



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 100148

Date Received

2005 NOV 16 PM 4:18
17-OCT-2005

Repository ☐

Reference No.

10140018

OWNER INFORMATION (Type or Print)

Name

Address

City

ENDICOTT

State NY

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? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1GNFK16T31J

Make

CHEVROLET

Model

SUBURBAN

Model Year

2001

Date Purchased
01-DEC-01

Dealer's Name and Telephone Number
SCOVILLE MENO 607-687-5111

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner
☒

Dealer's City
OWEGO

State
NY

Zip Code
13827

Transmission Type

☒

Antilock Brakes

AUTOMATIC

☒

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

115000 ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-MAY-2005

Failure Mileage
52000

Failure Speed

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: DOTM19ABC036)

☐ 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).

DT: THE CONTACT OWNS A 2001 CHEVROLET SUBURBAN. IN OCTOBER 2004 VEHICLE QUIT. HAD TO HAVE A FUSE REPLACED AT A COST OF \$137.75. THIS INCLUDED A TOWING FEE. ON 12-07-04 HAD THE SAME PROBLEM. THE CONTACT HAD TO PAY \$306.00 TO HAVE ANOTHER FUSE REPLACED. THIS INCLUDED DIAGNOSTIC FEES. ON 12-14-04 HAD THE SAME PROBLEM, AND THE DEALER REPLACED THE FUEL PUMP AT A COST OF \$567.55. THE CONTACT RECEIVED RECALL 05V155000 CONCERNING THE FUEL PUMP ABOUT THREE-FOUR MONTHS AGO. THE DEALER AND GENERAL MOTORS REFUSED TO REIMBURSE THE CONTACT FOR THE AFOREMENTIONED WORK DONE ON BECAUSE THE RECALL HAD NOT ACTUALLY HAPPENED. IT WAS STATED IN THE RECALL THAT THE CONTACT WILL BE NOTIFIED ON 10-19-05 BECAUSE THE PARTS WERE AVAILABLE. THE CONTACT THOUGHT THIS WAS A VERY UNUSUAL AMOUNT OF TIME FOR HIM TO WAIT FOR REIMBURSEMENT. *AK

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 this questionnaire. Your response 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.

Endicott, New York

Hi Alberto, here is my story was not enough space on the 100148 form I sent this to GM

This is a long story that aggravated me for about a year now and it is the reason why I will never own another GM product in my life. I also still to this day bad mouth GM to whoever will listen and I also show everybody the fuel pump with the totally melted wires.

It all started on 10/19/2004 when I received a frantic cell phone call from my wife when the 2001 Chevy suburban with 52,000 miles quit on the highway on her way to work. Of course she was in traffic and could not pull over and had a hard time and could not get out of the traffic. So here she was stopped on the highway in a driving lane with all the traffic trying to stop and get around her mean while calling 911 and me at work. They pushed the vehicle out of the driving lane to the side of the highway. When I arrived she was in tears and was very frightened. We were fairly close (~4 miles from a Chevy dealer Gault) which I had the tow truck haul the vehicle to. I figured who else would know more about a problem like this than a genuine Chevy dealer "MR Goodwrench himself" just like on those million dollar commercials that Chevy spends so much money on. Well after they had the vehicle and looked it over they said they replaced the fuse resulting in the first bill of my nightmare. This bill included the towing fuse and their diagnostic hours resulting in a bill of \$137.75. I do not have this initial receipt but I charged it on my credit card of 137.75 on 10/19/2004 at Gault Chevrolet.

Well I am an electrical engineer and a shade tree mechanic having several restored cars which I normally do all the work on my vehicles. The fuse that blew was a 25 amp fuse and they just don't blow for the heck of it. They blow because they saw a current draw in excess of their rating. Well the service manager said they ran diagnostics and checked the wiring and that is all that they can do. My first question was, "tell me what diagnostics can and did you run?" Well MR Goodwrench quickly said well there aren't any diagnostics but they did look at it and showed us the fuse they replaced. I noticed that the cover of the fuse box was now cracked which it was never before because I never even had it off before (it was cracked and pushed out from the inside like someone put the cover on with something not right under it. Well Mr goodwrench service manager said he would ask his so called mechanic about it. Well Mr mechanical knew nothing about it of course (another lie). Ok I agree it is hard to find an intermittent problem and they assured me that they never had a problem like this before (lie, lie, lie). Well about a week later on the highway again the vehicle quit again this time my wife was able to get it of the main driving lane of the highway. Again I got the call at work (more lost time) but some nice man stopped and she explained the problem to him. He standing out in the middle of the highway (fuse box is on the driver side) replaced the fuse in highway traffic. So she was gone and was home by the time I got there. Well to add more problems to this mess I had to drive down to Florida to get my son from college. Lets see should I take my 2001 suburban hauling a trailer all the way from NY to Florida when MR Goodwrench could not determine and give me any confidence in my \$32,000 vehicle. Well probably the only thing worse than a vehicle you have no faith in is hooking a trailer to it and going 2500 miles (wow look at the accident that's about to

happen). This is when I started calling the total useless GM customer support Telephone managers at the GM support center. Yea if you check the records I have several useless conversation with them (!@#\$%^) people. There was one particular woman that sided with me and was determined to get some research and answers for me. I talked to her a couple of times and the day that she promised to call me back didn't happen. Well I did call her back but to my surprise (yea right) she was no longer working there but this other lady would be handling my case. Something was very fishy there a nice helpful lady that agreed with the customer and was going to get answers for me is no longer with the company (sounds like a cover up).

Well back to Mr goowrench again for some more Chevy diagnostics and MR goowrench training on MR Fisher wallet. Well I couldn't believe for the life of me that I had the only problem in the world of this type. My Mom had a van that blew a fuse and she ended up taking it to a garage when the real mechanic knew that exact problem where the manufacture placed a body screw which interfered with the wiring. The sad part was the previous person paid for this trouble shooting.

Meanwhile the vehicle back to MR Goodwrench where they were going to run more extensive diagnostic to isolate the problem, this is where they added some wiring to separate the three circuits being feed by the single fuse, of course this was still on MR Fishers wallet. Image that, the experts working on their own product and they still don't have a clue but charge the customer for their ignorance. Well I start making calls trying to find out more information, found the area GM parts rep that seemed more concerned and was surprised that the GM customer support didn't have more answers and were not more helpful. I tried to go up the ladder and talk to their managers but all I could get was that they were manager's, telephone managers? I even had one tell me I am not a engineer or a mechanic in which he quickly corrected himself. I asked to talk to a quality control person, an engineer, a knowledgeable GM expert but the telephone manager (GM customer support) would not and could not respond they said the dealer Mr goowrench was the man. I also asked to have someone/anyone from GM to call me back with no response. The GM parts rep did returned one call but then would not respond or call me back, Humm second time now that something appears wrong. Of course the telephone managers would always finish the call up with "Is there anything else I CAN DO FOR YOU TODAY" I responded back with you didn't do anything for me yet.

Well this just didn't seem right, twice now two seemingly helpful people stopped abruptly talking to me (coverup?). Meanwhile the separated fuel pump fuse was the culprit causing the main fuse to blow. My wife was becoming quite a MRs Goodwrench herself replacing the fuel pump fuse several times herself. Back to Mr goowrench, of course I was out of town on business so I told the wife to take it over and leave it, she can drive my car since I was out of town (1990 volvo 240 with 130,000 miles which I trusted more than the 2001 GM). While I was out of town I got a call from my wife who said the truck would not start after she dropped it off, again what's a better place to take a GM vehicle than the GM dealer with MR Goowrench My trust trained friend (thats sarcastic). Well Mr service manager called to say well MR Fisher the problem why the car would not start is because "the battery terminal was rotted, pulled out of battery" (from service report). Humm, last week when they separated the circuits on the fuse block there wasn't a problem and I know they had they battery disconnected. I bet my life that they didn't tighten the terminals which a dumb engineer/mechanic like myself knows causes

excessive current draw and heat causing a "rotten battery terminal" naw must be just coincident Mr Goowrench wouldn't forget to tighten the battery terminal he a highly trained gm mechanic. But I was out of town and could not go down there and do some ass kicking or arguing with MR goowrench, again pants down bent over and wallet out. Later that day I got another call MR GM said "good news we found the problem, its the fuel pump with a corroded connection in the fuel pump causing high current draw. Well I was home the next day and wanted to see the pump myself. Oh yea it was a corroded terminal in the fuel pump module. But just like the battery, a bad connection cause high current draw and heat, other words about three inches of insulation was melted off the fuel pump wires shorting out to the wire next to it of course this is all happening while its immersed in that flammable stuff called gasoline. Guess what, gas is only flammable when there is oxygen present like when you have the gas cap off or it got so hot it melts through the top of the pump all together (Ill get to this in the next page or too).

Again I still had a problem trying to understand this and surprised that I was the only GM customer that ever experienced this type of problem. Well off to the internet its amazing the amount of information that is out there other than those adult sites. You can research and find information on just about everything. There have been numerous instances of this type of fuel pump problems even found GM service type of bulletins which tell/descried the problem to MR Goo wrench so even he can get it right. Well this was starting to get me more mad, when I was paying the final bill while I was in the service area I ran into a friend of mine who ask "Hey Dave what are you doing here" I responded "oh just getting F**Ked over by chevy paying to fix their defects". I probably said it pretty loud, shouted it in fact but I wanted to make sure everybody who was there know how they treat their customers. He pulled me aside and I explained to him the whole story, in fact he is the parts manager said they go through those a lot of fuel pumps cant even keep them in stock. Another piece of the puzzle, the parts manger saying that they replace them all the time can't keep them in stock. Well back to the internet and several calls to the GM telephone managers. Still no help from them telephone managers I even asked for nine GM big shots that I could strap into the nine passenger vehicle while I swap in fuses just to see if I could blow it and them up (my family was ridding in that time bomb). Well again no help from those people but again, "Is there anything else I can help you with?" No I guess not, In fact I told her I will call everyday for the rest of my life until I waste as much as your time as you frustrate and wasted mine. Never underestimate the determination of someone that is right.

My next step was contacting the NHTSA filing a complaint with them, they started out very concerned and took all my information and contacted me back. It seemed like they had other complaints and issues. Time went on and I was reading the paper and saw that they had another recall because the owner's manual didn't refer/reference something about a rear child seat restraint in the owner's manual. Well I started to get mad, here this NHTSA is more concerned about some idiot that doest have enough sense to buckle up their kid maybe just maybe that probably don't have enough brains to be behind the wheel of a car let alone have a kid also. Well back to the internet and phone, calling and complaining, now I am on a life long mission. Hey anybody want to see what GM and NHTSA don't consider a safety defect, don't worry what is the temperature it takes to melt the insulation off wire while it's emerged in gasoline? The lawyers, courts and GM will solve that mystery. Remember the early Chevy trucks with the gas tanks

outside the frame exploding during impact and the people killed, the lawyers, courts and dollars solved that mystery. Back to the internet, found some correspondences between GM and the NHTS seems like there could be a possible defect? Humm imagine that, shortly afterwards I see that they are talking about a safety defect concerning the fuel pump connections and possible fire safety hazard (might have to update the owners manual). Why I could have died and could hear the mortician cursing "I can't get that @#%&* smile off this guys face". It would be like hitting the lottery, little joe scumbag non engineer/ non mechanic had something to do with getting a safety recall from the giants. I think they made a movie about something like that and the tobacco companies.

Well back to them telephone managers "well what about that recall? where do I send my bills to get paid? how are they going to fix the problem?" I forgot my question to Mr Goowrench is this the fix to the problem? Will it happen again? did they improve the product? Don't worry sir if it happens again you have a one year warranty on the new pump we stand away from our product far away (just in case it blows). Why is the recall for a certain year only? Did they discover their defect earlier and fixed it in later models? Hoping nobody would discover. Humm makes you wonder, does a 2002 fuel pump work in a 2001, 2003? 2005? I bet they are a different new improved version and different part number even auto zone has a lifetime fuel pump that they sell (maybe GM should go to autozone). I wrote emails to talk show hosts Shawn Heanady, Imus and 60 minutes. I told Imus all his Kids are ridding in a possible time bomb, called a Chevy (no response he gets free Chevy's, loud mouth washed up cowboy wanta be). I told 60 minutes I think the US is in trouble, the terrorists know the president and the secret service are always shown running around in suburbans. I think GM is in with the terrorists (No response back). I was even going to call Ophra but I don't think she has a clue.

Well a short lived happiness, after talking to the telephone managers they told me the recall wasn't out yet and they could not help or refund me until after the recall was out and this probably would not happen until later in the year probably in November of 2005. Oh well its only been a year they cost me a little over \$1000 and a years worth of aggravation I think they call this pain and suffering in a court case? Rest assured they will make good on the recall, do the right thing, reimburse me for all my costs, lost time, vehicle loss, running around, rental truck to go to Florida, interest on the money for a year, time on the phone with the customer support people, shitty Christmas (-\$1100) all the worrying and last but not least a sincere apology from MR GM himself. In fact I personally invite him/her over I throw a shrimp on the Barbie. I will share some ideas with him on quality control (or was that other guys), customer support (their always right), engineering support and shade tree mechanics. I won't be able to help on those golden parachutes, outrageous salaries, end of year bonus, but might possible help them on why Chevy is where it is today.

By the way I was just informed of another recall concerning the anti lock brakes on the suburban which I currently have a problem with. Has any GM bigwig or engineer ever startup and listen to the new 5.3 liter in the trucks? It ticks terrible, even when it was new using the recommended 5/30 weight oil, asked the dealer (Mr goowrench) about it and he replied that's what they all sound like don't be concerned. Well I have a 1990 Chevy pickup with 180,000 miles on it (which I maintained myself, being a non engineer/non mechanic) which I am still driving today which has had no engine work

other than valve seals which doesn't make any engine ticking noise at all. I felt bad for the sales man that was embarrassed admitting that the product he sells sucks (which I agree). Well sorry about the long letter but feel free to pass it on it has been a years worth of aggravation to me and it feels better to let it out. I be waiting by my phone for MR GM's call but I wont buy any shrimp for the Barbie because I don't think they will keep forever. There is probably a lot I am forgetting but I was trying to keep this short. Adding up all the payouts (including Mr goowrench screw up on the battery) I come up with 1011.60 again I am missing the first charge of 137.75 on 10/19/2004 which I am sure you can confirm with Gault Chevrolet. Feel free to pass this saga around to anybody that is wondering why GM is where it is today and currently have to give out employee discounts (use to be one myself) to unload the vehicles that they are currently choking on. Chevy has not come out with decent cars in years; Chrysler/dodge is the leader in innovation, new cars, new styles and dependable vehicles. (I don't consider the SSR truck (\$45,000) anything a hardworking American would want to blow their money on . The z06 is quite a car, in fact my 80 year old mother has one, she had a problem with the tires in which Chevy actual replaced all four tire (safety issue?). I anxious to see what kind of crap/story I get and how long it will take to get reimbursed for the GM defect and Mr Goo wrench training , currently im late on taxes so the \$1000 would be helpful. I would love to sell this vehicle \$34,000 new, four years later nobody will give me more than \$13,000 for it on a trade, so it looks like I am stuck with it. Another reason I will never buy another new car and never consider a Chevy again. As you spends millions on advertising and adsorbent CEO bonus and stock options I will tell my story one person at a time to anybody that will listen.

[REDACTED]
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Endicott, New York
[REDACTED]
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