

August 17, 2010

AUG 23 2010

Office of Defects Investigations/CRD

NVS- 216

1200 New Jersey Ave SE

Washington, DC 20590

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.

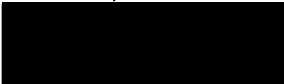
On August 10, 2010, I started smelling a constant strong gas smell inside and outside my vehicle. At which time I called SPURR Dealership to set up an appointment to fix this problem. They were able to set up an appointment for me on August 16, 2010.

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,



CC: Michael C. Green, District Attorney General, GMC Customer Assistance Center

KB
082610
TBW

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

HAMLIN, NY
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 389 WAYNE PORTEUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BL	04	GMC ENVOY	1GKDT13S442 [REDACTED]		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: ENG:4.2_Liter_MFI_DOHC					
08:28 16AUG10	14:47 16AUG10						
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
1	KP040	FITTING				10.20	10.20
1	KP030	FITTING				10.20	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
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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.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX	TOTALS 267.00 502.96 0.00 0.00 769.96 0.00 61.60
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT 831.56	

GMC

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

62918
11/10/08

October 2008



07076

HAMLIN, NY

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
Delaware
District of Columbia
Illinois
Indiana
Iowa

Maine
Maryland
Massachusetts
Michigan
Minnesota
Missouri

New Hampshire
New Jersey
New York
Ohio
Pennsylvania
Rhode Island

Vermont
West Virginia
Wisconsin

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.

GMC

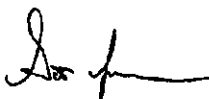
P.O. Box 33172 Detroit, MI 48232-5172

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

[Redacted]
Hamlin, NY [Redacted]

ROCHESTER NY 144

13 AUG 2010 PM 1 T



Office of Defects Investigations
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

