

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6) EQ-10524656-2364

From: [Hershman, Larry \(NHTSA\)](#)
To: [REDACTED]
Subject: Your Complaint #10524656 to NHTSA about your father's 2003 GMC Envoy XL
Date: Thursday, February 12, 2015 3:38:49 PM

Dear [REDACTED],

Thank you for submitting your complaint to the National Highway Traffic Safety Administration (NHTSA) on July 13, 2013 (our complaint #10524656), regarding the fire and explosion your father experienced on July 11, 2013, with his 2003 GMC Envoy XL. I am a safety defect investigator for NHTSA, a part of the U.S. Department of Transportation.

Here is the narrative you provided with your complaint to us:

MY DAD WAS DRIVING HIS 2003 GMC ENVOY XL HOME FROM WORK AND HE FELT A SMALL EXPLOSION AND SAW BLACK SMOKE OUT OF HIS REAR VIEW MIRROR. SO HE PULLED OVER, GOT OUT, AND THERE WERE FLAMES UNDERNEATH THE CAR. WITHIN 5-10 MINUTES THE CAR EXPLODED. A FIREFIGHTER AND STATE TROOPER PULLED OVER TO HELP HIM, AND THEY BOTH SAID THE FIRE LOOKED LIKE IT STARTED FROM A FUEL LEAK BECAUSE THE FLAMES WERE "DRIPPING" UNDER THE CAR. AFTER RESEARCHING RECALLS AND COMPLAINTS, I AM INFURIATED THAT THERE WERE SO MANY COMPLAINTS FILED OVER THIS PROBLEM, AND EVEN AN INVESTIGATION WAS DONE, BUT IT WAS NOT CONSIDERED SERIOUS ENOUGH TO BE A RECALL. I CAN'T EVEN THINK ABOUT WHAT WOULD HAVE HAPPENED IF HE HAD WAITED TO PULL OVER AT THE NEXT EXIT OR THE FIRST EXPLOSION HAD BEEN BIGGER. APPARENTLY, THIS IS A PROBLEM WITH ALMOST ALL YEARS OF THIS MODEL SINCE 2002. I HOPE NOTHING LIKE THIS, OR SOMETHING WORSE, HAPPENS TO ANYONE ELSE.

General Motors (GM) has been in touch with us regarding the incident involving your father's vehicle. In order for GM to further investigate the incident with your father's Envoy, they need the vehicle's 17-character Vehicle Identification Number (VIN). Do we have you or your father's permission to share the full VIN with General Motors? We would share the complete VIN only with GM to support further review by both parties in assessing a potential safety matter.

You did not provide the VIN when you submitted your complaint to us. If you agree to allow us to provide the VIN to GM, we need you to provide it us. The VIN should be on vehicle paperwork, such as registration or insurance documents or dealer invoices or receipts. If you agree, please provide it in a reply to this email from me.

Thank you very much for bringing your complaint to our attention.

Sincerely,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement

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U.S. Department of Transportation
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