

WINSTED, CT

e-mail:

DL-10745705-8890

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 13 2016

Re: NHTSA Tracking Number (ODI) 10745705
2002 Chevy 3500 5.7L (Four Winds Motorhome)
VIN: 1GBJG31R121
Owners:
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
6/2/16
SMD

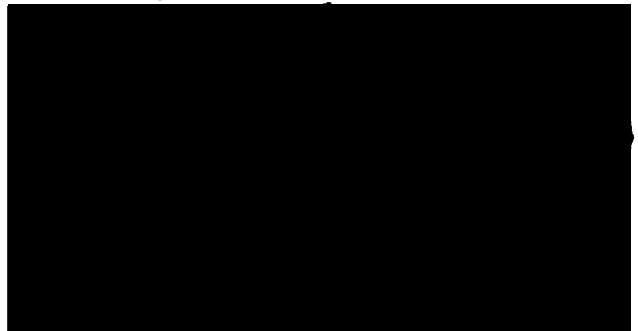
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We are now in the process of having our mechanic find a replacement tank, which will be costly to us as this is not a standard gas tank and needs to be custom made because it has an additional fuel line that runs to the generator. We are doing this 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



INVOICE

Print Date : 09/26/2013

[Redacted] Winsted, CT [Redacted] Home [Redacted] Cust ID : [Redacted]	2002 Chevrolet - Cutaway G3500 5.7L, V8, VIN (R) Lic # : [Redacted] Odometer In : 51116 Unit # : [Redacted] Odometer Out : Vin # : 1GBJG31R121 [Redacted] Hat # :
Ref # :	

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
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[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

(203) 754-0171 • (203) 754-4834 FAX
 wbytrans@snet.net Mdt CamPee

JOB NO.	DATE
5.7L	7-23-15
<small>TIME RECEIVED</small>	
<small>TIME PROMISED</small>	

C	QTY	PART NO.	DESCRIPTION	PRICE
			NOT shifting right-hand time - noisy whirring noise	
			00 oil Motor + filter "synthetic oil please"	
			35gal Tank California emissions	
			PAID in full	
			7-24-15	
			*note Returns to shop within 10 DAYS for check-up OR WARRANTY is void	
			(Twelve) (Twelve)	
			Transmission Warranty 12 Months/ 12,000 Miles, Whichever Occurs First. Covering All Parts Replaced And Labor. Warranty Is Not Transferable. Towing, Lodging 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	MODEL	COLOR	MILEAGE	DEL. DATE
07/62	Chevy	G3500	White	59411	7-24-15
BODY NO.		PAINT & TRIM NO.		VIN. 1GBJG31R121	
NAME			ADDRESS		
CITY			STATE	ZIP	
PHONE WHEN READY			K PHONE		
<input type="checkbox"/> YES <input type="checkbox"/> NO			EXT. WRITTEN BY		

MECH. NO.	INSTRUCTIONS	LABOR CHARGE
	(1) rebuilt 4L80E TRANSMISSION	
	(1) exchange rebuilt Torque Converter	
	(1) kit with clutch, seals + gaskets	
	13 quarts TRANSMISSION Fluid	
	(1) TRANSMISSION Case	2650.00
	(1) REAR REAR BAND	
	(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	75.00
	(1) Motor oil filter	

ESTIMATED COSTS	TOTAL LABOR	TOTAL PARTS	SHOP SUPPLIES	GAS, OIL AND GREASE	SUBLET REPAIRS
<input type="checkbox"/> SAVE PARTS <input checked="" type="checkbox"/> DISCARD PARTS	2625.00	166.69	279.169		2725.00
PARTS: 2200-2400 LABOR: 225.00 TOTAL: 2425.00					2650.00
I hereby agree to the terms and conditions of this repair order and agree that you are not responsible for any damage to the vehicle or its contents while in the shop. I hereby grant you and/or your employees or subcontractors the right to use my vehicle for testing and/or repair purposes. I agree to secure the amount of repairs thereto.					
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.					
TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE	REVISED ESTIMATED/ADDITIONAL WORK				
AUTHORIZED BY: [Signature] DATE: 7-28-15 TIME: 3:45PM	TOTAL: 2650.00 IN PERSON: [Signature] BY PHONE: [Signature] PHONE NO.:				
COUPON -100.00 2625.00 2525.00 166.69 TAX 2691.69 TOTAL 2691.69 THANK YOU					

WATERBURY TRANSMISSION

1480 NORTH MAIN STREET
WATERBURY CT. 06704

PH. (203) 754-0171
FAX (203) 754-4834

RE: 2002 Chevy 3500 5.7L
T.W.I.M.C., VIN# 1GBJG31R121 [REDACTED] APRIL 14, 2016

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.

[REDACTED]



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/complaints/>.

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
 Vehicle mileage at time of incident: 51,116
 Vehicle speed at time of incident: 0 (mph)
 Affected Parts: Fuel/Propulsion System

Fire: No
 Crash: No
 Injury or Fatality: No

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 issue. This vehicle is a Four Winds 5000 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]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



You are here: Home / Vehicle Owners / File a Complaint / File a Vehicle Complaint

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Verify Your Vehicle Safety Complaint Entries

IMPORTANT After verifying your entries, you **MUST** select "Submit Complaint" at the bottom of this page to file your complaint.

Please check your entries below.

To make changes select "Edit Complaint" at the bottom.
If your entries are correct, select "Submit Complaint" to send your complaint for review.

An acknowledgement will be sent to the specified email address.

1. Vehicle Information

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3. Personal Information

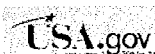
Name: [REDACTED]
Email: [REDACTED]
Daytime Phone: [REDACTED]
Evening Phone: [REDACTED]
Address1: [REDACTED]
Address2: [REDACTED]
City, State, Zip: Winsted, CT [REDACTED]

[Edit Complaint](#)

[Submit Complaint](#)

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1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



From: U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov>

To: [REDACTED]

Subject: Thanks for Letting Us Know About Your Vehicle

Date: Mon, Aug 3, 2015 9:20 am

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **10745705**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <http://www.nhtsa.gov/Contact>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [SaferCar.gov](http://www.SaferCar.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

From: [REDACTED]

To: donotreplyodi <donotreplyodi@dot.gov>

Subject: Re: Thanks for Letting Us Know About Your Vehicle

Date: Sun, Nov 29, 2015 8:57 am

We still have not heard back from you on this. It has been since 08/03/15!!!!

Please let us know the status of our problem.

Thank you.

-----Original Message-----

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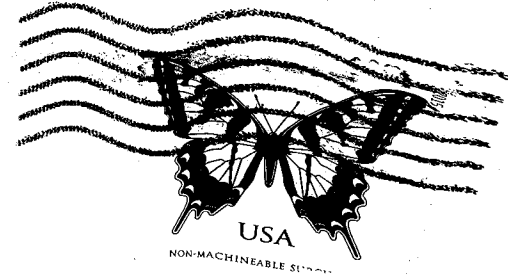
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HARTFORD CT 061

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Winsted, CT

U.S. Dept. Of Transportation
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1200 New Jersey Ave, SE
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