 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center">DOT Auto Safety Hotline</p> <p align="center">Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p align="right">FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received NOV 10 2010</p>	<p>Repository <input type="checkbox"/></p>	<p>20-AUG-2010</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address [REDACTED]</p>		
<p>Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>	<p>[REDACTED]</p>		
<p>City Hamlin Hamlin</p>	<p>State NY</p>	<p>Zip Code [REDACTED]</p>			
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GKDT13S442 [REDACTED]</p>		<p>Make GMC</p>	<p>Model ENVOY</p>	<p>Model Year 2004</p>	
<p>Date Purchased 7/18/06</p>	<p>Dealer's Name and Telephone Number North Coast Auto</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Rochester</p>	<p>State NY</p>	<p>Zip Code 14626</p>		
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 09-AUG-2010</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE</p>			<p>Failure Mileage 124000</p>	<p>Failure Speed 5</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM9ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2004 GMC ENVOY. WHEN DRIVING THE VEHICLE AT ANY SPEED THE CONTACT NOTICED AN OVERPOWERING GASOLINE ODOR COMING FROM INTERIOR AND EXTERIOR THE VEHICLE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CPC AND MODULE KIT WERE REPLACED. THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGE WAS 124,000.</p> <p><i>Please see the enclosed format to confirm what happened + what actions I took.</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p align="right">ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p><small>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</small></p>					

August 17, 2010

GMC Customer Assistance Center

P.O. Box 33172

Detroit, MI 48232-5172

To whom it may concern:

In October of 2008, I received notification that some 2004 model year GMC Envoy vehicles operated in one of the corrosion areas such as New York, the fuel tank modular reservoir assembly, which contains the fuel pump, may develop corrosion of the fuel feed/return pipes after an extended period of time. I kept the letter just in case I had this problem in the future.

On August 10, 2010, I started smelling a constant strong gas smell inside and outside my vehicle. At which time I called SPURR Dealership to set up an appointment to fix this problem. They were able to set up an appointment for me on August 16, 2010.

When I came in for my appointment, the Manager had pointed out that this notice states that GMC would only provide an extended coverage within 10 years of the date the vehicle was originally placed in service or up to 120,000 miles. My vehicle had 124,979 miles on it at the date of service. I had contacted multiple Managers at GMC to see if they would reimburse me for this known issue and had been denied on each call. They all stated that this was an extension of an extended warranty and not a recall issue.

My bill of sale, (please see enclosure) states a recall fuel module had been replaced. I believe that I should be fully reimbursed considering that my vehicle had the issue that was stated to me in the letter, even though it was just a little out of the parameters that were stated.

Please let me know if there is anything that you can do for me. My family comes from a long line of GM vehicles, and I would hate to stop purchasing vehicles from this company due to this issue. Thank you for your help.

Sincerely,

[REDACTED]

CC: District Attorney, Michael C. Green, Office of Defects Investigation

August 17, 2010

Michael C. Green, District Attorney General

Office of the District Attorney

47 S. Fitzhugh St

Rochester, NY 14614

Dear Mr. Michael C. Green:

In October of 2008, I received notification that some 2004 model year GMC Envoy vehicles operated in one of the corrosion areas such as New York, the fuel tank modular reservoir assembly, which contains the fuel pump, may develop corrosion of the fuel feed/return pipes after an extended period of time. I kept the letter just in case I had this problem in the future.

On August 10, 2010, I started smelling a constant strong gas smell inside and outside my vehicle. At which time I called SPURR Dealership to set up an appointment to fix this problem. They were able to set up an appointment for me on August 16, 2010.

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My bill of sale, (please see enclosure) states a recall fuel module had been replaced. I believe that I should be fully reimbursed considering that my vehicle had the issue that was stated to me in the letter, even though it was just a little out of the parameters that were stated.

Please let me know if there is anything that you can do for me. My family comes from a long line of GM vehicles, and I would hate to stop purchasing vehicles from this company due to this issue. Thank you for your help.

Sincerely,

[REDACTED]

CC: GMC Customer Assistance Center, Office of Defects Investigation



GMC
P.O. Box 909989
Milwaukee, WI 53209-9989

62918
11/2/08

October 2008



07076 1GKDT13S442 [REDACTED]

HAMLIN, NY [REDACTED]

Dear [REDACTED]

As the owner of a 2004 model year GMC Envoy, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some 2004 model year GMC Envoy vehicles operated in one of the corrosion areas listed below, the fuel tank modular reservoir assembly, which contains the fuel pump, may develop corrosion of the fuel feed/return pipes after an extended period of time. Severe corrosion may cause the formation of small perforations. These perforations may allow a small amount of fuel to accumulate in a recessed area outside of the fuel tank. If this were to occur, it would be accompanied by a fuel odor. If left uncorrected and the corrosion is allowed to progress, a fuel spray from the pipes may begin to occur.

- | | | | |
|----------------------|---------------|---------------|---------------|
| Connecticut | Maine | New Hampshire | Vermont |
| Delaware | Maryland | New Jersey | West Virginia |
| District of Columbia | Massachusetts | New York | Wisconsin |
| Illinois | Michigan | Ohio | |
| Indiana | Minnesota | Pennsylvania | |
| Iowa | Missouri | Rhode Island | |

Do not take your vehicle to your GMC dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

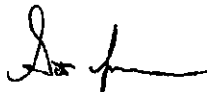
What We Have Done: General Motors is providing owners with additional protection for this condition. If this condition occurs on your 2004 GMC Envoy within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a GMC dealer. You may want to contact your GMC dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Present this letter to your dealer as authorization to perform this service, and then place this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by October 31, 2009.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the GMC Customer Assistance Center at 1.866.996.9463.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.



Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07076

CUSTOMER #: 62918

217503

SPURR DEALERSHIPS



6325-6331 Brockport-Spencerport Road
Brockport, NY 14420
PH: (585) 637-3999 · FAX: (585) 637-6391
www.spurdealerships.com

INVOICE

PAGE 1

NYS Reg. Facility No. 7090368

SERVICE ADVISOR: 389 WAYNE PORTEUS

HAMLIN, NY

HOME

BUS:

CONT:N/A

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BL	04	GMC ENVOY	1GKDT13S442		124979/124979		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20OCT03 DD			18:00 16AUG10		85.00	CASH	16AUG10

R.O. OPENED	READY	OPTIONS:
08:28 16AUG10	14:47 16AUG10	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RECALL FUEL MODULE							
00 REPLACED LEAKING FUEL MODULE/FUEL PUMP SENDING UNIT WITH LEVEL SENSOR-NOTE CHECK ENGINE LIGHT HAS CODES FOR THERMOSTAT AND SEC AIR SYSTEM							
				377 CPC		267.00	267.00
				1 19206124 MODULE KT	492.73	492.73	492.73
				1 KP040 FITTING	10.20	10.20	10.20
				1 KP030 FITTING	10.20	0.03	0.03
PARTS:				502.96	LABOR:	267.00	OTHER: 0.00
						TOTAL LINE A:	769.96

B MOLDING ON DRIVERS SID NEEDS TO BE GLUED							
00 REMOVED MOLDING FOR CUSTOMER N/C DECLINED TO HAVE RE-INSTALLED							
				377 CM		0.00	0.00
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00
						TOTAL LINE B:	0.00

Thank you!
AUG 16 2010

BY: _____

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <hr/> <input checked="" type="checkbox"/> VISA <input type="checkbox"/> AMER. EXPRESS <input type="checkbox"/> DISCOVER <input type="checkbox"/> CHARGE <input type="checkbox"/> MASTER CARD	Thank you for your business! If you don't already have one of our Platinum Rewards Cards, ask your service advisor about the benefits.	DISCLAIMER OF WARRANTIES THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr><td>LABOR AMOUNT</td><td>267.00</td></tr> <tr><td>PARTS AMOUNT</td><td>502.96</td></tr> <tr><td>GAS, OIL, LUBE</td><td>0.00</td></tr> <tr><td>SUBLET AMOUNT</td><td>0.00</td></tr> <tr><td>MISC. CHARGES</td><td>0.00</td></tr> <tr><td>TOTAL CHARGES</td><td>769.96</td></tr> <tr><td>LESS INSURANCE</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>61.60</td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td>831.56</td></tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	267.00	PARTS AMOUNT	502.96	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL CHARGES	769.96	LESS INSURANCE	0.00	SALES TAX	61.60	PLEASE PAY THIS AMOUNT	831.56
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