

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

08-FEB-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

856463

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or driver's door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GN6C26F5RJ337579	CHEVROLET TRU	SUBURBAN	1994	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06136000	Part Name(s) FUEL:FUEL PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 06-APR-1994 Mileage at Failure(s) 70000 Vehicle Speed at Failure(s) 50	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING VEHICLE STALLS IN MIDDLE OF TRAFFIC. NO WARNINGS, IT JUST QUITS. DEALER PUT ON A NEW FUEL PUMP, CONSUMER THINKS ITS THE DESIGN OF THE FUEL PUMP, AND FEELS IT IS UNSAFE FOR VEHICLE TO STALL IN THE MIDDLE OF A BUSY FREEWAY. *AK

CONTINUED ON BACK

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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Date Received

08 FEB 2000 7:30 AM

OFFICE
DEFECTS INVESTIGATION
 Od or
rt dt
4d rt
up ltr

Reference No.

856463

OWNER INFORMATION (Type or Print)

689092

Work Number

Home Number

 Do you authorize NHTSA to provide a copy of your response to the manufacturer of your vehicle?
 In the absence of your signature, please print your name and address to the vehicle manufacturer.
☒ YES ☐ NO

Signature of Owner

Date 2/16/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GN6C26F5RJ337579	CHEVROLET TRU	SUBURBAN	1994	77,090

Purchase Date 1-21-94	Dealer's Name BILL BRANCH CHEVROLET	Engine Size (CID/CC/L) 6.5	☒ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City FORT MYERS State FL Zip Code 33901	No Cylinders 9	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Sport Util ☐ Truck ☐ Minivan ☐ Motorcycle ☒ Other STATION WAGON	Body Style ☐ 2-Door ☒ 4-Door ☒ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06136000	Part Name(s) FUEL:FUEL PUMP	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☒ Replacement
No of Failures 3	Date(s) of Failure(s) 08-APR-1994 19-APR-94 Mileage at Failure(s) 70000 & 4532 & 4000 Vehicle Speed at Failure(s) 50 TO 75	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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WHILE DRIVING VEHICLE STALLS IN MIDDLE OF TRAFFIC. NO WARNINGS, IT JUST QUITS. DEALER PUT ON A NEW FUEL PUMP, CONSUMER THINKS ITS THE DESIGN OF THE FUEL PUMP, AND FEELS IT IS UNSAFE FOR VEHICLE TO STALL IN THE MIDDLE OF A BUSY FREEWAY. *AK

NOTE: STALLING WAS ERRATIC AND STALLED MANY TIMES BEFORE DEALER REPLACED PUMPS.
 EVERY OTHER OWNER, WHO HAS SAME ENGINE HAS SAME EXPERIENCED THE SAME PROBLEMS. FUEL PUMPS ON OTHER NORMAL DIESEL ENGINES LAST 200,000 MILES OR MORE. THAT'S WHY OWNER PAY EXTRA FOR DIESEL.

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																					
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																					
TIRE IDENTIFICATION NO.*																					
D	O	T																		MANUFACTURER/TIRE NAME	SIZE
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																					
NARRATIVE DESCRIPTION (CONTINUED)																					

* I HAVE WRITTEN (2) LETTERS TO G.M. ABOUT THIS PROBLEM
MAY 25, 1994 & JAN. 26, 2000 - SEE ATTACHED
PLEASE NOTE: THE FAILURES I DESCRIBED HERE HAPPENED ONCE ON THE EXPRESS-
WAY AT THE JUNCTURE OF (3) ROUTES, OF HEAVY, FAST, TRAFFIC. I WAS TERRIFIED.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590




May 25, 1994

Ronald F. Sobreo
Gen. Sales & Serv. Mgr.
Chevrolet Motor Div.
P.O. Box 7047
Troy Michigan 48007-7047

Dear Mr. Sobrero, Re: 1994 Chev. Suburban 6.5 Turbo Diesel
1GNGC26F5RJ337579

1. fuel injection pump failures
2. excess oil consumption
3. rear main oil seal leak
4. radio static and squeal

I am writing to advise you that I am having the listed problems and to ask you to provide me with written communication about what is causing the problems and how best to obtain repairs.

It has been my past experience that undocumented problems frequently do not receive proper attention and are ignored until the warranty is expired. Therefore this letter.

The vehicle was purchased Jan. 21, 1994 from Bill Branch Chevrolet, Fort Myers, Florida, and as of today it has been driven 8030 miles. Most of these miles have been highway miles, from Florida to Texas and return, and from Florida to Illinois and return. Oil and filter changes have been made to GM specifications. Shell Rottala T (15-40W) is used in oil and filter changes made before and after each trip. The vehicle is driven at or slightly exceeding legal speeds but has not yet been used for its intended use of pulling a large trailer. I stay away from questionable fuel sources and keep the tank topped to avoid condensation problems.

* 1. FUEL INJECTION PUMP. Of primary concern is the fuel injection pump. The Bill Branch service dept. changed it on April 19, 1994, prior to my last trip to Dallas. In fact they changed it twice because they could not get the first replacement pump timed properly. The reason I am concerned is because during my trip to Dallas it still quit momentarily 2-6 times each driving hour. It feels as if someone shuts off the ignition and quickly turns it on again. Each time it happens I wonder if it is going to fail completely just as it did the first time. These are the same symptoms experienced prior to the first failure.

2. OIL CONSUMPTION. Oil consumption now is approximately (1) quart every (700) miles. It acts as if the rings are not seated and the dealer agrees and says to give it more time. I feel the engine should run hotter than (184) degrees, indicated by dash gauges, at least until the rings seat; however, GM service personnel inform me only (1) thermostat is available and that is only (190) degrees. As I take good care of my vehicles and keep them a long time I will not be satisfied if the oil consumption does not decrease.

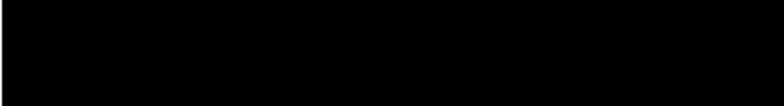
3. REAR MAIN OIL SEAL LEAK. This leak seems to be minor at this time but I see no excuse for a new engine to leak at all. I expect it to be leak free, if properly taken care of, for at least (100,000) miles.

4. RADIO STATIC/SQUEAL. The radio (premium system, AM/FM with cassette and graphic equalizer) emits alternating ascending and descending siren-like squeals on marginal stations (stations I get without this problem with lesser auto radios). Also on marginal stations, road shock is transformed to speaker static (each bump produces static). The service manager advises me that to trace the problem the radio must be removed and I would have to travel without it for a week or more. I feel that after paying over \$32,000 for this vehicle I should not have to be without the radio for a single day.

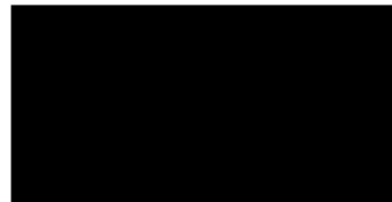
Mr. Sobrero, in spite of my complaints I like the Suburban very much and I only want to get it repaired properly so that I have a long and happy relationship with it. I have answered all your questionnaires but have been disappointed that they do not request more personal comments. I feel all of your customers would be happier with the product if they could see your interest in incorporating needed and sensible design and service changes.

I have also been quite frustrated because I have no one to call for technical information. Your 800 phone number is nice but no one is there that can tell you what the torque curve looks like, or how the transmission is changed from last year, or if you tow your trailer in overdrive how or why the transmission will fail, or more currently, what is causing Stanydine fuel injection pumps to fail and what can I do about it. It took me (1) month to find out who makes the motor oil equal to the specs in the owners' manual. Your service department did not have the right answer and your Customer Assistance Personnel are always nice but they were not allowed to give me "brand names". I would be pleased if you could put some technical people on line to answer questions like mine.

I sincerely thank you for your attention to my problem.



Jan. 26, 2000



Chevrolet Motor Division
Attention: Reimbursement
P.O. Box 33170
Detroit Michigan 48232-5170

Re: 1994 Chev. Suburban 6.5 Turbo Diesel
1GNGC26F5RJ337579 -- REQUEST TO EXTEND
Fuel Injection Pump Warranty
Re: Case No. 990174895
Re: conversation 1/26/2000, GM Customer
Relationship Mgr., Stephanie Murphy

This request is being made because the repair problems outlined herein have demonstrated that GM corporation has failed to provide a reliable electronic fuel pump design equal to the implied durability of the 6.5v diesel engine. Warranty protection is requested until appropriate fuel pump durability is demonstrated.

The vehicle was purchased new by me on Jan. 21, 1994 from Bill Branch Chevrolet in Fort Myers, Florida. On this date (Jan 26, 2000) it has been driven 76,982 miles and it is now running on the 4th. fuel injection pump.

April 19, 1994 @ 4,532 miles the 2nd and 3rd fuel pumps were installed. (the 2nd failed before I could drive off the dealer's lot).

March 31, 1999 @ 70,727 miles the 4th fuel pump was installed at a cost to me of \$760.16.

*

The last failure stranded my wife on a dark night and in the midst of traffic. At that time, I did not have time to argue and resultingly, I did not get free repair that I think this situation dictated. I temporarily settled for paying (\$760), one half of the cost. My time was short because I was trying to build a new house. The house is now complete and I am now taking the time to request that GM refund that \$760 to me.

Simultaneously, I am requesting pertinent information as listed:

1. technical description of fuel pump problems causing failures
2. design corrections that have been used to assure reliability
3. all service bulletins related to correcting pump performance
4. part number/change number of newest, most reliable pump

I was assured by Customer Relation Manager, Stephanie Murphy, that she would assist me in gaining the listed information.

As a customer with experience as both a manufacturing engineer and as a national and international manufacturing engineering liaison with over 30 years experience in manufacturing diesel engines, I am making the request herein because, being on the 4th one, I know that the Suburban fuel injection pump is not dependable. And after surveying other 6.5 Turbo Diesel Engine owners, who are having similar problems, I know of no significant move GM has made to correct the performance life of the fuel injection pump. I thought by the time my warranty had expired I would see a fix, but I have seen none. At this point, I do not care about other owners. My goal is to keep this vehicle at least 300,000 miles, and I will take every step required to make sure the it is sound in both design and assembly, so that I can achieve that goal. I thought I could easily accomplish that goal by buying a GM a diesel and made that decision only after three years of canvassing 6.2 diesel engine owners who were very satisfied and had no significant injection pump failures.

I had some earlier indication that I did not get a better settlement because I personally service this vehicle, in my own hangar. I hope this is not true because I could not afford to purchase a new GM auto unless I do perform the routine service myself. Also, I find taking good care of my car stimulates my pride and satisfaction in ownership. I could not afford to own this precision machine if I had to pay for the routine and frequent preventive maintenance that it requires.

I recently had another very serious and expensive failure on this car that I will document here for the benefit of your customer service division and the customers that it serves: I have had a vibration problem that I noticed, starting shortly after I first took delivery. I did not bring it to GM's attention because I thought it was caused by drive-line modifications that I had other suppliers make. After a serious blow out (the first blow out of my long driving career) I had (4) of the (5) still very good looking tires replaced. And after finding that all (5) rims had serious run out, I had to replace them also, to eliminate the vibration and the potential tire damage that they could cause.

The O.E.Tires were some of the best I have ever driven on, but the rims were worse than any I've ever seen.

In closing, this request is much longer than desired, but the time it has taken GM to address the injection pump problem has been too long also. However, problems described here happen in the best manufacturing environment and all that is asked is to receive your fair consideration in rectifying resulting trouble and expense on my Suburban. Please help me to be able to trust the reliability of my car the way that I should.

Thank You for your prompt consideration.

Sincerely,

[Redacted Signature]