



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

2007 OCT -9 AM 7:32  
 1-SEP-2007

Reference No.  
10202527

**OWNER INFORMATION (Type or Print)**

Name   
 Address   
 City ANTELOPE State CA 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: 1GKET16S046   
 Make GMC Model ENVOY XUV Model Year 2004

Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number \_\_\_\_\_ Engine: No. Cylinders 6 Fuel Type: Gas

Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control  Powertrain 4 WHEEL DRIVE  
 Vehicle Component Code 070000 FUEL SYSTEM, GASOLINE  
 Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 03-SEP-2007 Failure Mileage 45100 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: 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 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).

TL\*THE CONTACT OWNS A 2004 GMC ENVOY XUV. ON SEPTEMBER 3, 2007, THE CHECK ENGINE LIGHT ILLUMINATED AND THE CONTACT SMELLED GAS FUMES IN THE PASSENGER COMPARTMENT. HE DISCOVERED A SMALL FUEL LEAK COMING FROM THE NECK OF THE FUEL TANK. THE DEALER STATED THAT THE VEHICLE WAS NO LONGER UNDER WARRANTY DUE TO THE MILEAGE, THEREFORE THEY COULD NOT PROVIDE ANY ASSISTANCE. THE PURCHASE DATE WAS UNAVAILABLE. THE CURRENT MILEAGE WAS 45,200 AND FAILURE MILEAGE WAS 45,100.

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), Failure(s), Crash(es), and Injury(ies)

Attached for consumer complaint for the same problem  
Gmc Envoy and chev trail Blazer have the same fuel  
tank leaking.

Fuel tank become a safety problem.

my vehicle was built (03-04)

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT  
NATIONAL HIGHWAY  
TRAFFIC SAFETY ADM  
400 7TH ST SW  
WASHINGTON DC 20590

OFFICIAL BUSINESS

SACRAMENTO, CA 957

25 SEP 2007 PM 4 L

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NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

Office

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FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS INVESTIGATION, NVS-210  
400 7TH ST SW  
WASHINGTON DC 20077-8214



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236

[www.nhtsa.gov](http://www.nhtsa.gov)  
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Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





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September 18, 2007

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### GM Recall Information

Last Updated September, 2007

#### NEWS: GM Recalls 30,000-Plus SUVs, Vans

Bloomberg News -- Aug 11, 2007 --- General Motors has recalled 20,594 sport-utility vehicles and minivans from 2001 to 2004 to replace fuel tanks that may leak and cause fire. The recall includes some 2002 to 2004 Chevrolet Venture vans and Buick Rendezvous SUVs, and 2001 to 2004 Pontiac Aztek SUVs and Pontiac Montana vans, the company told the U.S. National Highway Traffic Safety Administration.

A tank valve can fracture because of manufacturing variations or high temperatures, allowing fuel to leak, the agency said. The tanks will be replaced free, GM said. No related injuries or accidents have been reported.

GM also recalled 10,113 of its 2007 Chevrolet Express 1500 and GMC Savana 1500 large vans to reprogram an antilock brake part. The rear brake may stay engaged when the brake pedal isn't pressed, and the brake lights may not illuminate, the NHTSA said.

Vehicles built in April and May of this year are affected. They are under warranty, GM said. There have been no injuries or accidents related to the brake part.

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- Acura
- Audi
- BMW
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- Chrysler
- Dodge
- Ferrari
- Ford
- GM
- GMC
- Honda
- Hummer
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- Infiniti
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- Jeep
- Kia
- Land Rover
- Lexus
- Lincoln
- Mazda
- Mercedes
- Mercury
- Mitsubishi
- Nissan
- Olds
- Oldsmobile
- Pontiac
- Porsche
- Saab

**General Motors**

**Chevrolet**

- Aveo
- Cobalt
- Corvette
- HHR
- Equinox
- Impala
- Malibu
- Monte Carlo
- Uplander
- SSR

**Chevrolet Trucks**

- Avalanche
- Colorado
- Express Van
- Silverado
- Suburban
- Tahoe
- Trailblazer

**GMC Trucks**

- Acadia
- Canyon
- Envoy
- Savana
- Sierra

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**1.888.453.6667**



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**CAR REPORT WIZARD**

New Reports Added 9/11/2007 10:41:32 PM

----- **Warranty Expiration** -----  
A Reminder-Date is not  
scheduled for current model car.  
UPDATE [?]

----- **Select Car Already Viewed** -----  
2004 GMC ENVOY XUV  
ADD REMOVE EDIT LIST ALL

VIEW RATING S

----- **Car Rat** -----  
n/a Your R  
3.38 Other

----- **Click a Category TAB to load those Car Reports in Wizard** -----

Complaints	30	Recalls	0	Bulletins	42	Investigations	3	All R
COMPONENT GROUP AFFECTED		REPORTS		SELECT COMPONENT GROUP TO RE				
Air Conditioner, Heater, Ventilation				No Reports				
Brakes		1		Read Reports in this Group				
Child Safety Seats				No Reports				
Electrical System		2		Read Reports in this Group				
Engine and Engine Cooling System		1		Read Reports in this Group				
Equipment				No Reports				
Fuel, Exhaust, Emissions Control		1		Read Reports in this Group				

**Yes, include on Custom Report**

**Create Custom Report**

Create

**CONSUMER COMPLAINT: ODI Case Number: 10188669**

**Component:** FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:MOUNTING

**Details:** TL\* THE CONTACT OWNS A 2004 GMC ENVOY. THE VEHICLE WAS PURCHASED ON 29, 2004 AND THE MILEAGE WAS 90. ON MARCH 27, 2007 TIGHTENED GAS CAP LIGHT CAI MARCH 30, 2007 THE DEALER STATED THAT THERE WAS A LEAK COMING FROM THE NECK CONNECTED TO THE GAS TANK AND THE FUEL PUMP. THE DEALER STATED THAT THE GAS BE REPLACED. THE CONTACT WAS CONCERNED ABOUT THE SAFETY RISK INVOLVED CONS YEAR OF THE VEHICLE. THE FAILURE MILEAGE WAS 38,200, AND THE CURRENT MILEAGE 1 \*AK

**Occurrences:** 1      **Injuries:** 0  
**Fail Date:** 03/27/2007      **Deaths:** 0  
**Date added to database:** 4/23/2007

[FILE] your own complaint on this model car.

Interior Systems	4	Read Reports in this Group
Lighting and Communications Systems	0	No Reports
Misc. Components	11	Read Reports in this Group
Power Train	1	Read Reports in this Group
Steering		No Reports

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New Reports Added 9/11/2007 10:41:32 PM

**Warranty Expiration**  
A Reminder-Date is not  
scheduled for current model car.  
[UPDATE](#) [?]

**Select Car Already Viewed**  
2004 GMC ENVOY  
[ADD](#) [REMOVE](#) [EDIT](#) [LIST ALL](#)

**VIEW RATING S**  
**Car Rai**  
n/a Your R  
3.19 Other

Click a Category TAB to load those Car Reports in Wizard - Select

Complaints	Recalls	Bulletins	Investigations	ALL R
62	2	294	4	
COMPONENT GROUP AFFECTED				
Air Conditioner, Heater, Ventilation			No Reports	
Brakes	2		<input type="radio"/> Read Reports in this Group	
Child Safety Seats			No Reports	
Electrical System		9	<input type="radio"/> Read Reports in this Group	
Engine and Engine Cooling System		5	<input type="radio"/> Read Reports in this Group	
Equipment			No Reports	
Fuel, Exhaust, Emissions Control		2	<input checked="" type="radio"/> Read Reports in this Group	

Yes, include on Custom Report  
  
 Create Custom Report  
 Create

**CONSUMER COMPLAINT: ODI Case Number: 10197211**

**Component:** FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER PIPE AND CAP

**Details:** I OWN A 2004 GMC ENVOY WITH APPROXIMATELY 85,000 "HIGHWAY" MILES. MY LIGHT CAME ON A FEW MONTHS AGO AND I HAD IT ANALYZED AT A LARGE AUTO REPAIR CI INDICATED A VACUUM LEAK. THE MECHANIC DETERMINED THAT THE TOP OF THE PVC GAS THE INLET VALVE WAS MOUNTED TO THE TANK DURING MANUFACTURING WAS LIKELY TH THERE WAS FUEL STAINS RUNNING DOWN THE TANK FROM THIS LOCATION! TO ADD SOM SUPPORT TO THIS MATTER, THE MECHANIC STATED THAT ANOTHER GENERAL MOTORS VE SAME TYPE HAD THE SAME, EXACT PROBLEM THE WEEK BEFORE. OBVIOUSLY THIS IS NOT ALONE. I CONTACTED GENERAL MOTORS AND LONG STORY SHORT, THEY REFUSED TO RE BECAUSE IT WAS OUT OF WARRANTY. THE GMC MECHANIC INDICATED THAT IF IT HAD 60 FEWER, HE WOULD LIKELY HAVE REPLACED IT FOR ME. I ATTEMPTED TO EXPLAIN THAT A VERY DANGEROUS PROBLEM AND I WAS CONCERNED ABOUT MY FAMILIES SAFETY. TO EX IN AN ACCIDENT, BECAUSE OF THIS PROBLEM WAS UNACCEPTABLE. THIS IS NOT A MILEA IT IS NOT A WEAR PART, IT WAS SIMPLY NOT PROPERLY SEALED WHEN IT WAS BEING MA FEEL THAT GENERAL MOTORS SHOULD CHECK INTO THIS MATTER AS IT IS A SERIOUS SA THAT LIKELY AFFECTS MANY ENVOYS AND TRAIL BLAZERS. I HOPE THAT THIS NOTICE WII INVESTIGATION AND A RECALL. A DEATH FROM THIS DEFECTIVE PART IS VERY POSSIBLE. KENT MAYER \*TR

**Occurrences:** 1      **Injuries:** 0  
**Fail Date:** 05/01/2007      **Deaths:** 0

**Date added to database:** 7/23/2007

[FILE] your own complaint on this model car.

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<input type="checkbox"/> Yes, include on Custom Report  <input type="checkbox"/> Create Custom Report <input type="button" value="Create"/>	<p><b>CONSUMER COMPLAINT: ODI Case Number: 10191440</b></p> <p><b>Component:</b> FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY</p> <p><b>Details:</b> GASOLINE SMELLED/LEAK. REPLACED GAS TANK. *AK</p> <p><b>Occurrences:</b> 1      <b>Injuries:</b> 0  <b>Fail Date:</b> 02/02/2007      <b>Deaths:</b> 0  <b>Date added to datbase:</b> 5/22/2007</p> <p><b>[FILE]</b> your own complaint on this model car.</p>
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Interior Systems	<b>11</b>	<input type="radio"/> Read Reports in this Group
Lighting and Communications Systems	<b>7</b>	<input type="radio"/> Read Reports in this Group
Misc. Components	<b>12</b>	<input type="radio"/> Read Reports in this Group
Power Train	<b>5</b>	<input type="radio"/> Read Reports in this Group
Steering	<b>1</b>	<input type="radio"/> Read Reports in this Group
Structure	<b>2</b>	<input type="radio"/> Read Reports in this Group
Suspension, Wheels, Tires	<b>3</b>	<input type="radio"/> Read Reports in this Group
Visual Systems	<b>3</b>	<input type="radio"/> Read Reports in this Group

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**CAR REPORT WIZARD**

New Reports Added 9/11/2007 10:41:32 PM

**Warranty Expiration**  
A Reminder-Date is not  
scheduled for current model car.  
UPDATE [?]

**Select Car Already Viewed**  
2004 GMC ENVOY XL  
ADD REMOVE EDIT LIST ALL

VIEW RATING S  
**Car Rating**  
-1.00 Your R  
3.55 Other

Click a Category TAB to load those Car Reports in Wizard - Select

Complaints	42	Recalls	1	Bulletins	36	Investigations	4	ALL R
COMPONENT GROUP AFFECTED		REPORTS		SELECT COMPONENT GROUP To RE				
Air Conditioner, Heater, Ventilation		0		No Reports				
Brakes		4		<input type="radio"/> Read Reports in this Group				
Child Safety Seats		0		No Reports				
Electrical System		4		<input type="radio"/> Read Reports in this Group				
Engine and Engine Cooling System		1		<input type="radio"/> Read Reports in this Group				
Equipment		0		No Reports				
Fuel, Exhaust, Emissions Control		1		<input checked="" type="radio"/> Read Reports in this Group				

Yes, include on Custom Report  
 Create Custom Report

**CONSUMER COMPLAINT: ODI Case Number: 10193144**

**Component:** FUEL SYSTEM, GASOLINE

**Details:** TL\*THE CONTACT OWNS A 2004 GMC ENVOY XL. THE CURRENT MILEAGE WAS 61. CHECK ENGINE WARNING INDICATOR LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO WHO STATED THAT THE FUEL TANK WAS CRACKING AND HAD TO BE REPLACED. THE FAIL WAS 57,000.

**Occurrences:** 1      **Injuries:** 0  
**Fail Date:** 06/11/2007      **Deaths:** 0  
**Date added to database:** 6/13/2007

[FILE] your own complaint on this model car.

Interior Systems	3	<input type="radio"/> Read Reports in this Group
Lighting and Communications Systems	4	<input type="radio"/> Read Reports in this Group
Misc. Components	13	<input type="radio"/> Read Reports in this Group
Power Train	6	<input type="radio"/> Read Reports in this Group
Steering	0	No Reports
Structure	0	No Reports