

CL-10945965-7686

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

[REDACTED]
WINSTED, CT
[REDACTED]
e-mail: [REDACTED]

May 13, 2016

U.S. Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation
RM#NYS-210
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

MAY 17 2016

Re: NHTSA Tracking Number (ODI) 10745705
2002 Chevy 3500 5.7L (Four Winds Motorhome)
VIN: 1GBJG31R121 [REDACTED]
Owners: [REDACTED]
Defective Gas Tank

Dear Sir/Madam:

The purpose of this letter is to advise you of the defective gas tank on the above vehicle and request a recall for safety purposes.

We have owned this vehicle since April, 2011.

In September, 2013 we noticed that when we filled our gas tank that some gas was leaking from the top of the tank. We took the vehicle to our mechanic who sealed the leak on the gas tank (see enclosed repair slip dated September 26, 2013).

In July, 2015 we experienced the same leakage from the gas tank and once again took our vehicle to the mechanic (see enclosed invoice dated July 23, 2015 and letter dated April 14, 2016).

On August 3, 2015, we filed a complaint with your office and received an acknowledgment from you that the complaint was received. Enclosed are copies of our complaint and your response.

On November 2, 2015 we once again took our vehicle to the mechanic to once again seal a crack in the gas tank (see enclosed receipt).

On November 29, 2015, I sent an e-mail to you stating that I had not received a response from you in regard to my complaint (copy enclosed). To this day, I still have not been contacted by you to discuss any resolution to this issue.

We were told that no further repairs should be done to this tank as it posed a serious safety issue and our mechanic has refused to do any further work on this tank. We were also told that GM discontinued making these types of gas tanks (refer to the letter from our mechanic dated April 14, 2016) because of the problems owners were having with the tanks cracking.

ET
5/26/16
SMD

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U.S. Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation
May 13, 2016

We are now in the process of having our mechanic find a replacement tank, which will be costly to us as this is not a standard gas tank and needs to be custom made because it has an additional fuel line that runs to the generator. We are doing this because there is yet another crack in the gas tank and this poses an extreme safety concern for us because not only is this a 30-35 gallon gas tank that could completely break off at any point, but we also have a 30-35 lb. built-in propane tank in the vehicle.

We believe that we are not the only ones that are experiencing this defect in the gas tank and believe that a recall should be done for safety purposes that could cause serious harm and/or death to individuals should they not be replaced.

I would appreciate receiving a response to this letter. Thank you.

enc



Capuano Automotive
6 Willow St.
Winsted, CT. 06098
Phone - 860-379-3987 Fax - 860-379-5949

INVOICE

[REDACTED]
Org. Est. # [REDACTED]

INVOICE

Print Date: 09/26/2013

[REDACTED]
Winsted, CT [REDACTED]
Home [REDACTED]
Cust ID: [REDACTED]

Ref #:

2002 Chevrolet - Cutaway G3500
5.7L, V8, VIN (R)
Lic #: [REDACTED]
Unit #:
Vin #: 1GBJG31R121 [REDACTED]
Hat #:

Odometer In: 51116
Odometer Out:

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
FUEL PUMP - Gas - [Part number supplied for pricing only. Dealer must be furnished with VIN for proper application.] 19179594	1.00	528.58	528.58	FUEL PUMP - Remove & Replace - Gas - Left Side Valley, Resael Fuel Tank Hazardous Materials	246.50 127.50 3.74

[Technicians : Please Select, Technician]

Org. Estimate \$963.88	Revisions \$0.00	Current Estimate \$ 963.88	Additional Cost	Revised Estimate	Labor: 377.74
					Parts: 528.58
					Sublet: 0.00

					Sub: 906.32
					Tax: 57.56
					Total: 963.88
					Bal Due: \$963.88

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

WATERBURY TRANSMISSION, INC.

1480 NORTH MAIN ST
WATERBURY, CT 06704

(203) 754-0171 • (203) 754-4834 FAX

(Fourwinds) wbytrans@snet.net Mt CamR

JOB NO. 57L
DATE 7-23-15
TIME RECEIVED
TIME PROMISED

PART NO.	DESCRIPTION	PRICE
	not shifting right-hand time - w/wh whining noise	
	00 oil Motor & filter "synthetic oil please"	
	35gal Tank California emissions	
	Paid in full # [redacted] 7-24-15	
	*note Return to shop within 10 DAYS for check-up or warranty is void	
	(twelve) Transmission Warranty 12 Months / 12,000 Miles, Whichever Occurs First. Covering All Parts Replaced and Labor. Warranty Is Not Transferable. Towing, Loading Or Any Other Incurred Expenses Are Not Covered Under Warranty. Warranty Is Honored At This Repair Facility Only. Abuse To Or Neglect Of The Vehicle Transmission Shall Void Warranty.	
	Fluid NOT A WARRANTY ITEM	
	PARTS TOTAL	
	P.O. NO.	
	SUBLET REPAIRS	
	TOTAL SUBLET REPAIRS	

YR. MAKE: 2002 Chevy
MODEL: G3500
COLOR: White
LICENSE NO: [redacted]
MILEAGE: 59411
DRL DATE: 7-24-15
VIN: 1GBJG6318121
NAME: [redacted]
ADDRESS: [redacted]
CITY: Winster CT
STATE: CT
ZIP: [redacted]
PHONE WHEN READY: [redacted]
EXT. WRITTEN BY: [redacted]

OPERATION	LABOR CHARGE
LUBRICATE <input type="checkbox"/>	
CHANGE OIL <input type="checkbox"/>	
CHANGE OIL FILTER CART. <input type="checkbox"/>	
SERVICE AIR CLEANER <input type="checkbox"/>	

- (1) rebuilt 4L80E TRANSMISSION
- (1) exchange rebuilt Torque Converter
- (1) Kit with clutches, seals & gaskets
- (1) 13 quarts TRANSMISSION Fluid
- (1) TRANSMISSION Case
- (1) REAR BRAKE DRUM
- (1) Bushings Kit
- (1) OVERDRIVE SPRING
- (1) EPC solenoid
- Labor to remove and install with Parts listed above
- 6qt synthetic Motor oil 5/30w with labor
- (1) Motor oil filter

ESTIMATED COSTS		TOTAL LABOR	2625.00
<input type="checkbox"/> SAVE PARTS	PARTS 2600 - 2400	TOTAL	
<input checked="" type="checkbox"/> DISCARD PARTS		TOTAL PARTS	166.69
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for any delay or damage to my vehicle or any other property of mine, theft of any other cause beyond your control or for any reason by the supplier or transporter. I hereby grant you and/or your employees, agents, or subcontractors access to my vehicle and/or property for the purpose of testing and/or repair to secure the amount of repairs thereto.		SHOP SUPPLIES	2791.69
SIGNED: [redacted]		GAS, OIL AND GREASE	
		SUBLET REPAIRS	2725.00
			2625.00
			100.00
			2625.00
			166.69
			2791.69
			2791.69

TERMS:
STRICTLY CASH
UNLESS PRIOR
ARRANGEMENTS
MADE

REVISED ESTIMATED/ADDITIONAL WORK

PARTS	LABOR	TOTAL
Case 10900		2650.00
DATE: 7-23-15	TIME: 3:45 PM	LABOR CHARGE: 2625.00
AUTHORIZED BY: [redacted]	BY PHONE: [redacted]	IN PERSON: [redacted]
	BY PHONE: [redacted]	PHONE NO.:

TOTAL LABOR	2625.00
TOTAL PARTS	166.69
SHOP SUPPLIES	2791.69
GAS, OIL AND GREASE	
SUBLET REPAIRS	2725.00
	2625.00
	100.00
	2625.00
	166.69
TOTAL	2791.69
THANK YOU	2791.69

WATERBURY TRANSMISSION1480 NORTH MAIN STREET
WATERBURY CT. 06704PH. (203) 754-0171
FAX (203) 754-4834PE: 2002 Chevy 3500 5.7L
VIN# 1GBJG31R1A1 [REDACTED] APRIL 14, 2016
T.W.I.M.C.,

Customer came to us on July 23 2015 with concerns of the motor home not shifting right and gas tank leaking AND smelling.

Waterbury Transmission rebuilt the transmission and found the top of the fuel tank's neck was cracked.

We tried to get another tank 35 gallons, California Emissions - NOT Available. After market - NO Avail.

We sent the tank to the AUTO body shop where they put urethane adhesive on the neck of the tank to close it.

I feel that there should be a recall on this problem. A safety issue. The customer only could put a little gas at a time in the tank.

Thank You,
[REDACTED]

Thank you for your Vehicle Safety Complaint | Safercar.gov | NHTSA

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Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10745705.

Your Complaint will be available within 72 hours at <http://www.odi.nhtsa.dot.gov/complaint/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 1GBJG31R121 [REDACTED]

Make / Model / Year: CHEVROLET C3 2002

2. Incident Information

Approximate Incident Date: 09/26/2013

Fire: No

Vehicle mileage at time of incident: 51,116

Crash: No

Vehicle speed at time of incident: 0 (mph)

Injury or Fatality: No

Affected Parts: Fuel/Propulsion System

Tell us what happened:

Leaking fuel caused by a crack, on top of fuel tank. It was sent out for repair by our mechanic and got fixed. Recently it started leaking again, caused by another crack on top of fuel tank. Our repair shop refused to repair it again, because of safety issues. This vehicle is a Four Winds 6000 Motor home and the tank is different because it has a built in generator.

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: Winsted, CT [REDACTED]

1205 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153