



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

August 22, 2013

[REDACTED]
Excel, AL [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10515270

Thank you for your correspondence concerning your model year (MY) 2001 Chevrolet Venture. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

In May you refueled your MY 2001 Chevrolet Venture and afterwards you noticed a strong fuel odor. Upon further inspection you found a leak in the fuel tank. The vehicle was towed to an independent repair facility and they verified the leak was from the fuel tank and replaced it. During your search online for a fuel tank you discovered a recall for this problem (NHTSA Safety Recall Campaign No. 07V-349). However, a local dealer and General Motors told you the vehicle has exceeded the mileage limitation for the recall. You disagree with their decision and request that your vehicle be repaired under the recall regardless of the miles.

General Motors (GM) conducted two separate campaigns to address fuel tank leak problems. On August 7, 2007, they initiated a recall (NHTSA Safety Recall Campaign No. 07V-349, enclosed) for MY 2002 through MY 2004 Chevrolet Ventures vehicles registered in certain warm climate states. GM also recalled Chevrolet Venture vehicles produced from June 2002 through August 2002 registered anywhere in the United States. GM identified that the fuel tank inlet check valve

may fracture and cause a leak. According to the vehicle identification number (VIN) you provided we estimate that your vehicle was built in early 2001 which was before the affected vehicles were produced. Also, your vehicle is not registered in one of the warm climate states identified in the recall. Therefore, your vehicle is not eligible for a free remedy under the recall.

The other campaign was a GM Special Coverage Adjustment (Bulletin No. 07203A, enclosed) that addressed the same condition described in the recall in MY 2001 through MY 2004 Chevrolet Venture regular wheelbase vehicles. The special coverage covers this condition for a period of 10 years or 150,000 miles from the original in service date, whichever occurs first. According to the towing receipt you provided your vehicle had 225,617 miles at the time of the incident. Your vehicle has exceeded the mileage limitation and is not eligible for a free repair under the special coverage.

Please note the issuance of a special coverage adjustment does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require GM to provide you assistance beyond the limitations specified in the special coverage adjustment. We recommend you continue to contact GM or your dealer for further consideration under the special coverage adjustment. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

We sympathize with you concerning your vehicle not being eligible for a free repair under the recall or special coverage adjustment. However, we cannot intervene further in this matter because it does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Alabama Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with a GM district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the auto safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures



File In Section: Special Policy
 Bulletin No.: 07203A
 Date: February 2008

Service Bulletin

10024153



SPECIAL COVERAGE

SUBJECT: SPECIAL COVERAGE ADJUSTMENT – FUEL TANK INLET CHECK VALVE (ICV) FRACTURE

**MODELS: 2002-2004 BUICK RENDEZVOUS
 2001-2004 CHEVROLET VENTURE (REGULAR WHEELBASE)
 2001-2004 PONTIAC AZTEK, MONTANA (REGULAR WHEELBASE)**

The claim information in this bulletin has been revised to include an inspection labor code. Discard all copies of bulletin 07203, issued January 2008.

CONDITION

Some customers of 2002-2004 model year Buick Rendezvous; 2001-2004 model year Chevrolet Venture (regular wheelbase); and Pontiac Aztek and Montana (regular wheelbase) vehicles may comment about strong fuel odor or droplets of fuel on the ground during refueling or normal driving. This may be caused by a small crack at the base of the fill tube near the fuel tank.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after January 24, 2008, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to January 24, 2008, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are 2002-2004 model year Buick Rendezvous; 2001-2004 model year Chevrolet Venture (regular wheelbase); and Pontiac Aztek and Montana (regular wheelbase) vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	Buick	Rendezvous	2S500001	2S609116
2003	Buick	Rendezvous	3S500011	3S610195
2004	Buick	Rendezvous	4S500001	4S547679
2001	Chevrolet	Venture	1D100002	1D340372

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	Chevrolet	Venture	2D100003	2D324869
2003	Chevrolet	Venture	3D100009	3D326495
2004	Chevrolet	Venture	4D100023	4D187948
2001	Pontiac	Aztek	1S500001	1S550133
2002	Pontiac	Aztek	2S500247	2S608952
2003	Pontiac	Aztek	3S500001	3S609391
2004	Pontiac	Aztek	4S500028	4S547710
2001	Pontiac	Montana	1D100006	1D340388
2002	Pontiac	Montana	2D100009	2D307339
2003	Pontiac	Montana	3D100034	3D326501
2004	Pontiac	Montana	4D100020	4D187864

PARTS INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

Part Number	Description	Quantity/Vehicle
10346662	Tank, Fuel (Rendezvous, Aztek)	1
22681652	Gasket, Fuel Sdr (Rendezvous, Aztek)	1
10345684	Tank, Fuel (Venture, Montana)	1

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

SERVICE PROCEDURE

Important: Inspect the fuel tank fill tube at the base of the fill tube near the fuel tank.

1. Inspect the fuel tank fill tube for evidence of a fuel leak.
 - If a fuel leak is present, proceed to Step 2.
 - If a fuel leak is not present, no further action is required.
2. Remove the fuel tank from the vehicle. Refer to *Fuel Tank Replacement* in SI.
3. Install the new fuel tank. Refer to *Fuel Tank Replacement* in SI.

CLAIM INFORMATION

For vehicles repaired under the terms of this special coverage, submit a claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NUMBER	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Inspection Only – No Fuel Tank Replacement Req'd	N/A	NA	N/A	MK-95	T5697	0.3	N/A
Replace Fuel Tank • Aztek, Rendezvous • Montana, Venture	2 1	—	*	MK-95	T5683	1.4	N/A
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MK-95	T5684	0.2	**

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the fuel tank, and on Aztek and Rendezvous vehicles, the gasket needed to complete the repair.

** The amount identified in the "Net Item" column should represent the customer reimbursement amount.

CUSTOMER REIMBURSEMENT - For US

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by January 31, 2009. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



We Support
Voluntary Technician
Certification

January 2008

Dear General Motors Customer:

As the owner of a 2002, 2003, or 2004 model year Buick Rendezvous; or a 2001, 2002, 2003, or 2004 model year Chevrolet Venture; Pontiac Aztek or Montana, your satisfaction with our product is very important to us.

This letter is intended to make you aware that your vehicle may develop a small crack at the base of the fuel fill tube near the fuel tank that can allow fuel vapors to escape and cause liquid fuel to drop to the ground during refueling and normal driving.

Do not take your vehicle to your GM 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 the condition described above. If this condition occurs on your 2002, 2003, or 2004 model year Buick Rendezvous; or 2001, 2002, 2003, or 2004 model year Chevrolet Venture; Pontiac Aztek or Montana within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. If you believe your vehicle has this condition, you may want to call the service department at your 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. Keep 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.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

General Motors Corporation

Enclosure
07203



August 7, 2007

Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W., Room 5321, MC: NVS-200
Washington, D.C. 20590

07V-349
(3 pages)

Dear Mr. Smith:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect involving certain 2002-2004 model year Buick Rendezvous, Chevrolet Venture, and 2001-2004 model year Pontiac Aztek and Montana model vehicles.

573.6(c)(1): Buick, Chevrolet and Pontiac Brands of General Motors Corporation

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2002-2004 model year Buick Rendezvous, Chevrolet Venture (regular wheelbase), and 2001-2004 model year Pontiac Aztek and Montana (regular wheelbase) vehicles. The vehicle population is Rendezvous and Aztek vehicles built in May 2003, Venture and Montana vehicles built in June through August 2002 and all vehicles registered in Nevada, Arizona, Virgin Islands, Puerto Rico and Hawaii. Variations in the manufacturing process or exposure to high ambient temperatures may lead to fracture of the fuel tank inlet check valve (ICV) on some of these vehicles. A fracture may allow fuel vapors to pass through and allow droplets of fuel to accumulate on the side of the fuel tank.

573.6(c)(6): On December 22, 2006, NHTSA notified GM that RQ06-009 had been initiated. In January 2007, GM began an investigation.

A team was formed to investigate the issues and analyze the subject vehicle's ICV. From March, 2007 through June 2007 the team:

- Evaluated fuel tanks retrieved from various build dates and regions.
- Conducted Finite Element Analysis of Fuel Tank/ICV.
- Performed a Design of Experiments – parts were manufactured and tested to try to correlate field findings and determine material and manufacturing variables relevant to the issue.
- Analyzed warranty data.

The team found that elevated ambient temperatures, higher carbon content in the ICV and variation in the manufacturing process are contributing factors for potential cracks in the ICV.

The issue was presented to the Field Performance Evaluation Review Committee and on August 2, 2007, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers will replace the fuel tank.

Pursuant to 577.11(e), General Motors will provide reimbursement to owners for repairs completed on or before ten days after GM mails owner letters, pursuant to the plan submitted on January 8, 2007.

Product Investigations

Mail Code: 480-210-G11 • 30001 Van Dyke • Warren, MI 48090-9055
573 Letter 06230.doc



Letter to Mr. Daniel C. Smith
06230
August 7, 2007
Page 2

573.6(c)(9): General Motors will provide copies of the dealer bulletin, owner letter and mail dates when available .

Sincerely,

A handwritten signature in black ink, appearing to read "Gay P. Kent", with a long horizontal stroke extending to the right.

Gay P. Kent
Director
Product Investigations

06230
Attachment

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	B-Van	2002	1,653	02/2001	06/2002	** Rendezvous	*
Buick	B-Van	2003	1,407	06/2002	04/2003	** Rendezvous	"
Buick	B-Van	2003	6,698	05/2003	05/2003	*** Rendezvous	"
Buick	B-Van	2004	621	05/2003	11/2003	** Rendezvous	"
Chevrolet	U-Van	2002	1,266	06/2001	05/2002	** Venture	"
Chevrolet	U-Van	2003	1,869	06/2002	08/2002	*** Venture	"
Chevrolet	U-Van	2003	452	09/2002	06/2003	** Venture	"
Chevrolet	U-Van	2004	203	06/2003	12/2003	** Venture	"
Pontiac	U-Van	2001	183	05/2000	10/2001	** Montana	"
Pontiac	U-Van	2002	216	02/2001	06/2002	** Montana	"
Pontiac	U-Van	2003	1,068	06/2002	08/2002	*** Montana	"
Pontiac	U-Van	2003	100	09/2002	05/2003	** Montana	"
Pontiac	U-Van	2004	41	05/2003	11/2003	** Montana	"
Pontiac	B-Van	2001	1,145	05/2000	10/2001	** Aztek	"
Pontiac	B-Van	2002	347	06/2001	05/2002	** Aztek	"
Pontiac	B-Van	2003	633	06/2002	04/2003	** Aztek	"
Pontiac	B-Van	2003	2,410	05/2003	05/2003	*** Aztek	"
Pontiac	B-Van	2004	282	06/2003	12/2003	** Aztek	"
GM Total:			20,594				

* All involved vehicles will be corrected.

** Registered in Nevada, Arizona, Virgin Islands, Puerto Rico and Hawaii.

*** Registered in all states.