

CL-10190033-3615



Contact NHTSA

Web E-Mail

* NAME: [REDACTED]

* E-MAIL ADDRESS: [REDACTED]

SUBJECT: Fuel module

Enter your comments below and click submit

Please review complaint I made in April 2006 to GM Canada in regards to a corroded Fuel module on my 2002 Trailblazer.

Attached find photographs of the Fuel module, a letter I send to GM Canada and the invoice of the dealership, I had the Fuel module replaced at.

Submit

Thanks for your consideration.

(* This information is optional)

NHTSA Privacy Policy

[REDACTED]
[REDACTED]

Palgrave, ON
L0N 1P0
CANADA

H. [REDACTED]

B. [REDACTED]

[REDACTED]

MC
4/24/07
CC

[REDACTED]
[REDACTED]
PALGRAVE, ON L0N 1P0
[REDACTED]

APRIL 13, 2006

GENERAL MOTORS OF CANADA
CUSTOMER COMMUNICATIONS CENTRE
1908 COLONEL SAM DRIVE
OSHAWA, ON L1H 8P7

RE: 2002 CHEVROLET TRAILBLAZER LT – 1GNDT135222 [REDACTED] – 99,000 KM

TO WHOM IT MAY CONCERN,

ON THURSDAY, MARCH 29, 2006, I NOTICED A STRONG GASOLINE ODOR WHILE DRIVING MY 2002 TRAILBLAZER. I PARKED THE VEHICLE OVER NIGHT IN MY GARAGE. THE NEXT MORNING, I DISCOVERED A GASOLINE LEAK ON THE GARAGE FLOOR, APPROXIMATELY 3 FEET IN DIAMETER.

SINCE I PREVIOUSLY EXPERIENCED DISSATISFACTION WITH THE SERVICE DEPARTMENT AT THE GM DEALERSHIP IN ORANGEVILLE, DATING BACK TO 2003 AND 2004, I LEFT MY VEHICLE IN THE VERY CAPABLE HANDS OF THE VW DEALERSHIP (WITH GM KNOWLEDGE AND EXPERIENCE) IN THE SAME TOWN. AFTER THOROUGH EXAMINATION, I WAS INFORMED THAT THE METAL PART ON TOP OF THE FUEL DELIVERY UNIT WAS TOTALLY CORRODED AND WAS CAUSING THE GASOLINE LEAK. IT WAS RECOMMENDED TO ME TO HAVE THE RUSTED UNIT REPLACED BY AN AUTHENTIC UNIT, AND TO SAVE MONEY, A RECYCLED GM PART.

THINKING IT MIGHT BE COVERED UNDER THE EMISSION CONTROL SYSTEMS WARRANTY, I CALLED CUSTOMER SERVICE AT GM. I DESCRIBED THE PROBLEM AND THE SERIOUSNESS OF THE LOCATION – SOMEWHERE AROUND THE GAS TANK. I WAS SUBSEQUENTLY TOLD THAT IT WOULD NOT BE COVERED UNDER THE WARRANTY.

BECAUSE OF THE POTENTIAL DANGER, I HAD TO HAVE THE PART REPLACED IMMEDIATELY. I WAS PROMISED BY VW THAT THE RECYCLED PART WOULD BE THOROUGHLY CHECKED. IT TURNED OUT TO BE A VIRTUALLY NEW AUTHENTIC GM PART, WHICH SAVED ME OVER \$ 300.00.
THE JOB WAS COMPLETED AND VERY PROFESSIONALLY HANDLED.

I AM EMPLOYED AT MACLAREN McCANN/TORONTO, GM'S ADVERTISING AGENCY OF RECORD. I CONSULTED MY COLLEAGUES, WHO ARE EXPERTS IN REGARDS TO GM VEHICLES. THEY HAD NEVER HEARD OF ANY CASE IN RELATION TO A MALFUNCTIONING OF THAT PARTICULAR PART, AND I WAS TOLD THAT THIS PART COULD BE COVERED UNDER THE 8YRS/130,000 KM EMISSION CONTROL SYSTEMS WARRANTY. HOWEVER, THE WARRANTY AND OWNER ASSISTANCE INFORMATION BOOKLET DOES NOT MENTION THIS PARTICULAR PART IN ITS "WHAT IS COVERED" PAGES.

In my opinion, since this part is connected directly to the gasoline tank and positioned in an extremely hazardous location, it should not have deteriorated within the short period of time that I owned the vehicle. Secondly, since the rusted part caused gasoline leakage and gas vapor emissions from the gas tank, it should be warrantable under the Emission Control Systems Warranty.

SINCE NEITHER THE VW EXPERTS, MY GM EXPERIENCED COLLEAGUES OR I HAVE EVER HEARD ABOUT THIS PROBLEM, I WOULD APPRECIATE YOU LOOKING INTO THIS MATTER AND CONSIDERING RE-IMBURSEMENT OF THE COST OF THE PART AND LABOR UNDER THE 8 YRS/130000KM EMISSION CONTROL SYSTEMS WARRANTY.

THANK YOU IN ADVANCE FOR YOUR IMMEDIATE ATTENTION.

SINCERELY,
[REDACTED]

P.S.: ENCLOSED IS A PHOTOCOPY OF THE ORIGINAL BILL AND PHOTOGRAPHS OF THE CORRODED PART.
CC: ONTARIO MINISTRY OF TRANSPORTATION. TORONTO STAR.



Our mission: Save lives, prevent injuries, reduce vehicle-related crashes

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400 Seventh Street, SW
Washington, DC 20590

Toll-Free: 1-888-327-4236
TTY: 1-800-424-9153

VEHICLE SAFETY HOTLINE

Please use the toll-free number above to report suspected safety defects in your vehicle, vehicle equipment, and child safety seats. You can also obtain information about air bags, highway safety, and the proper use of child safety seats.

Remember to always buckle up, never drive when impaired, and ensure that child safety seats are installed and used properly.

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Subject: Re: GM Trailblazer's corroded fuel modul ~18046

Date: Wednesday, April 4, 2007 6:52 PM

From: NHTSAHotline@Telesishq.com

Reply-To: NHTSAHotline@Telesishq.com

To: [REDACTED]

Conversation: GM Trailblazer's corroded fuel modul ~18046

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you believe your vehicle has a safety related defect, you may consider filing a complaint with NHTSA.

You may visit our website at www.nhtsa.dot.gov for information on how to file a Vehicle Safety Complaint. The methods to file a complaint are as follows:

- Website
- Contacting our Hotline
- Printing the web form and mailing it to NHTSA

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 400 7th Street, SW, Washington, DC 20590.

> [REDACTED]
> From: [REDACTED]
> Comments:
> To whom it may concern.
> Reading your article about NHTSA investigating a problem about the corroded fuel module on GM's Envoys and Trailblazers, you might find this interesting:
> I own a 2002 Trailblazer and had to have my totally corroded fuel module replaced in 2006 with 99 000 km.
> In my telephone conversations with the GM Customer Service representative I went through a lot frustrations to explain to them the seriousness of the matter. Unfortunately I got nowhere with them.
> I like to send you the attachements of images I took of the corroded fuel module of my 2002 Trailblazer, the invoices of the repair job and a letter written to GM Customer Service in Oshawa/Ontario.
> If you could tell me your e-mail address, I would be able to send you these highly interesting documents.
> I also already passed this message with all attachements on to Road & Track magazine, where I read the article .
> Your interest is very much appreciated.
> Thank you,
> [REDACTED]
> [REDACTED]
> [REDACTED]
> Toronto, ON, CAN

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).

PHOTOGRAPHS

DESTROYED

BY

POST OFFICE