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Office of Defects Investigation

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■ 1-202-484-5238

Form Approved: O.M.B. No. 2127-0008

Consumer » Complaint » Preview

Consumer Information

* Denotes required field

Title : Mr.

Org. Name :

First Name : *

MI :

Last Name : *

Address 1 : *

Address 2 :

City : *

LOCKPORT

Zip Code : *

State : *

New York

Country :

UNITED ST

Daytime Phone : *

Ext : Evening Phone : Fax : Email :

There are occasions when NHTSA would like to provide automobile manufacturers with copies of questionnaires containing personally identifiable information (e.g. name, address, telephone number, etc.). Manufacturers use these questionnaires to identify safety-related defects, analyze alleged problems, and identify defects. By providing manufacturers with questionnaires that contain personally identifiable information, manufacturers can contact owners to seek clarity, obtain additional details, and in some cases, inform owners of actions being taken to rectify the problem.

If you would like to authorize NHTSA to release this questionnaire (including your personally identifiable information) to the manufacturer of your vehicle, please check the "YES" box. Your personally identifiable information will be used only for the purposes described above. If you do not wish to authorize such release, please check the "NO" box and your personally identifiable information will not be released to the manufacturer.

See [Privacy Statement](#) below.

I hereby consent to the release of the personally identifiable information contained in this questionnaire to the manufacturer of my vehicle.

Start Over

Back

[REDACTED]
LOCKPORT, N.Y. [REDACTED]
[REDACTED]

January 29, 2005

US DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION
NSA-10.01, 400 7TH STREET SW
WASHINGTON, DC 20590

To whom it may concern;

In November my wife had a problem with her 1996 GMC Safari Van not starting.

The Mechanic found the fuel pump to not be pumping fuel. Upon retrieving the fuel pump from the gas tank, he found it to have suffered severe electrical damage. Can you imagine having that pump in your gas tank with all of the generated heat and electrical arcing? The actual failure was not that the pump quit but because it generated enough heat to melt the hose coming from the pump alongside the connection. I know you can not have an explosion or fire without oxygen but what if my wife had lost the gas cap, or forgot to put it on after fueling. Or God forbid had tried to gas up while leaving the van running.

Accompanying this you will find a copy of the letter and the photos that I sent to GM. We received an answer a few days ago. Their answer as to how they will solve this possibly fatal problem is to give it file # 1-305942154. This is all they can do because the van is well out of its 36,000 mile warranty. It is no longer a concern of theirs. By the way it had about 103,000 miles on it at that time. My wife will not drive it any longer and I have about 106,700 miles on it now.

I did not ask for restitution although it would have been a nice gesture on their part.

What I want is for the problem to be fixed before someone is killed or seriously injured, and this does not seem to be a concern of theirs at all.

I appreciate anything you can do to get them to rectify this problem.

Sincerely

[REDACTED]

[REDACTED]
[REDACTED]
LOCKPORT, N.Y. [REDACTED]
[REDACTED]
[REDACTED]

January 05, 2005

General Motors Public Relations
P.O.Box 200
200 Renaissance Center
Detroit Michigan 48265

To whom it may concern:

Accompanying this letter you will please find a photograph that was taken of the fuel pump that came out of our 1996 GMC Safari Van.

The Van has only 100,000 miles on it. Which does not seem like much when they say you can go that far without a tune up. The fuel filter was also changed when we had to have a rebuilt engine put into it after only 87,000 miles. The main bearing was shot.

I certainly did not expect a life threatening problem like this with a General Motors product, and I am writing to see what you may plan to do about this problem. It seems there should be something in the system like a fuse that would blow long before this could happen.

I am going to wait 30 days to see if you really care about your customers before contacting the attorney generals office and others.

Sincerely,

