

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 15, 2010

APR - 7 2010

NHTSA Headquarters
1200 New Jersey Ave. SE
Washington, DC 20590

RE: 2002 Chevrolet 2500 4WD Transfer Case Failure
Vin #3GNGK26G82C [REDACTED]

Gentlemen:

On November 16, 2009, I sent the attached letter to General Motors regarding my 2002 Chevrolet. As of today, I have received no response whatsoever.

As you can see by my letter, General Motors now considers transfer case failure a repair covered by one part number vs individual part numbers. The repair shop that handled this repair has done a number of them – both of these facts indicate that this is a regularly occurring problem.

If you check the Internet under GM transfer case failures, you can find numerous entries regarding this specific failure. The failures occur between 40k – 90k miles, and are not considered normal wear and tear in the independent repair community.

Please let me know what I need to do to pursue this further.

Thank you very much.

Sincerely,

[REDACTED]
Pebble Beach, CA [REDACTED]

Attachment: Original letter to General Motors

MC
042810
GR

Mr. Edward J. Peper
Chevrolet Division Manager
P.O. Box 33170
Detroit, Michigan
48232

November 16, 2009

SUBJECT: 2002 Chevrolet 2500 4WD Transfer Case Failure
VIN 3GNGK26G82G [REDACTED]

Dear Sir;

On a recent return Holiday trip, I noticed a considerable amount of smoke behind our suburban on the highway. I pulled over and notice oil dripping from beneath the transmission. The entire underside of the suburban was dripping with oil. Unfortunately this happened late Thursday afternoon 10/29. I called all three GM Chevrolet dealers where we stopped in Concord, Walnut Creek and Pittsburg and was told they would not be able to take the truck until the following Monday or Tuesday, they all advised not to drive any further to avoid further damage to the vehicle.

Since we were 130 miles from home, I called a number of independent repair shops and found one that was very familiar with the suspected problem. After taking the suburban there, he diagnosed that the transfer case housing had a hole in it. This was a repair he was familiar with, having done a number of them before. He ordered the parts, interestingly enough, the GM supplier knew of the failure and told the repair shop there was one part number for the entire repair. He subsequently repaired the transfer case and we were able to get home very late Friday evening.

I called the GM Chevrolet warranty line on 800-222-1020, a representative 'June' took the call, researched my concern and said there were no recalls or special bulletins on the vehicle. I have subsequently researched this issue on the net and found this is a well known manufacturer default in the transfer case oil pump

retaining method, causing the pump to move around in the housing, eventually wearing a hole in the rear transfer case housing. I have attached a copy of the repair order and would appreciate your response to my expenditure.

Thanking you in advance,

Sincerely

[REDACTED]
Pebble Beach, CA
[REDACTED]

For a bit of history I have included a few of the Chevrolet vehicles that I have purchased new and in some cases still own or have passed on to younger members of the family.

1965 Corvair 105375L117766 Road Race vintage car

1966 Corvair 107376L111422 Concours show car

1984 El Camino

1986 Camaro IROC Z-28 1G1FP87H6GL [REDACTED]

1991 Suburban 2500 4WD 1GNGV26K7MF [REDACTED]

1999 Suburban 2500 4WD 3GNGK26J7XG [REDACTED]

2002 Suburban 2500 4WD 3GNGK26G82G [REDACTED]

And our latest GM purchase

2009 Silverado C3500 1GCJC83699F [REDACTED]

CLAYTON VALLEY AUTO SERVICE, INC.

1505 RISHHELL DRIVE
 CONCORD, CA. 94521
 Phone - 925-682-2281 Fax - 925-682-2371

24364

Org. Est. # 039339
 B.A.R. # ARD 212144
 EPA# CAL000212802

We Cater To All Of Your Foreign,American,SUV Vehicle Needs!!

INVOICE

Print Date : 10/30/2009



2002 Chevrolet - Suburban K2500
 8.1L, V8, VIN (G)

Pebble Beach, CA [Redacted]
 Home [Redacted] --- Cell [Redacted]
 Cust ID : 1931

Lic # : [Redacted] Odometer In : 94525
 Unit # :
 Vin # :
 Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
GASKET 24245110	1.00	9.14	9.14	CHECK FOR FLUID LEAK AND ADVISE	114.46
SEAL, TRANS 12547466	1.00	50.15	50.15	FOUND LEAK AT PINHOLE IN TRANSFER	
TRANSFER CASE REAR HALF 12474949	1.00	489.41	489.41	CASE, TRANSFER CASE WAS OVER 1	
OUTPUT SEAL 12547638	1.00	75.04	75.04	QUART LOW WILL NEED TRANSFER	
SEALANT 1052943	1.00	32.19	32.19	CASE BACK HALF REPLACED	
TRANSFER CASE FLUID 12378508	2.50	9.99	24.98	***DIAGNOSTIC DISCOUNT***	
RETAINER CLIP 89059653	1.00	8.95	8.95	\$114.46 OFF LABOR	
				REMOVE TRANSFER CASE ASSEMBLY	400.61
				REMOVE DRIVELINES, TORSION BARS, AND	
				CROSSMEMBERS TO GAIN ACCESS TO	
				REMOVE TRANSFER CASE ASSEMBLY,	
				SPLIT CASE, CLEAN ALL SURFACES,	
				INSTALL NEW REAR HALF WITH NEW	
				RETAINER CLIP, REPLACE SEALS,	
				REINSTALL TRANSFER CASE ASSEMBLY,	
				ADD FLUID, INSTALL TRANSFERCASE AND	
				REMOVED COMPONENTS, ROAD TEST	
				VEHICLE	
				(Additional time) - w/Skid Plate add	50.87
				Hazardous Materials	5.95

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Pebble Beach, CA [Redacted]
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Lic # : [Redacted] Odometer In : 94525
 Unit # :
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 Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
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[Empty table area]					
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[Technicians : Stich, Jeffrey JJS]

Org. Estimate \$117.41	Revisions \$1,179.31	Current Estimate \$ 1,182.26	Additional Cost	Revised Estimate	Labor: 571.89
TRANSFER CASE REPLACEMENT JONES, BUCK Cell:831-917-5952 10/30/2009 - 11:38 STICH, JEFF					Parts: 689.86
Parts: \$689.86 Labor: \$419.69 Sublet: \$0.00 Taxes & Fees: \$69.76					Sublet: 0.00
				\$1,179.31	\$1,296.72
					Discount: -114.46
					Sub: 1,147.29
					Tax: 63.81
					Total: 1,211.10
					Bal Due: \$1,211.10

[Payments -]

THANK YOU AGAIN FOR CHOOSING CLAYTON VALLEY AUTO SERVICE !!!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 180 days or 6,000 mi. [Redacted] work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... [Redacted] Date..... Time.....

Written By: STICH, JEFF

J

Concord, CA

NOV 14 1991
CONCORD, CA 94520



nhtsa headquarters
1200 new jersey ave s.e.
Washington d c 20590

