

APR 26 2010

~~CPSC~~ CPSC.
Please be Advised
This was sent to G.M
3/10/10

8

FR: General Motors Engineering Customer Relations

Dear Sir,

please check into

Please be advised that my 03 Chevy suburban has developed the transfer Case leak as described on the Attached Blogs. In Conversation with Various Transmission Repair Centers, and Summit City Chev here in Fort Wayne this has been a repetitive problem due to design flaw.

In Conversation with your Customer Care people (Lucy 1800-222-1020) There seems to be No Recall or Advise other than to replace the Transfer unit with the same model Case, which will wear and leak within 50K-100K Miles.

In Knowing that Documentation is Key to insure This problem in design is Addressed, I have enclosed some internet Comments from carsurvey.org That repeatedly show that this issue is severe.

KB
051010
TGW

I purchased this vehicle from DeHaven Chevy here in Fort Wayne IN, approx 10/04. (G.M Employee Trade In.) with 6000k mi.

The vehicle has 94K miles now.

VIN. 1GNFK16Z03J [REDACTED]

03 Suburban 1500

TRANSFER CASE ID NEW PROCESS NP246GM.

In Researching Repair options I have decided that a re-man is the most affordable option for repair, however in addressing a permanent fix I would appreciate any advise or help in addressing a long term permanent repair. I generally keep vehicles for 10-15 years before upgrade.

I would appreciate if your Co. could research this issue and go to Car Survey and other Forums to document this defect

Sincerely

[REDACTED]



- ◆ Spill Response
- ◆ Environmental Services
- ◆ Full Service Liquid Waste Removal

NY TO NHTSA

P.O. Box 12243
Fort Wayne, IN 46863

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16th Jul 2007, 18:10

"I'll never buy another one"

What things have gone wrong with the car?

At approximately 50K miles I noticed an oil leak from the transfer case. I took it to the dealer in my area who diagnosed a faulty top seal on the transfer case, and charged me \$500 for the repair as the vehicle was no longer in warranty. Two weeks and less than 1000 miles later, I noticed the same area was leaking. I took it back to the dealer and the technician told me "you have pinholes in the side of your case, it's like a flaw in the casting". They told me they would clean it off and apply a layer of JB Weld to it to seal it up. Well 3000 miles later guess what, it still leaks. GM customer care and the dealer told me I need a new case and they would gladly pay "half of the repair" (\$875 would be my half). I feel it's a mfr defect, they know it is, they should pay for it all.

General comments?

Courtesy Motars

It has been a great truck, my third new Chevy

Lots of power

OK mileage for a 4WD

Very roomy interior

Rides better than my wife's Sebring Lxi.

28th Apr 2008, 15:05

Re: GM Transfer Case Leak.

I've recently replace the transfer case with only 69000km on my 2003 GMC2500HD for the same (fluid missing) grinding metal particals reason. I also found that GM issued TSB that I located at

<http://www.dieselplace.com/forum/showthread.php?t=166491&page=7> (then see item #67)



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10 MAR 2000 PM 1 T



U.S. Consumer Product Safety
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RE: G.M Product Defect.

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