

[REDACTED]
Herriman, Utah [REDACTED]
[REDACTED]

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July 5, 2005

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-211)
400 7th Street, SW
Washington, DC 20590

Re: 2001 - 2003 Chevrolet Silverado and GMC Sierra with 6.6L Duramax Diesel (LB7) Engine

Dear NHTSA Representative:

General Motors has recognized that they have a problem with trucks equipped with the LB7 Duramax diesel engine, as evidenced by attached GM Special Policy 04039. The fuel injectors on these engines will eventually fail due to "fuel injector body cracks or ball seat erosion." GM maintains that this is not a safety issue. My attached two letters, to Chevrolet and to General Motors, illustrate why I feel it is a safety issue.

I use my truck to tow a 5th-wheel trailer in the inter-mountain western states where cell phone coverage, due to terrain and to sparse population, is very poor. I have been told by GM service representatives that, when an injector fails while I am towing the trailer, I should immediately - while I still have momentum - pull off the road. The truck will not have sufficient power to pull the trailer. Unless I am on an Interstate, there is very little chance that there will be a shoulder of sufficient size to accommodate a thirty foot 5th-wheel trailer. And the chance that it would be flat enough to allow unhooking a 5th-wheel trailer is even more unlikely.

What do I do? Park in the middle of the road and unhook? Remain hooked up until someone plows into me? Call for help on a cell phone that has no reception? Wait for the Navajo Nation police on Highway 89 between Lake Powell and Flagstaff, AZ. to come to my aid? I am 62 years old and the situation scares me!

This has been my greatest concern, but in searching the Internet on this problem I found another safety issue amidst a myriad of complaints about GM's policy.

Mickey123



Posted: 04/07/05 01:21pm

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*Mani
7/19/05*

Vancouver

Full Member

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Offline

Boy...this has really be an eye opener....thanks loads. Wish there was some way to get this information out to other diesel truck owners so they knew the score on this. I did want to comment on one person mentioning it had to be a safety problem to get recall. Passing a semi on a two lane road with another truck behind you and going into limp mode is certainly a safety problem even when the on coming vehicles are in the far distant..thanks to my CB and some nice truckers we were saved..... They quickly backed off and let me get back in line.

My truck is not equipped with a CB!

BORN FREE 24' PSD wrote:

Let us know the details with GM. It's amazing you owners don't march on Detroit, or something, after having read your woes.

Good luck, pilgrim. 😊

I am the owner of a 2002 Chevrolet 2500HD Silverado, VIN # 1GCHK29152E [REDACTED]
and can be reached at [REDACTED], days or evenings.

Sincerely,

[REDACTED]

[REDACTED]

cc:

G. Richard Wagoner, Jr.
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265-3000

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



June 2004

Dear Chevrolet Customer:

As the owner of a 2002 model year Chevrolet Silverado, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2002 model year Chevrolet Silverado vehicles, equipped with a 6.6L Duramax Diesel engine, may experience vehicle service engine soon (SES) light illumination, low engine power, hard start, and/or fuel in crankcase, requiring injector replacement, as a result of high fuel return rates due to fuel injector body cracks or ball seat erosion.

This is not a recall. Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the fuel injectors. If this condition occurs on your 2002 Chevrolet Silverado, equipped with a 6.6L Duramax Diesel engine, within 7 years of the date your vehicle was originally placed in service or 200,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special policy condition.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure
04039

[REDACTED]
[REDACTED]
Herriman, Utah [REDACTED]

June 7, 2004

Central Office Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48265-1000

Dear Sir or Madam:

I recently received a letter from you notifying me of Special Policy 04039 applying to my 2002 Chevrolet Silverado with 6.6L Duramax Diesel engine, Vin # 1GCHK29152E [REDACTED] describing conditions that indicate fuel injector body cracks or ball seat erosion.

I believe my vehicle has exhibited some of the conditions described in this letter. However, my vehicle's computer has apparently not registered the required code(s) to allow replacement of the defective fuel injectors. I purchased my Chevrolet in November of 2001 and it currently has mileage of 31,867 – well within its ordinary warranty period and that of all, even less “Dura”ble vehicles.

I use my Chevrolet Duramax Diesel at times to tow a 5th-wheel recreational vehicle within the western United States. Chevrolet or GM dealerships can be hundreds of miles away during these travels. Cell phone reception can be very poor and very spotty within the Intermountain West outside of major metropolitan areas because of interference from mountain ranges, often making emergency service calls impossible unless you happen to break down at the top of a mountain pass. I am retired, in my 60's, suffer from spinal stenosis and am diabetic and in no shape to hike for help.

That is part of the reason I chose the Duramax Diesel, with its purported “durability” and reputed 300,000 mile lifespan. I paid an extremely premium price for the General Motors diesel in comparison to both Ford and Dodge diesel trucks.

You are asking me to continue driving my Chevrolet through sparsely populated areas, towing an RV, with limited access to emergency aid, at my age and physical condition, until the fuel injectors eventually fail – and then you will replace them. I am afraid to do this.

Sincerely,
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
Herriman, Utah [REDACTED]

May 26, 2005

G. Richard Wagoner, Jr.
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265-3000

Re: 2002 Chevrolet Silverado with 6.6L Duramax Diesel engine, Vin #
1GCHK29152E [REDACTED]

Dear Mr. Wagoner:

Someday, sooner or later, you are going to kill me!

I am in my sixties, have spinal stenosis, metabolic syndrome, high blood pressure, high cholesterol, high triglycerides, diabetes, heart arrhythmia, and own a GM *Duramax* diesel.

I am retired and purchased a new 2002 Chevrolet 2500HD with the *Duramax* engine to tow my 5th-wheel and tour the western United States. My wife and I are not full time RVers but we use the truck for traveling and her Isuzu Trooper when back at home. On nearly every trip lately, the *Duramax* emits clanking noises that terminates our vacation and leaves us praying that the Chevy will get us back home.

I have taken the truck to my local Chevrolet dealership, but the engine knock won't reveal itself there. Although the "SES" light went on during the first week of ownership, it will not go on for these clanking/knocking episodes and the dealership can do nothing. On my last trip we passed a Pontiac/GMC dealership in Show Low, Arizona while the engine was knocking loudly. The service consultant heard the knock and called for the *Duramax* technician, but by the time he got to the front, the engine smoothed out and the clanking subsided. The technician found no codes.

Special Policy 04039 is supposed to protect me from failure due to injector ball seat erosion or body cracks for 200,000 miles, but that will not help me when I traverse the Navajo Nation between Lake Powell and Flagstaff, Arizona. What do I do when the injectors fail hundreds of miles from the nearest GM dealership, in an area where there is no cell phone coverage. When I stopped at the dealership in Show Low, my wife and I were almost 100 miles from our 5th-wheel, where our Lhasa Apso awaited our return. There was no Hertz or Avis, no cab company. How do I leave the truck for further diagnosis? Try driving from Cortez, Colorado to Gallup, New Mexico and finding a gas station that sells diesel let alone a GM dealership – and don't count on cell phone coverage. In fact, because of mountain interference or complete lack of civilization in

many areas of the western U.S., a cell phone (and even "OnStar" for that matter, unless it is satellite based) is useless. And these roads don't get much traffic

That leaves me to hike out and I'm not in condition to do it! Injector failure is inevitable and that's why, sooner or later, your vehicle is going to get me!

I paid substantially more money for the Chevy *Duramax* than a comparably equipped Dodge Cummins or Ford Powerstroke because I was told by your sales force that the engine would last 300,000 miles. I know many *Duramax* owners with less than my 48,000 miles that have suffered injector failure, even one whose "SES" light never went on but diesel fuel started oozing out of his dipstick.

Diesel pickup owners abound in RV parks so I can comfort myself by telling everyone who asks me how I like my *Duramax*, how I really feel – and it's interesting how many already know about your problem. Maybe GM's failure to stand behind its products is one of the reasons GM sales are down

Sincerely,

A large black rectangular redaction box covering the signature area.A small black rectangular redaction box covering the contact information.