



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

Repository ☐

Reference No.
10201311

PH 12145G-2007

OWNER INFORMATION (Type or Print)

Name

Address

City

MARIETTA

State

GA

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 a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/10/07

VEHICLE INFORMATION

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

3G5DB03E82S

Make

BUICK

Model

RENDEZVOUS

Model Year

2002

Date Purchased
01-NOV-01

Dealer's Name and Telephone Number
CAPITAL BUICK 770-980-6760

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SMYRNA

State

GA

Zip Code

30080

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

071000 FUEL SYSTEM, GASOLINE:STORAGE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-OCT-2006

Failure Mileage

77700

Failure Speed

0

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: DOTM9ABC036)

☐ 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

0

Number of Deaths

0

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).

I HAVE A 2002 BUICK RENDEZVOUS WHICH HAS THE EXACT SAME DEFECT IN THE FUEL TANK AT THE INLET AS DESCRIBED IN THE RECENT RECALL NOTICE, GM RECALL NO. 06230 AND NHTSA CAMPAIGN ID NO. 07V349000. I CALLED THE PHONE NUMBER FOR BUICK AS DESCRIBED IN THE CAMPAIGN NOTICE AND HAVE BEEN TOLD BY BUICK/GM THAT MY RENDEZVOUS DOES NOT QUALIFY AS PART OF THE RECALL; MY VEHICLE IS AN EARLIER MANUFACTURE DATE THAN THOSE IN THE NOTICE. I WAS TOLD THAT IF I CHOSE TO PAY FOR THE REPAIR MYSELF THAT IF MY VEHICLE WAS EVER INTRODUCED INTO THE RECALL THAT I WOULD BE REIMBURSED FOR MY EXPENSE. THIS REPAIR AND REPLACEMENT OF THE FUEL TANK AND INLET IS NEARLY [REDACTED] ACCORDING TO MY DEALER. I HAVE MADE TEMPORARY REPAIRS, BUT FEEL THAT BUICK/GM IS IGNORING A MORE WIDE-SPREAD PROBLEM WITH THESE VEHICLES THAN THE RECALL INDICATES. MY RENDEZVOUS IS AN EARLY 2002, MANUFACTURED IN MID 2001. I HAVE BEEN TRYING TO GET THIS RESOLVED SINCE OCTOBER OF 2006. ANY ASSISTANCE WOULD BE APPRECIATED.

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 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.

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

PLEASE SEE ATTACHED DOCUMENTS

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

NORTH METRO GA 300

10 SEP 2007 PM 3 T

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

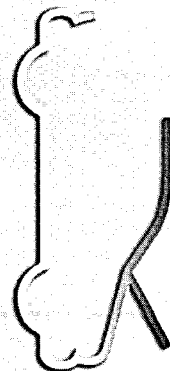
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

ATTN: KATHLEEN DEMETER

20390+0000



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

nhtsa
www.nhtsa.dot.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



[REDACTED]
Marietta, GA
Fax [REDACTED]
Home Phone [REDACTED]
Office Phone [REDACTED]
Email [REDACTED]

September 10, 2007

Kathleen C. DeMeter
Director, Office of Defects Investigation Enforcement
NHTSA
400 Seventh St., S.W.
Washington, D.C. 20590

Dear Ms. DeMeter,

I am enclosing additional information concerning the conditions regarding my report to the Vehicle Safety Hotline and the Vehicle Owner's Questionnaire. This is in regards to NHTSA Campaign # 07V-349 and a fuel system defect on 2002-2004 Buick Rendezvous.

When I first researched this recall on the NHTSA web site, I realized that this defect was exactly what I had complained about to my local dealer concerning my vehicle. A stress crack appeared on the fuel filler inlet to the fuel tank at the ICV coupling last October. When I took it to the dealer to diagnose, I was told that the fuel system was not covered under any vehicle warranty or recall and that the repair would be almost [REDACTED]. Needless to say I was not happy.

After more research on my own I discovered a simple, but probably a temporary repair using solvent resistant epoxy available at any auto center. So far the repair is holding, but is not a permanent fix.

As my VSH report indicates, my efforts once again with the dealer and with Buick/GM to get this defect covered as part of the recall have so far been fruitless. Currently only 20,594 vehicles are covered in total and just over 10,000 Buick Rendezvous. Most of these vehicles seem to be registered in areas with high temperatures as one of the potential causes of the problem is said to be high heat. I can assure you that here in Georgia it gets just as hot as Arizona on some days!

My opinion is that if Buick/GM were to repair my vehicle, since it is an early production 2002, they would have to extend the recall back to the beginning of Rendezvous production. This could potentially impact hundreds of thousands of vehicles across all platforms. I understand why they would not want to do this, but can't believe that Buick/GM would allow another Ford Pinto type event to occur. Disregarding defective fuel systems is a serious event.

Please let me know if you require any additional information from me.

Sincerely,

[REDACTED]



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 8, 2007

GAY P. KENT
DIRECTOR, PRODUCT INVESTIGATIONS
STRUCTURE & SAFETY 8INTEGRATION
GENERAL MOTORS CORPORATION
30001 VAN DYKE - MAIL CODE 480-210-G11
WARREN MI 48090-9055

NVS-215paw
07V-349

Subject: FUEL TANK INLET CHECK VALVE WELD

Dear MS. KENT:

This letter is to acknowledge your recent defect information report. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

BUICK/RENDEZVOUS/2002-2004
CHEVROLET/VENTURE/2002-2004
PONTIAC/AZTEK/2001-2004
PONTIAC/MONTANA/2001-2004

NHTSA Campaign Number: 07V-349

Mfg's Report Date: August 7, 2007

Components: FUEL SYSTEM, GASOLINE:STORAGE

Potential Number of Units Affected: 20,594

Summary:

ON CERTAIN VEHICLES, VARIATIONS IN THE MANUFACTURING PROCESS OR EXPOSURE TO HIGH AMBIENT TEMPERATURES MAY LEAD TO FRACTURE OF THE FUEL TANK INLET CHECK VALVE (ICV).

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).