

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

20-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

871018

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) (located at front of windshield or driver's side) 3GKGC26F0SG501860		Vehicle Make GMC	Vehicle Model SUBURBAN	Vehicle Year 1995	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08500000 06136000 03250000	Part Name(s) ELECTRICAL SYSTEM:IGNITION FUEL:FUEL PUMP BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 20-SEP-1995 Mileage at Failure(s) 136000 Vehicle Speed at Failure(s) 60	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 GOING DOWN THE ROAD AT 65MPH VEHICLE WILL JUST SHUT OFF, AND BRAKES/ STEERING LOCKED UP, TOOK TOOK TO DEALER AND THEY REPLACED THE THE FUEL PUMP FIVE TIMES, AND NOW THE PROBLEM WAS REOCCURRING AGAIN. *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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20-SEP-2006

OFFICE

SAFETY INVESTIGATION

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

871018

OWNER INFORMATION (Type or Print)

640395

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized representative, provide your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 10/2/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3GKGC28F0SG501860	GMC	SUBURBAN	1995	

Purchase Date 12/95	Dealer's Name World Pont	Engine Size (CID/CC/L)	☐ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City Woodbury State NJ Zip Code 08096	No Cylinders	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☒ Sport Util ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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See enclosed letter sent to GM NOV 99

CONTINUE ON BACK IF NEEDED

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November 15, 1999

To Whom It May Concern,

I purchased a 1995 GMC Suburban in Dec 1995, serial # 3GKGC26F0SG501860, on Apr 8, 1996 the truck had 11,296 miles the check engine light was on and we had no power, the dealership World Pont-GMC in Woodbury replaced the accelerator pedal. We picked up the truck and continued to have problems with the check engine light coming on and losing power. We took the truck back at 14,000 miles for the same problems, they said it needed an injection pump. They replaced the pump, and when we went to pick up the truck it would not run. So not knowing if they knew what they were doing with diesel engines we called Gallo GMC in Vineland. They towed the truck down there. They said the new injection pump that was put on was no good. So they put another pump on, which continued to shut off intermittently while driving down the road. The truck has shut off completely 4 times while trying to cross intersections. I do not want my wife nor me to be killed in this truck when it decides to shut off. I tow with this truck on the weekends in the summer and it is quite dangerous when you have 4,000lbs behind you not knowing if the truck is going to shut down. At 59,000 miles the injector pump went again, and Gallo replaced it. Got the truck back and it still did the same thing. So they replaced a module on the pump which did not make a difference. We took the truck down to Marathon, Fla. towing a 23ft boat, half way there the truck started running erratic. We arrived in Marathon on Sat. and when going to dinner on Mon. the truck lost power and the check engine light came on. We called the GM Tech line and was told to call Morrison Sales & Service in Key West. We called and made an appointment for Tues. We had to drive the truck an hour away and was told by the tech line that we were entitled to a rental car since the diesel has a 100,000 mile warranty. When we got to Morrison they said they weren't putting us into a car because they never get reimbursed. So we had to rent a car out of our pocket. We could not use our boat since we didn't have a truck to put it in the water. The truck had 82799 miles and they had to replace another pump. We got the truck back on Thurs. and we had to leave on Sat morn. It totally ruined our vacation since we went down there to fish. On the way home the truck ran good for the first 300 miles then the truck started intermittently shutting off again, I called the tech line as soon as it started doing it so they could make a record of it. It kept running that way all the way home. We took it back to Gallo, they checked it out and could not duplicate the problem. It doesn't continuously do it, it can go for days without doing it. When it started again we took it back again, they had it for a week and a half, this time when they hit the computer it would shut down and hesitate so they replaced the computer. We got the truck back Oct 15, it didn't do it all day and then that night it started doing it again, so apparently it wasn't the computer. So we called Gallo back and he said he would contact a factory rep. The factory rep advised them that unless the code came up for the injection pump they could not replace it. On Oct. 9th on our way to Maryland towing a two horse trailer the truck lost power again and the check engine light came on. We called Gallo GMC and made another appt. The code this time said it was the wastegate. On Oct 28th the wastegate module was replaced, on the way home from Gallo the truck hesitated again, so that didn't solve that problem. At this point Gallo doesn't know what else to do. GMC has offered us a 2yr warranty on the fuel system, which is fine but it doesn't solve our problem with losing power and the possible chance of being killed in this vehicle when it decides to shut off completely. In Aug. I had talked to Wes Ng, the rep at the time, he told me that no matter what they would find some resolve to this problem, he no longer is the rep and I was told the new rep won't talk to me. I have bought only GM products since 1965 and would never buy a Ford or Dodge but the way this situation has been handled I wouldn't recommend a GM to anyone. I have talked to a lawyer regarding this and was hoping to get it resolved without having to go through all that. I am not looking for a new truck I just want my truck to be repaired or replace the engine if that is the only solution. Apparently no one knows why the truck does what it does. I have talked to other people who have had similar problems with the diesel. Some have replaced their own engines others were bought out. I like my truck and would be happy with just

having the engine replaced. I can not afford to buy another truck like this nor trade it in. I just want the truck fixed, it will be paid off in another year and I intend to hold on to it. My wife wants me to buy a used Dodge truck with the Cummins diesel in it. But I really like the Suburban. I race, and my wife shows horses so we talk to alot of people and I don't have alot a good things to say about this truck. I told a friend of mine who liked my truck to stay away from the diesels, he went out and bought a new Dodge. So word does get around. I hope we can get find a solution to this problem. I look forward to hearing from you soon.

Sincerely,



Here is the info you made need:

Date Purchased: Dec 95
Serial # 3GKGC26F0SG501860
95 GMC SUBURBAN
ENGINE: 6.5L DIESEL
FILE # 9818402702