



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C

Vehicle Owner's Questionnaire
 To Report Vehicle Safety Defects
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

552(P)(5)

Date Received	Repository <input type="checkbox"/>
20-JUN-2016 AUG - 4 2016	Reference No. 10875193

OWNER INFORMATION (Type or Print)

Name		
Address		
City	State	Zip Code
COALMONT	TN	

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1GKDS13S642	GMC	ENVOY	2004
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
		No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			05-FEB-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police
				N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2004 GMC ENVOY. THE CONTACT NOTICED STRONG FUEL FUMES IN AND AROUND THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING AND REPAIR. THE MANUFACTURER ADVISED THE CONTACT TO CALL THE DEALER. THE FAILURE MILEAGE WAS NOT AVAILABLE.

To Whom IT MAY Concern:

I have my 2004 Envoy, it HAS 162,000 miles, GM Co. contacted about gas tank being factory ruptured, took to dealer, on count of mileage over 150,000 they will not replace, The dealer checked envoy have picture of tank included shows rupture in my tank it has gotten so bad with the fumes inside of envoy you can't be in it, I have had to park it because I have a tank order but the dealer and a Napa dealer says GM is behind 2 to 4 months before they can set a tank for me. It is costing me 1000.00 dollars to replace this because of mileage, I do not understand this is a factory defect, they are back ordered on tank because fixing so many that are under 150,000 miles. Regardless of miles it is defect and very very dangerous on people that drives these I feel GM should be held responsible and a nationwide recall before some family gets burned up in these envoy's or any of the others.

Sincerely

July 25th, 2016

P.S online are alot of complaints on these GM vehicles. Hopefully enough will register and get something done about everyone's.

#14423C: Special Coverage Adjustment - Fuel Tank Inlet Check Valve Fracture - (Jan 18, 2016)

Subject: 14423C – Special Coverage Adjustment – Fuel Tank Inlet Check Valve Fracture

Models: 2004 Buick Rainier
2003-2004 Chevrolet SSR
2002-2004 Chevrolet TrailBlazer, TrailBlazer EXT
2002-2004 GMC Envoy, Envoy XL
2004 GMC Envoy XUV
2002-2004 Oldsmobile Bravada



The second note in the service procedure has been revised. Please discard all copies of bulletin 14423B.

Vehicles involved in Special Coverage 07099 have been transferred to Special Coverage 14423. Special Coverage 07099 has been closed.

Condition

Some 2004 model year Buick Rainier, 2003-2004 model year Chevrolet SSR, 2002-2004 model year Chevrolet TrailBlazer, Chevrolet TrailBlazer EXT, GMC Envoy, GMC Envoy XL, and Oldsmobile Bravada, and 2004 model year GMC Envoy XUV vehicles contain a fuel tank inlet check valve (ICV) that could fracture. The ICV is located above the full fuel level. A fractured ICV could allow fuel vapors to pass through and droplets of fuel to accumulate on the side of the fuel tank as it passes over the fracture during refueling. If the ICV fractures, the vehicle's Service Engine Soon (SES) light may illuminate, and the owner may notice a fuel odor and/or a few drops of fuel on the ground when refueling the vehicle.

Special Coverage Adjustment

This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the fuel tank. 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 November 2, 2015, 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 November 2, 2015, must be submitted to the Service Contract provider.

Vehicles Involved

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Parts Information

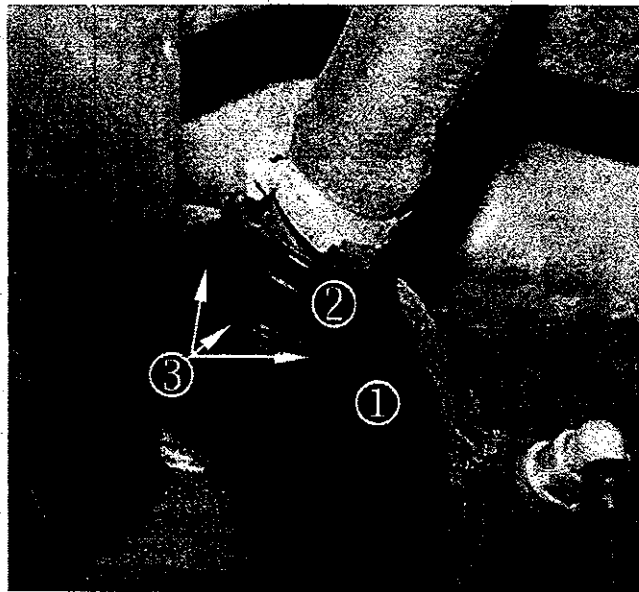
Note: It is estimated that less than 1% of involved vehicles will require Fuel Tank Part Numbers 15231628, 15077622 and 15229314. After inspection, Dealers are encouraged not to order recall.

parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the Fuel Tank. A sample of replaced parts may be returned to WPC for review.

X For U.S. and Canada: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Fuel Tanks are currently in limited supply. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
15077622	Tank, Fuel (18.7 gal.)	1
15229311	Tank, Fuel (21 gal. w/filter bracket)	1 895.00
15231628	Tank, Fuel (21 gal. w/out filter bracket)	1
15229310	Tank, Fuel (Ext Wheelbase/SSR)	1 18.00
15034832	Seal, Fuel Sender	1 18.02
11516975	Screw ASM - Metric Hex HD Mach & Conical	2 9.00
11610236	Clamp ASM, F/TNK Fil Hose	1 5.25

Service Procedure



(1) Fuel Tank (2) Inlet Check Valve (3) Weld Zone

Note: Refer to the photograph to view the location of the weld zone, which is between the ICV and fuel tank. Vapor and/or fuel leaks may occur if the weld zone between the ICV and fuel tank is fractured. A fractured ICV could allow fuel vapors to pass through and droplets of fuel to accumulate on the side of the fuel tank as it passes over the fracture during refueling. If the ICV fractures, the vehicle's Service Engine Soon (SES) light may illuminate, and the owner may notice a fuel odor and/or a few drops of fuel on the ground when refueling the vehicle.

Labor - 226.00
Charlene
COO # [REDACTED]
150,000
Reference # (Down)
Defect #
ODI-108751
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