

From: [Hershman, Larry \(NHTSA\)](#)
To: [REDACTED]
Subject: RE: Your Complaint #10196462 to NHTSA about your 2003 GMC Envoy
Date: Thursday, February 12, 2015 5:50:52 PM
Attachments: [image001.png](#)
[image002.png](#)

EQ-10196462-8500

Dear [REDACTED]

Thank you for your quick response and for granting us permission to share your VIN with GM. I looked up information on recall 02V121000 which your GEICO representative said might be related to your tank failure. Here is what I found:

[RECALL Subject : GM/FUEL FILTER FITTING , 1 INVESTIGATION\(S\)](#)

Report Receipt Date: AUG 23, 2002
NHTSA Campaign Number: 02V121000
Component(s): FUEL SYSTEM, GASOLINE
Potential Number of Units Affected: 136,511

[All Products Associated with this Recall](#) 

Vehicle Make Model Year(s)

- CHEVROLET TRAILBLAZER 2002
- GMC ENVOY 2002
- OLDSMOBILE BRAVADA 2002

[Details](#) 

[10 Associated Documents](#) 

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:

ON CERTAIN SPORT UTILITY VEHICLES, A FUEL FILTER FITTING CAN BECOME DISCONNECTED. IF THIS WERE TO OCCUR WHILE ATTEMPTING TO START THE ENGINE, A NO-START CONDITION WOULD RESULT AND FUEL WOULD BE PUMPED OUT THE FUEL FILTER ONTO THE GROUND.

CONSEQUENCE:

IF THE FITTING BECOMES DISCONNECTED WHILE THE VEHICLE IS IN MOTION, THE ENGINE WOULD STOP DUE TO INADEQUATE FUEL SUPPLY AND CAUSE A LOSS OF POWER STEERING ASSIST. IF AN IGNITION SOURCE WERE PRESENT, FUEL LEAKAGE FROM A DISCONNECTED FUEL FILTER FITTING COULD RESULT IN A FIRE.

REMEDY:

DEALERS WILL REPLACE THE FUEL FILTER QUICK CONNECT RETAINERS. OWNER NOTIFICATION BEGAN SEPTEMBER 20, 2002. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHEVROLET AT 1-800-222-1020. GMC AT 1-800-462-8782, OR OLDSMOBILE AT 1-800-442-6537.

Based on this I would doubt that the subject defect would cause a cracked fuel tank. In addition, the recall applies to 2002 Envoy's but not 2003 models. In any event, we will be glad to inform you of any information we learn that may be of relevance to your complaint.

Again, thank you for your help.

Sincerely,

Larry Hershman
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-212
U.S. Department of Transportation
Washington, DC 20590

From: [REDACTED]
Sent: Thursday, February 12, 2015 5:39 PM
To: Hershman, Larry (NHTSA)
Subject: RE: Your Complaint #10196462 to NHTSA about your 2003 GMC Envoy

Yes, you may share my VIN number with them. Glad to see someone looking into this as I had to pay for the replacement tank myself. If any defects are confirmed I would really appreciate a refund.

My address in case it's needed is:

[REDACTED]
Louisville, Ky [REDACTED]

Thanks
[REDACTED]

----- Original message -----

From: Larry.Hershman@dot.gov
Date: 02/12/2015 5:07 PM (GMT-05:00)
To: "[REDACTED]"
Cc:
Subject: Your Complaint #10196462 to NHTSA about your 2003 GMC Envoy

Dear [REDACTED]

Back on July 16, 2007 you submitted a complaint (our complaint #10196462) to the National Highway Traffic Safety Administration (NHTSA) regarding the crash on February 15, 2007, in which your 2003 GMC Envoy was rear-ended and sustained a cracked fuel tank. I am a safety defect investigator for NHTSA, a part of the U.S. Department of Transportation.

I realize it is many years since you submitted your report to us; here is the narrative from your

complaint to us:

THE CONTACT OWNS A 2003 GMC ENVOY. WHILE IDLING AT A TRAFFIC LIGHT, THE CONTACTS VEHICLE WAS REAR ENDED. THE DEALER STATED THAT THE GAS TANK WAS CRACKED ON THE VEHICLE. A GEICO REPRESENTATIVE ASSESSED THE DAMAGE AND STATED THAT THE CRACKED GAS TANK WAS THE RESULT OF SAFETY RECALL # 02V121000 (FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS). THE REAR BUMPER AND HITCH WERE DAMAGED DUE TO THE CRASH. A POLICE REPORT WAS FILED. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE IS 42,000 AND FAILURE MILEAGE WAS 41,000.

THE CONSUMER PROVIDED A POLICE REPORT AND PICTURES OF THE DAMAGED VEHICLE.
UPDATED 11/08/07

General Motors (GM) has been in touch with us regarding the incident involving your vehicle. In order for GM to further investigate the incident with the Envoy, they need the vehicle's 17-character Vehicle Identification Number (VIN), a unique identifier for every vehicle. Do we have your permission to share the full VIN with General Motors? We would share the complete VIN only with GM to support further review by both parties in assessing a potential safety matter.

Thank you very much for bringing your complaint to our attention and for your continued assistance.

Sincerely,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
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