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2008 FEB 19 AM 10:53
January 30, 2008

National Highway Traffic Safety Commission (NHTSA)
U. S. Department of Transportation
Washington, D. C. 20590

Dear Sir/Madam:

RE: 2002 Cadillac Escalade
VIN: 1GYEC63T02R [REDACTED]

I have some very serious concerns about the fuel pump on my 2002 Cadillac Escalade. On Monday, December 31, 2007, I drove my Escalade from Stuart, Florida to the Palm Beach International airport to pick up my niece and her children. During this drive, there was no problem with the performance of the vehicle. No indicator lights appeared to warn of a problem. While I was on the airport access road, I pulled over to wait a few minutes for the plane arrival and while the vehicle was idling, it completely shut down and would not restart. My husband and elderly mother-in-law were with me. We had to have the Escalade towed and my niece had to rent a vehicle at the airport to return home.

The cause of the problem was the fuel pump, which just instantly shut down burning out all the fuses. This vehicle has 19,000 miles on it, and as stated above there was no indication of a problem. Fortunately, the vehicle shut down after we got off of I95 because if it had happened on I95 (which it could very well have), we could have been seriously hurt or killed. When the fuel pump malfunctioned and burned out the fuses, there was no power in the vehicle. On I95 which is very, very busy, with vehicles traveling at 70 mph it may have been impossible to get the vehicle onto the shoulder.

In my opinion, the fuel pump in my Escalade was defective as there were no early warning signs of a problem. I understand that occasionally the fuel pump does just go out, but when this happens, it is definitely a safety hazard.

I did write General Motors about the problem I encountered and requested consideration of full reimbursement of the repair as I do feel it was a defective part. At the time of the repair I received a 25% courtesy discount. The cost of the repair was \$899.86 of which I paid \$691.12.

I wrote General Motors about the problem I encountered with the fuel pump. I do feel it was a defective part as well as a possible safety factor, and requested full reimbursement of the repair, which they declined. I spoke with General Motors customer service, which is a pool of people answering the phones, about this matter and asked to speak with a Supervisor about it, but was refused. I do not know if they have had this same problem with other vehicles using this fuel pump, but General Motors lack of concern that the fuel pump failed with only 19,000 miles on it gives me cause for concern about their attitude as relates to safety. I do not have confidence in the vehicle now. I am greatly concerned

MC
2/19/08
KC

about the performance when I drive it and am very uncomfortable with driving it on a high speed road.

I would appreciate it if you would document this problem and also check to see if there have been other problems with the fuel pump.

Thank you for your attention to this matter.

Very truly yours,

