vehicle to a factory-authorized dealer to have the upper ball joints inspected. Your agent even called a dealer close by to let them know that I would be bringing the vehicle in. I happened to ask your customer service person what specifically they would be looking for since the repairs had been done over 40,000 miles ago. She stated that they needed to verify that genuine GM parts had been used. It became apparent from our conversation that you had no intention of paying for my repairs.

Considering that I had sent a copy of the repair invoice to you as requested with the part numbers on them, you certainly would have been able to tell that the parts were not GM parts. So why are you making me jump through all the hoops when you know damn well that you are not going to pay me a penny for a defect, that by your own admission, was a problem in many Jimmys? Also, to add insult to injury, your dealer was going to charge me \$39 to have the repairs inspected. This whole incident has left me and my husband very disillusioned with GM products and the way that you stand behind your products. We are small business owners and have purchased 21 GM trucks for our business since 1984 and another 10 GM vehicles for personal use. I can say now that I have purchased my last GM product. My next vehicle will be from a company with integrity that stands behind their product. By the way, I might add that the shop where we had the upper ball joints repaired, had been an authorized dealer until recently. We stayed with that shop because of loyalty. If non-GM parts are so inferior, I propose that you replace the ball joints on my Jimmy at your expense. That way we'll both know that "it was done right".



I doubt that this letter will cause any action on your part. Your original letter about the problem seems to be an attempt to avoid a recall. You have demonstrated that you have no real concern about your customers' safety and instead have made a very feeble attempt to "maybe" incur the cost of repairing the defective parts.

Sincerely,



Cc: Wisconsin Department of consumer Protection

Reimbursement: (Statement for all states except as shown below)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have your upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles, you should contact your dealer to seek reimbursement consideration. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by November 30, 2002.

(Statement for California, Connecticut, Virginia, and Wisconsin)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have the upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles, you should write to Pontiac-GMC Division, Customer Assistance Center, PO Box 33172, Detroit, MI 48232-5172 to seek reimbursement. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

If you have any questions or need any assistance, just contact your dealer or the GMC Customer Assistance Center at 1-800-462-8782. The deaf, hearing impaired, or speech impaired should call 1-800-462-8583 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Enclosure

Pontiac-GMC Division
General Motors Corporation

File C 064

GMC

PO Box 33172

Detroit MI 48232-5172

PONTIAC • GMC

Division of General Motors Corporation

G01049

February, 2002

Dear GMC Customer:

As the owner of a 1996 or 1997 4-wheel drive Jimmy, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

General Motors has received reports that some owners of certain 1996 and 1997 4-wheel drive Jimmys have had to pay for replacement of their upper ball joints. Even though upper ball joints are subject to wear under normal driving conditions, with proper maintenance these parts should perform satisfactorily well beyond the warranty period. After receiving these reports from owners and observing warranty regarding ball joints, General Motors has determined that upper ball joints on certain 1996 and 1997 4-wheel drive Jimmys are wearing out earlier than customer expectations.

We are contacting you to remind you of the importance of following the maintenance schedule for chassis lubrication listed in your owner's manual. Chassis lubrication consists of lubricating the front suspension, ball joints, steering linkage, transfer case shift linkage, parking brake cable guides, propshaft splines, universal joints, and the brake pedal springs.

This letter is intended to make you aware that if you followed the recommended maintenance schedule for the chassis lubrication, and, in the unlikely event that, your vehicle still requires the replacement of your upper ball joints due to separation within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, General Motors will replace them at no charge to you.

This is not a recall campaign. You do not need to take your vehicle to your GMC dealer as a result of this letter. In the event that you have followed the recommended maintenance schedule for chassis lubrication and if your vehicle were to require an upper ball joint replacement due to separation within the time mentioned above, this letter would authorize your GMC dealer to replace your upper ball joints at no charge to you.

**What We
Have Done:**

To address the above-mentioned condition, General Motors is providing owners with special warranty coverage. If this condition occurs on your 4-wheel drive Jimmy within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

**What You
Should Do:**

Repairs and adjustments qualifying under this special coverage must be performed by a GMC dealer. Keep this letter with your other important glovebox literature for future reference.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).