

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

EQ-10524656-6356

Subject: FW: VOQ 10524656
Date: Monday, March 09, 2015 11:14:44 AM
Attachments: [RE Complaint #10524656 to NHTSA 2003 GMC Envoy XL.msg](#)

From: Reid, Randy (NHTSA)
Sent: Thursday, March 05, 2015 4:30 PM

Subject: FW: VOQ 10524656

please add the attached file to VOQ 10524656, public and private repositories, per Larry Hershman's request.

From: [Hershman, Larry \(NHTSA\)](#)
To: [REDACTED]
Cc: [Godfrey, Will \(NHTSA\)](#)
Subject: RE: Complaint #10524656 to NHTSA 2003 GMC Envoy XL
Date: Tuesday, February 24, 2015 12:09:54 PM

Dear [REDACTED]

Thank you very much. I am forwarding your information to the investigator handling this matter.

Sincerely,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov

From: [REDACTED]
Sent: Tuesday, February 24, 2015 11:40 AM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Complaint #10524656 to NHTSA about your father's 2003 GMC Envoy XL

Dear Mr. Hershman

I am so sorry for the error... you are right, the eighth vin digit is a letter S not a 5.

Sent from my T-Mobile 4G LTE device

----- Original message-----

From:
Date: Tue, Feb 24, 2015 11:02 Aman M
To: [REDACTED]
Subject: RE: Your Complaint #10524656 to NHTSA about your father's 2003 GMC Envoy XL

Dear [REDACTED],

Thank you very much for your email and for providing your VIN and permission to share it with GM. Unfortunately, when I checked the VIN it came up as invalid. I'm sorry to trouble you, but could you please double-check your VIN. Sometimes it is easy to confuse a letter for a similar looking digit or vice versa. The VIN you provided, 1GKES165136 [REDACTED], looks like it may have an error in VIN position eight, but please check all 17 digits.

Thank you,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov

From: [REDACTED]
Sent: Tuesday, February 24, 2015 10:22 AM
To: Hershman, Larry (NHTSA)
Subject: Fwd: Your Complaint #10524656 to NHTSA about your father's 2003 GMC Envoy XL

Hi,
My name is [REDACTED]. I am replying to your email that you sent to my daughter [REDACTED], this is in reference to complaint #10524656 concerning our 2003 Gmc Envoy XL. My daughter filed the original complaint to you. I would like to request that any further correspondence be sent to me and my husband. [REDACTED] our home address is:

[REDACTED]
Fort Mill, SC [REDACTED]
cell phone [REDACTED]

Thank so much for handling this complaint for us.

Here is the Vin #1GKES165136 [REDACTED] for our 2003 GMC Envoy XL we are authorizing you to give the VIN # to General Motors Corporation.

Looking forward to hearing from you.

[REDACTED]
Sent from my T-Mobile 4G LTE device

----- Original message-----

From: [REDACTED]
Date: Fri, Feb 13, 2015 4:59 PM
To: [REDACTED];
Subject: Fwd: Your Complaint #10524656 to NHTSA about your father's 2003 GMC Envoy XL

----- Forwarded message -----

From: "[REDACTED]" >
Date: Feb 12, 2015 2:12 PM
Subject: Fwd: Your Complaint #10524656 to NHTSA about your father's 2003 GMC Envoy XL
To: "Mom" [REDACTED]
Cc:

----- Forwarded message -----

From: <Larry.Hershman@dot.gov>

Date: Feb 12, 2015 12:38 PM

Subject: Your Complaint #10524656 to NHTSA about your father's 2003 GMC Envoy XL

To: [REDACTED] >

Cc:

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
National Highway Traffic Safety Administration

U.S. Department of Transportation
Washington, DC 20590

☎ [\(202\) 366-4929](tel:(202)366-4929) | ✉ Larry.Hershman@dot.gov