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November 5, 2007

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Mr. Richard Wagner
General Motors Customer Relations
P.O. Box 33170
Detroit, MI 48232-5170

Subject: (2) Fuel Pump Failures

Dear Mr. Wagner:

Below I have chronicled a series of events with my fuel pump on my 2003 Suburban. VIN 3GNFK16253G [REDACTED]

During our annual trip to Florida in 2005, I was cruising at 70 mph pulling a small trailer. The car shifted down and immediately stalled leaving us in heavy traffic on the interstate in Atlanta. A very dangerous situation! After coasting through 3 lanes of traffic onto the shoulder the car started and we continued our travel.

I reported this problem to our GM Dealer, Parsons of Antigo, after we returned in the spring. They could not find anything but suggested that the incident be noted as it occurred while under warranty in case this occurred again after the warranty expired. (See document #1.)

This past September, we took a road trip west through the national parks. As we were returning, we were again traveling on the interstate in Missouri at about 75 mph and the car shifted down into a lower range. Once again the car totally stalled and we were in a high traffic area. We coasted to the shoulder to avoid being struck by other vehicles. This time the car started with difficulty, but eventually did start and as we proceeded to our destination had another incident of the same occurring. We took the Suburban to Ron Hulett Automotive and the service department promptly diagnosed the problem as a faulty fuel pump. (See document #2.)

On our return home, I took the car and documents to Parsons of Antigo looking for coverage because they initially suggested documenting the problem. Both Parsons and Ron Hulett indicated that GM has had problems with the fuel pump. Neither, Parsons or GM Customer Relations would stand behind this defective part.

Chapter 3

We thought we had a fuel smell after the fuel pump repair at Ron Hulett, but being the car was parked outside, the smell dissipated as it was leaking. On October 11, 2007, we left for a 4 day trip and left the Suburban in our garage while we were away. On our return, we discovered gas all over the garage with gas fumes throughout our home. (Fortunately No Explosion.) (See Document #3, a record of the NEW fuel pump failure!)

I have also done some research and have a copy of an article from the New York Times dated April 26, 2005 which is headlined "General Motors Issues Recalls for More Than 2 Million Cars". The article includes a paragraph as follows: "In all, G.M. issued six recalls on Monday covering 21 vehicles from the model years 1999 through 2001.

****I certainly would have expected full compensation for the charges for the fuel pump and labor at Ron Hulett Automotive. This was denied by Parsons of Antigo and GM Customer Service.**

MC
11/15/07
KB



April 26, 2005

General Motors Issues Recalls for More Than 2 Million Cars

By JEREMY W. PETERS

DETROIT, April 25 - General Motors issued several wide-ranging recalls on Monday involving more than two million vehicles, including some of its most popular and profitable sport utility vehicles, Cadillac Escalade, GMC Yukon and Hummer H2.

The largest recall covers 1.5 million pickup trucks and S.U.V.'s with defective second-row center seat belts. G.M. told the National Highway Traffic Safety Administration last week that the belts fasten too high on a passenger's hips and increase the risk of injury in a crash, particularly to smaller passengers. In a letter to the safety administration, G.M. said the defect could expose passengers "to more risk of abdominal and internal organ injury."

The recall was voluntary, and G.M. said it knew of no injuries resulting from the defective belts. The safety administration is not investigating the matter.

The recall, G.M.'s largest this year, involves 2003 through 2005 models of the Chevrolet Silverado Crew Cab, Suburban, Tahoe and Avalanche; the Cadillac Escalade, Escalade ESV and Escalade EXT; the GMC Sierra Crew Cab, Yukon XL and Yukon; and the Hummer H2.

G.M. planned to notify all owners of the affected vehicles by mail and to encourage them to have the seat belts repaired free at their dealerships. "It's a pretty simple fix," said Alan Adler, a spokesman for the company. "And we want people to come in to get them fixed."

In all, G.M. issued six recalls on Monday covering 21 vehicles from the model years 1999 through 2005. In one case, more than 330,000 Suburbans and Yukon XL's from 2000 and 2001 are being recalled because of problems with the fuel pumps. Wires in the pumps could overheat, causing stalling or inaccurate fuel-level readings. *Both items occurred with our Suburban*

In another safety recall, G.M. planned to notify more than 142,000 owners of 1999 through 2002 Chevrolet Silverados and 2001 through 2004 GMC Sierras that the parking brakes in some of those pickups can

General Motors, the world's largest automaker, is still recovering from a bruising year for recalls. According to the traffic safety administration, G.M. recalled nearly 11 million vehicles last year. In the first quarter of 2004 alone, it recalled about 7.5 million vehicles, more than it recalled in all of 2003. Including the recall announced Monday, G.M. has recalled 2.9 million vehicles this year, Mr. Adler said.