

NHTSA ccmMercury Routing Slip



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Subject: LETTER FROM SENATOR CORKER ON BEHALF OF CONSTITUENT [REDACTED] RE COMPLAIN ABOUT THE FUEL TANK SENSOR IN HIS 2005 CHEVROLET TRAILBLAZER (RESPOND TO JACKSON OFFICE)

Ack Date:

Sign Office: ADMINISTRATOR

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: STRICKLAND

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

The Honorable BOB CORKER
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

CC-10291636-5653

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	4/28/2010	5/7/2010	
NVS-010	INFORMATION	4/28/2010		4/28/2010
NIA-110	INFORMATION	4/28/2010		4/28/2010
NPO-011	INFORMATION	4/28/2010		4/28/2010

APR 29 2010

RECEIVED NHTSA
APR 28 11:25
EXECUTIVE SECRET

NH
042810
RW

BOB CORKER
TENNESSEE
<http://www.corker.senate.gov/>

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COMMITTEES:
BANKING, HOUSING
AND URBAN AFFAIRS
FOREIGN RELATIONS
ENERGY AND NATURAL RESOURCES
SPECIAL COMMITTEE ON AGING

United States Senate

April 27, 2010

Acting Deputy Assist. Secretary for Governmental Affairs
U.S. Department Of Transportation
1200 New Jersey Avenue, Se
Washington, DC 20590-0001

To Whom It May Concern,

Attached is a copy of correspondence I received from my constituent, [REDACTED]
regarding his complaint with the fuel tank sensor in his 2005 Chevrolet Trailblazer.

Please review the enclosed documents and provide me with any information that may be
helpful to my constituent. Please direct written correspondence to my Jackson office, Ed
Jones Federal Building, 109 South Highland Ave., Ste B8, Jackson, TN 38301, via e-mail
to Dana_magneson@corker.senate.gov, or call 731-424-9655.

I am grateful for your assistance on this matter.

Sincerely,



Bob Corker
United States Senator

BC/dm

ES10-002988



UNITED STATES SENATOR - TENNESSEE

BOB CORKER



CONSENT FOR RELEASE OF INFORMATION

Due to the restrictions of the Privacy Act of 1974, a signed consent form must be returned to Senator Bob Corker to allow for the viewing of any personal files and information. The information includes, but is not limited to, medical records relative to the inquiry.

To begin processing your request, please complete the following information (Please Print):

Name: [Redacted]
Address: [Redacted]
City: Old Hickory State: TN Zip: [Redacted] County: Davidson
Phone Number(s) - Home: [Redacted] Work: [Redacted] Cell:
Email: [Redacted] Fax:
Social Security Number: Date of Birth (mm/dd/yyyy):

Complete the following fields only if applicable to your case.

Veteran's Claim Number: Branch of Service:
Rank/Unit:

Type of claim filed:
Initial Claim Date Filed: Pending Approved Denied
Reconsideration Date Filed: Pending Approved Denied
ALJ Hearing Date Filed: Pending Approved Denied
Appeals Council Date Filed: Pending Approved Denied

Applicant's Name: Type of Application Filed:
Alien Registration Number: Receipt Number:
Date of Birth: Place of Birth:

Briefly explain your problem and/or desired information (Include additional pages if needed or copies of any documentation that you may have which would help expedite your inquiry. Please do not send original documents.)

See attached letter

In keeping with the Privacy Act of 1974; I, Bill Hayes, authorize any federal agency or department relative to my case, to provide information regarding my case/claim to U.S. Senator Bob Corker and staff.

Signature: [Redacted] Date: April 12, 2010

Please Return Completed Form and Documents to the Field Office Serving the County in Which You Reside (see next page).

April 12, 2010

Dear Senator Corker:

This letter is to request your assistance concerning a complaint I have filed with the National Highway Traffic Safety Administration (NHTSA). The purpose of my complaint was to request that the NHTSA investigate the fuel sensor gauge on the 2005 Chevrolet Trailblazer. The problem with this device is that a bad design and provided erroneous information as it relates to the amount of fuel in the tank, for example; the tank can be full and the gauge will read full, then it will read $\frac{1}{2}$ tank; empty or $\frac{1}{4}$ tank. And eventually the gauge will read empty "although the tanks is full" or the tank may be empty and the gauge will read any of the numbers previously mentioned. Like others the gauge has been replaced several times, however the gauge continues to fail.


NHTSA, operates a website "safercars.gov" on this site there hundreds of complaints concern the fuel sensor. I as well as other has contacted GMC's CEO; President and the VP of the Chevrolet Division of GMC concerning the sensor. I was personally told by Michael Carr a representative of GMC that "GMC does not see this as a Safety Issue and will not replace the device." My question was, I am on I-40 during early rush hour and my tank is reading full and my vehicle run out of gas and its rear ended by a Commercial Vehicle traveling at 55 MPH, what was the cause of the accident? The answer is my vehicle is out of gas, although the fuel sensor is sending a message to the gauge that the fuel tank is full.

GMC and the NHTSA have been receiving complaints since 2004 on the 2005 Trailblazer and as of today neither organization has taken the imitative to correct the problem or notify the consumers that there is a problem with the fuel sensor. The NHTSA has violated their Federal Law, for failing the investigated a part that compromise the safety of the occupants of the vehicle. In addition, I submitted the paperwork requesting that NHTSA open an investigation on the part, as of today I have not heard from the NHTSA.

In addition, I have contacted Representative Henry Waxman, attempting to "latch on" to the hearing with Toyota. As of today I have not heard from his office.

I have taken the liberty to enclose some similar complaints; you can access additional complaints at the website: <http://www.odj.nhtsa.dot.gov/complaints/results.cfm>

I pray that someone will make GMC conduct a recall on these vehicles or light a fire under the NHTSA.


Thanks for your assistance

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10311075		Number of Deaths: 0
Date of Failure: January 10, 2010		
VIN : 1GNDT13S052...		
Component: FUEL SYSTEM, GASOLINE		

Summary:

DRIVING DOWN BUSY ROADWAY, FUEL GAUGE HAS NOT WORKED IN ABOUT 7 MONTHS BEEN USING ODOMETER TO ESTIMATE GAS USAGE, MY 2005 TRAILBLAZER RAN OUT OF GAS, ALMOST REARENDED. THERE WAS NO SHOULDER TO PULL OFF ROADWAY IN A DANGEROUS CURVE. NEARLY RUN OVER BY PASSING VEHICLE IN AN ATTEMPT TO SLOW TRAFFIC DOWN SO MY VEHICLE WOULD NOT CAUSE ACCIDENT. CLOSE CALL. IMAGINE A WOMAN WITH KIDS IN THIS SITUATION. THERE ARE HUNDREDS OF THIS FUEL SENSOR PROBLEM ON THE TOPIX FORUMS WEBSITE. PLEASE HELP BEFORE SOMEONE IS KILLED WITH THIS PROBLEM. *TR

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10269271		Number of Deaths: 0
Date of Failure: May 9, 2009		
VIN : 1GNET16SX56...		
Component: FUEL SYSTEM, GASOLINE		

Summary:

I HAVE A 2005 CHEVY TRAILBLAZER. I RECENTLY STARTED HAVING PROBLEMS WITH THE FUEL GAUGE. IT WILL SHOW THE TANK IS EMPTY, EVEN AFTER FILLING IT. I RESEARCHED IT ONLINE TO SEE IF OTHERS HAVE THIS PROBLEM AND HAVE FOUND MANY COMPLAINTS ABOUT IT. CHEVY SAYS IT'S A PROBLEM WITH THE SENSOR AND HAS A REPAIR KIT FOR IT, BUT CHARGES OVER \$600 FOR THE KIT PLUS LABOR. I ALONG WITH MANY OTHERS USE THIS VEHICLE TO TRANSPORT MY CHILDREN AROUND, INCLUDING MY SON WITH SPECIAL NEEDS TO HIS MONTHLY APPOINTMENTS AT THE CHILDREN'S HOSPITAL 200+ MILES AWAY. I MYSELF HAVE NEVER RUN OUT OF GAS AS THIS PROBLEM HAS JUST STARTED IN MY CAR, BUT I KNOW OTHERS WHO HAVE SOMETHING NEEDS TO BE DONE BECAUSE PEOPLE ARE RUNNING OUT OF FUEL (OTHERS HAVE COMPLAINED THAT THIS PROBLEM UNRESOLVED LEADS TO THE TRIP METER AND SPEEDOMETER TO STOP WORKING ALSO) AND CAUSING ACCIDENTS & INJURIES. WE TRAILBLAZER OWNERS ARE HOPING THAT ENOUGH COMPLAINTS FROM OWNERS AND A LITTLE PRESSURE FROM THE NHTSA WILL CAUSE CHEVY TO DO SOMETHING ABOUT THIS PROBLEM!! PLEASE HELP US!! ON AVERAGE THIS PROBLEM SEEMS TO CROP UP AROUND 60,000 MILES. *TR

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10323868		Number of Deaths: 0
Date of Failure: July 4, 2008		
VIN : 1GNET16S956...		
Component: FUEL SYSTEM, GASOLINE		

Summary

MY 2005 CHEVROLET TRAILBLAZER EXT. FUEL SENSOR QUIT WORKING AT 32,000 MILES. I HAVE CALLED AND IT IS AROUND \$800 TO FIX. I DO BELIEVE THAT THIS IS A SAFETY HAZARD BECAUSE THE FUEL GAUGE SOMETIMES READS ALL THE WAY FULL OR ALL THE WAY EMPTY OR SOMETIMES 1/4 TANK AND THIS COULD LEAD TO ME RUNNING OUT OF GAS AT WORST TIMES. IF I RAN OUT OF GAS ON THE INTERSTATE OR HIGHWAY IT COULD CAUSE A MAJOR ACCIDENT AND RESULT IN A FATALITY OR INJURIES. I DID NOT KNOW I COULD REPORT SUCH PROBLEMS THATS WHY I AM DOING IT NOW INSTEAD OF WHEN IT ACTUALLY HAPPENED.

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10278597		Number of Deaths: 0
Date of Failure: July 25, 2009		
VIN : 1GNDT136852...		
Component: FUEL SYSTEM, GASOLINE		

Summary:

HAVE A 2005 TRAILBLAZER WITH 60,000. GAS GAUGE QUIT WORKING, NOW THE FUEL SENSOR SHUTS THE CAR DOWN RANDOMLY THINKING IT IS OUT OF GAS, MY GIRLFRIEND AND OUR 2 YEAR OLD WERE STRANDED ON 3 SEPARATE OCCASIONS. HAVE NO CHOICE BUT TO REPAIR IT AT A COST OF 6-700\$. WORRIED THAT IT IS GOING TO HAPPEN AGAIN AS THEY HAVE NOT FIXED THE PART THAT WAS BAD. *TR

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10279102		Number of Deaths: 0
Date of Failure: August 1, 2008		
VIN : 1GNDS13S852...		
Component: ELECTRICAL SYSTEM		

Summary:

GAS GAUGE QUIT WORKING. COST TO FIX AT DEALERSHIP EST. \$1600, EXTERIOR LIGHTS FLICKER FROM HIGH TO LOW BEAM WHILE DRIVING, DEALERSHIP CANT FIND PROBLEM, CAR SEEMS TO "JUMP" OR LEAP FORWARD WHILE COASTING OR WHEN APPLY BRAKE, DEALERSHIP CANT FIND THE PROBLEMS OR CAUSE, CAR STALLS AND RPM DROP IF GAS PEDAL NOT PUSHED, WINDSHIELD WIPERS STARTED AUTOMATICALLY AND WONT TURN OFF. HAD TO TAKE FUSE OUT, THEREFORE NO WIPERS. ALL THESE ITEMS ARE A SAFETY HAZARD TO THE FAMILY DRIVING. THE ONLY PROBLEM THE DEALERSHIP COULD FIND WAS THE GAS GAUGE SENSOR WHICH IS NOT UNDER WARRANTY AND COST \$1800. ONE THING AFTER ANOTHER IS GOING WRONG WITH THIS VEHICLE AND I WILL NEVER BUY ANOTHER ONE OR RECOMMENDED ONE. THIS HAS BEEN GOING ON FOR OVER A YEAR NOW. NO ONE CAN FIND THE "PROBLEM". *TR

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10281827		Number of Deaths: 0
Date of Failure: June 1, 2009		
VIN : 1GNET165266...		
Component: FUEL SYSTEM, GASOLINE		

Summary:

THE FUEL GAUGE WENT TO EMPTY ABOUT 3 MONTHS AGO WHEN I CAME OUT OF THE GAS STATION AFTER PAYING FOR THE GAS AND FILLING UP THE TANK. IT WAS ALL OF A SUDDEN WITH THAT TANK OF GAS. THERE WERE NO SIGNS OF THIS PREVIOUSLY. IT ALWAYS GOES TO EMPTY WHEN I FILL THE TANK AND THE LOW LEVEL LIGHT COMES ON AND STAYS ON FOR ABOUT 50 MILES THEN IT GOES TO FULL AND AFTER ANOTHER 100 MILES OR SO GOES BACK TO EMPTY WHEN I KNOW THAT IT'S NOT CLOSE TO BEING EMPTY. I FIND THIS BEING A SAFETY CONCERN IF I WERE TO RUN OUT OF FUEL WITH MY FAMILY IN THE CAR ON THE FREEWAY WITH NO WHERE TO GO. I HAVE NOT REPLACED THE FUEL LEVEL SENSOR YET BUT I AM PLANNING ON FIXING GM'S FAULTY PRODUCT IN THE NEXT COUPLE WEEKS. I HAVE ALSO READ A FEW CONSUMER REPORTS AND THIS IS A VERY COMMON PROBLEM WITH THESE TRAILBLAZERS. IT WOULD BE NICE FOR GM TO RECALL THIS. *TR

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries : 0
ODI ID Number : 10284416		Number of Deaths : 0
Date of Failure : March 1, 2009		
VIN : 1GNET16M356...		
Component : FUEL SYSTEM, GASOLINE		

Summary:

TL*THE CONTACT OWNS A 2005 CHEVY TRAILBLAZER. THE CONTACT STATED THAT THE FUEL GAUGE SENSOR WAS NOT WORKING. THE GAUGE DISPLAYED EMPTY WHEN THE FUEL TANK WAS FULL AND FULL WHEN THE FUEL TANK WAS EMPTY. THE VEHICLE ALSO STALLED DUE TO THE SENSOR IN THE TANK INDICATING THAT THE GAUGE WAS EMPTY. THE CONTACT IS CONCERNED ABOUT THE SAFETY RISK SINCE THE VEHICLE COULD BE OUT OF FUEL BUT INDICATE THAT IT WAS FULL. THE CURRENT MILEAGE WAS 107,000 AND THE FAILURE MILEAGE WAS 78,000.

Complaint Results: Office of Defects Investigation (ODI)

Page 1 of 1

Make : CHEVROLET	Model : TRAILBLAZER	Year : 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries : 0
ODI ID Number : 10298009		Number of Deaths : 0
Date of Failure : December 15, 2008		
VIN : Not Available		
Component : FUEL SYSTEM, GASOLINE		

Summary:

FUEL SENSOR WENT OUT. WELL KNOWN PROBLEM WITH THE TRAILBLAZER/ENVOY. GAS GAUGE SHOWED EMPTY AFTER FILLING WITH 16 GALLONS OF FUEL. REPAIR COST OVER \$500. *TR



FAX TRANSMISSION

OFFICE OF SENATOR BOB CORKER

109 South Highland Ave.
Ed Jones Federal Building, Suite B-8
Jackson, TN 38305

(731) 424-9655

Fax: (731) 424-8322

Website: <http://corker.senate.gov>

e-mail: dana_magneson@corker.senate.gov

TO: Congressional Liaison, Dept of Transportation
ATTN: Mr. David Strickland

FAX NUMBER: 202-366-2106

DATE: 27 April 2010

FROM: Dana Magneson

PAGES: 8 (including cover)

COMMENTS:

Good Morning,

Following is a letter and information concerning complaints filed by my constituent, [REDACTED] of Old Hickory, TN. Please contact me if any part of this fax is illegible or if you need additional information.

Thank you for your help,

Dana Magneson

Constituent Services Representative