

Report + Complainant

OCT 17 2012

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

10 OCTOBER 2012

U.S. Dept. of Transportation
NATIONAL HIGHWAY + TRAFFIC SAFETY
DEFECTIVE PARTS. NLS 2/03
1200 NEW JERSEY AVE. SE
WEST BLDG.
WASHINGTON, D.C. 20590

REF. INITIAL phone report 478 080
VEHICLE 2003 GMC ENVY SUV
VIN: 1GKDS13432 [REDACTED]

I (COMPLAINANT), own ABOVE CAPTIONED
PURCHASING SAME NOW IN JANUARY 2003. SAID
VEHICLE HAS UNDER 48000 MILES ON IT, AND HAS
NOT BEEN IN A CRASH, USED FOR PERSONAL
USE ONLY. IN MAY 2012, WHILE GMC WAS
AUTO AUTHORIZED DEALER FOR REPAIR, I WAS
INFORMED THAT THE FUEL TANK HAD FAILED,
AND NEEDED TO BE REPLACED. I HAD NOTICED
THE ODOR OUTSIDE THE GMC, BUT NEVER SAW
GASOLINE, THAT HAD LEAKED FROM TANK, BELOW
THE GMC. I WROTE TO GMC, REPORTING THE
ABOVE, AND REQUESTING GMC, REPLACE THE
DEFECTIVE TANK; THEIR CASE FILE # 71-
1101900663. GMC REPRESENTATIVE CONTACTED ME
AND TOLD ME, THEY WOULD NOT CONSIDER REPLACING
THE TANK, AND CLOSED THE CASE FILE.

HE
1982
DW

ON 21 SEPT. 2012, I WROTE TO THE CEO, OF GAC
DANIEL ACKERSON, REPORTING THE AFORE STATED,
AND AGAIN REQUESTING GAC, REPLACE THE FUEL
TANK. SUBSEQUENTLY I WAS INFORMED GAC
WOULD PAY 25%, OF THE COST OF REPLACING THE
TANK, I ACCEPTED WITH THE CONDITION, THAT
IF SUBSEQUENTLY, A RECALL, OR OTHER OCCURANCE,
SHOULD OCCUR, I WOULD BE REIMBURSED MY
COSTS.

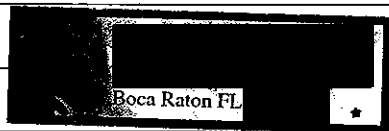
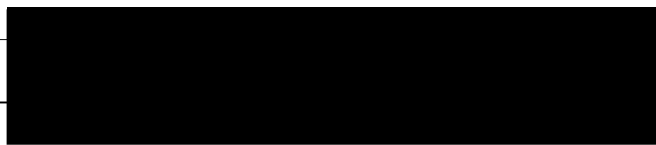
ATTACHED FIND COPY OF:

LETTERS TO GAC

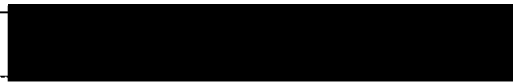
LETTER TO CEO GAC

DEALERS REPAIR STATEMENT.

RESPECTFULLY SUBMITTED



home & phone



~~1-217-556-5600~~

1-800-462-8782

17 August 2012

GMC CORPORATE OFFICES
300 RENAISSANCE CENTER
DETROIT, MI. 48265-3000
GMC TRUCK DIVISION

DEAR SIR/MADAM:

2003 GMC ENVOY-VIA 1GKDS134-
-32 [REDACTED]

MY WIFE AND I PURCHASED THE ABOVE
CAPONED, NEW IN 2003, FROM SHEENHAN GMC,
IN LIGHT HOUSE POINT, FL. THE VEHICLE HAS LESS
THAN 48000 MILES ON IT, RECENTLY I HAD
IT IN FOR SERVICE AT SHERWOOD GMC,
DELRAY BEACH FL. SERVICE TECH BRIAN SALINE,
BRIAN, TOLD ME THE FUEL TANK, NEED TO
BE REPLACED, AND IT WAS A BIG JOB. I
HAVE BEEN DRIVING FOR 60 YEARS +, IN THE
MILITARY FLEET VEHICLES FOR TWO DECADES
IN GOVERNMENT SERVICE, AND OWNED A FORD
GMC, SINCE 1954, NEVER HAVE I HAD, OR
HEARD OF A FUEL TANK FAILING.

PLEASE STAND BEHIND, A TRUCK, I LOVE, AND
PAY FOR THE TANK REPLACEMENT.

YOURS TRULY:

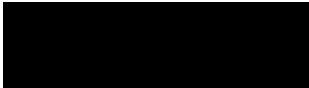
AL [REDACTED]

[REDACTED]
BOCA RATON, FLORIDA



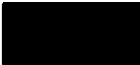
REC
SATURDAY
15 SEP 2012

September 7, 2012



Boca Raton, FL

Dear



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request Number: 71-1101900663



Customer Assistance Center
GMC
PO Box 33172
Detroit, MI 48212-5172

FRIDAY 21 SEPT. 2012

MR. DANIEL F. AKERSON, CEO, GM CORPORATION
GENERAL MOTORS COMPANY
300 RENAISSANCE CENTER
IMC-482-C-24-D24
DETROIT, MI. 48265

GM CASE FILE 71-11019000663

2003 GMC ENVY

VIN 1GKDS1343 [REDACTED]

DEAR MR. AKERSON:

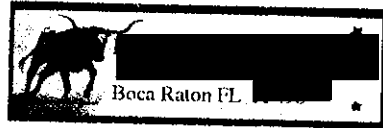
I PURCHASED THE ABOVE CAPTIONED VEHICLE
NOW, TO THIS DATE IT HAS UNDER 48000 MILES ON
IT. THE VEHICLE HAS NOT BEEN IN AN ACCIDENT,
OR DAMAGED IN ANY WAY. IN MAY '12, I
WAS ADVISED BY MY GMC SERVICE TECH. BRIAN
SALINO, THAT THE FUEL TANK HAD FAILED, AND
NEEDED REPLACEMENT. THERE IS NO FUEL LEAK, BUT
THE SMELL OF GAS FUMES, IS STRONG ABOUT
THE REAR OF THE VEHICLE. I WROTE TO GMC 17
AUGUST 2012. HAD SUBSEQUENT CONVERSATION,
WITH AN EILEEN, IN CUSTOMER SERVICE. MY
REQUEST IS SINCE THERE IS LOW MILEAGE, AND
A WELL MAINTAINED VEHICLE, THAT GMC, REPLACE
THE FUEL TANK. THIS DATE I RECEIVED A PHONE
CALL FROM GABRIEL, A DISTRICT AREA SPECIALIST,
HE STATED GMC, WOULD NOT PARTICIPATE IN THE
REPLACEMENT OF THE FUEL TANK IN ANY WAY.

I DID OFFER A GM LOYALTY DISCOUNT

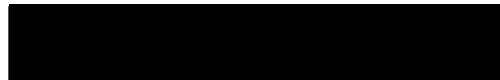
coupon, which I accepted.

My REQUEST TO YOU SIR, is plz
HAVE GMC, REPLACE MGT OF THE
FUEL TANK, AT NO COST TO ME. IN
LIGHT OF THE VEHICLE INITIAL COST, AND EXE
CONDITION, I FEEL, IT IS WARRANTED.

THANKING YOU IN ADVANCE,



home phone



Attachments

SALES DRAFT

SHERWOOD POINT GMC TRK
2400 S FEDERAL HWY.
DELRAY BEACH, FL 33483
TERMINAL 0575448



BUICK • GMC TRUCKS

Federal Highway DELRAY BEACH, FLORIDA 33483
278-3217 • W. Palm 833-8693 • Broward 427-3200
Registration No. MV-05046



4096231428
10/09/2012 17:11:05

AMEX
XXXXXXXXXX
INVOICE 95001 H02
AUTH. CODE 505905

SALE TOTAL \$850.12

CUSTOMER COPY

ADVISOR BRIAN SAVINO		TAG NO. 617 2601		INVOICE DATE 10/09/12	INVOICE NO. PNCS394252
LABOR RATE	LICENSE NO.	MILEAGE 47,652		COLOR	STOCK NO.
YEAR / MAKE / MODEL 03/GMC/ENVOY/4DR 2WD				DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1 G K D S 1 3 S 4 3 2				SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.				R.O. DATE 10/03/12	
COMMENTS					

JOB# 1 CHARGES

LABOR
J# 1 09PNZ03 FUEL SMELL TECH(S):723 252.00
FUEL TANK LEAKING CUSTOMER TO PAY 850.12 WITH TAX
FUEL TANK NECK CRACKED AND LEAKING
REPLACE FUL TANK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15231628	TANK 3.001	814.00	814.00
				TOTAL - PARTS	814.00

MISC	CODE	DESCRIPTION	CONTROL NO	
		SP SERVICE POLICY		-264.00
				TOTAL - MISC

JOB# 1 TOTALS

LABOR	252.00
PARTS	814.00
MISC	-264.00
JOB# 1 JOURNAL PREFIX PNCS	
JOB# 1 TOTAL	802.00

COMMENTS
WAIT

TOTALS

[] CASH [] CHECK CK NO. [] *
[] VISA [] MASTERCARD *
[] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR....	252.00
TOTAL PARTS....	814.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-264.00
TOTAL TAX.....	48.12

TOTAL INVOICE \$ 850.12

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

10/9/12 TANK MADE OF plastic
FILL NECK SEPARATED FROM TANK AT TOP



UNITED STATES DEPARTMENT OF TRANSPORTATION

N H T S A

OFFICE OF DEFECT INVESTIGATION (NVS 210)

1200 NEW JERSEY AVE. S.E.

WEST BUILDING

WASHINGTON, D. C. 20590

