



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

Repository ☐

2003 OCT 14 PM 10:50
14-AUG-2003

Reference No.

10033919

OWNER INFORMATION (Type or Print)

Name

Address

City DAMASCUS

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer.

Signature of Owner

Date 09/25/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3GNFK16T01G163389

Make

CHEVROLET

Model
SUBURBAN

Model Year
2001

Date Purchased

04-06-01

Dealer's Name and Telephone Number (Remaining)

DAMASCUS MOTORS

Engine:
No. Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

DAMASCUS

State

MD

Zip Code

20872

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

5.3L

Vehicle Component Code

071100 FUEL SYSTEM, GASOLINE; STORAGE; TANK ASSEMBLY

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-03

08-03

Failure Mileage

43000

Failure Speed

N/A

1- "O" RING AROUND FUEL SEND UNIT IN TANK

2- COUPLER FROM FUEL PUMP TO FUEL LINE AT TANK

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMA1SARC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER NOTICED A LINE OF GAS ON THE GROUND IN PARKING LOT COMING FROM THE VEHICLE DUE TO A FAULTY SEAL THAT WAS LOCATED BETWEEN FUEL TANK SENDING UNIT AND THE TOP OF GAS TANK. *AK

ONLY OCCURS WHEN TANK IS FULL -

SECOND FAILURE SAME SYMPTOMS ONE MONTH LATER ATTRIBUTED TO FAULTY JOINT CONNECTION FROM FUEL PUMP TO FUEL LINE AT TOP OF TANK.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Damascus, MD

facsimile transmittal

To: STEVE CHAN

Fax: 202-366-7882

National Highway Traffic Safety
Administration

From: [REDACTED] Date: 09/25/03

Re: Fuel Leak, 2001 Suburban Pages: 4

CC:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Notes:

Attached is a copy of the "Vehicle Owner's Questionnaire" and the two repair invoices for the fuel leak.

First fuel leak was observed in early July, 2003 when I filled the tank and parked it on a parking lot on a hot day. It leaked less than one quart of fuel from the center top area of the fuel tank. Taken to Damascus Motor Company (Chevrolet Dealer) for repairs. It was diagnosed and repaired as a faulty seal between the fuel tank sending unit and the tank. Other parts were suggested and replaced due to deterioration caused by the fuel splashing on them. On 08-12-03 I called GM Customer Assistance at 1-800-222-1020. I talked with Jasmine Colie. She took the information and called the dealer's service manager. They refused repair because the part was not specifically named under Federally mandated emission warranty. I argued that the warranty booklet states under "Evaporative Emission Control System" that the fuel tank, fuel feed and return pipes and hoses are covered. In the next "Miscellaneous" section it states items used in conjunction with the repair of the above components are covered and clamps, gaskets, and hoses are listed. Ms. Colie repeated that the repair would not be covered because it was not a specifically named part.

Approximately one month later, fuel was leaking in the same manner and it was returned to Damascus Motors. This time it was diagnosed as a faulty connection from the fuel pump (in the tank) to the fuel feed line. The fuel pump was replaced at a cost of \$100.00. No further leaks have been detected.

**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).**