

US OPERATIONS

From: US OPERATIONS [usrescue@charter.net]
Sent: Thursday, July 22, 2010 1:52 PM
To: 'Bruce.York@dot.gov'
Cc: 'Kevin'; 'TDUNBAR@KRNV.com'; 'news@kolotv.com'
Subject: Some interesting complaints quotes listed with NHTSA

This is just on ONE VEHICLE (ONE MODEL – SUBURBAN) and only 1-2 years and not even all the complaints! Quotes / complaints off of your website and even listed under Gasoline BUT ARE NOT!

10080431

THE FUEL INJECTION PUMP HAS FAILED AGAIN ON MY 1997 CHEVY SUBURBAN, 6.5 LITER DIESEL ENGINE. I HAVE OWNED THIS CAR FOR TWO YEARS. THE VEHICLE HISTORY FROM MY DEALERSHIP SHOWS THIS WILL BE THE 6TH FUEL INJECTION PUMP TO BE INSTALLED ON THIS VEHICLE, ALL OF WHICH ARE COVERED BY GM'S 120,000 FACTORY WARRANTY & A 12 MONTH 12,000 MILE SERVICE GUARANTEE AFTER THE 5TH PUMP WAS INSTALLED. AUGUST OF 2003, THE PUMP FAILED WHILE DRIVING IN MY NEIGHBORHOOD & WAS REPLACED WHEN THE MILEAGE WAS AT 116,503, UNDER FACTORY WARRANTY. JUNE 27, 2004, AND MILEAGE OF 128,300 (11,800 MILES LATER) THE PUMP HAS FAILED AGAIN. THE PUMP FAILED ON A VERY BUSY & DARK STREET AT NIGHTTIME ON A BEND IN THE ROAD AS I WAS DRIVING HOME WITH MY WIFE & TWO KIDS IN THE CAR. WHEN IT FAILED THE ENGINE DIED AND WE WERE STUCK IN TRAFFIC. THE CAR IS BLACK AND IT WAS DARK, UNABLE TO MOVE, WE WERE ALMOST REAR ENDED BY SEVERAL CARS COMING UP THE HILL AND ROUNDING THE BEND IN THE ROAD. EVENTUALLY I WAS ABLE TO GET THE CAR STARTED AND IT RAN JUST ENOUGH TO ALLOW ME TO GET THE CAR OUT OF HARM'S WAY BEFORE DYING AGAIN. I THEN HAD IT TOWED TO THE DEALERSHIP THAT HAD PERFORMED THE LAST FUEL INJECTION PUMP. AT THIS POINT, IT IS STILL IN THE SHOP AND THE SERVICE WRITER TOLD ME THAT INJECTION PUMP HAD GONE BAD AND THAT HE IS CURRENTLY WAITING FOR WARRANTY APPROVAL FOR REPLACEMENT AS WELL AS THE NEW PUMP ITSELF TO ARRIVE. I HAVE SPOKEN TO MANY OWNERS OF CHEVY AND GMC TRUCKS AND SUBURBANS WITH THE 6.5 LITER DIESEL, YEARS 1994-1999, VIA THE FOLLOWING WEBSITE [HTTP://THEDIESELPAGE.COM](http://thedieselpage.com). APPARENTLY, THIS IS A VERY COMMON PROBLEM THAT GM SHOULD RESOLVE. TO DATE, GM HAS ONLY INCREASED THE FACTORY WARRANTY FROM 100,000 MILES TO 120,000 IN AN ATTEMPT TO MAKE GOOD. THIS IS STILL A SERIOUS SAFETY ISSUE WHEN YOU LOSE POWER AND BECOME A SERIOUS SAFETY HAZARD IN TRAFFIC. GM NEEDS TO COME UP WITH A PERMANENT FIX THAT PREVENTS THIS FROM HAPPENING AGAIN, NOT JUST ONE THAT LASTS FOR A FEW MILES AND THEN HAPPEN ALL OVER AGAIN. *NM

10047452

VEHICLE IS A 1999 CHEVROLET SUBURBAN K2500 WITH GM 6.5 LITER TURBO-DIESEL ENGINE. THE VEHICLE STALLED IN INTERSTATE TRAFFIC (I-270) MULTIPLE TIMES ON OCTOBER 21, 2003. I CALLED THE DEALER, AND WAS INFORMED THAT THE LIKELY CAUSE WAS THE ELECTRONIC FUEL INJECTION PUMP, WHICH GM HAS WARRANTED FOR 10 YEARS OR 120,000 MILES. THE DEALER THEREAFTER REPLACED THE INJECTION PUMP UNDER WARRANTY. WHILE I AM PLEASED THAT THE PART WAS REPLACED AT NO COST TO ME, I BELIEVE THAT THIS REPRESENTS AN UNACCEPTABLE DEFECT. GM IS OBVIOUSLY AWARE THAT THE PART IS DEFECTIVE, OR IT WOULD NOT HAVE AGREED TO REPLACE IT FOR FREE AFTER THE REST OF THE VEHICLE WARRANTY HAD EXPIRED. IN THIS CASE, THERE WAS NO HARM, BUT THESE ENGINE ARE OFTEN USED IN TRUCKS AND LARGE SUVs THAT ARE DESIGNED FOR TOWING AND HAULING. FOR EXAMPLE, WE PURCHASED THIS VEHICLE TO TOW A HORSE TRAILER THAT IS WEIGHS OVER 5000 LBS. WHEN THE VEHICLE STALLS, IT LOSES POWER STEERING AND BRAKING. THE POTENTIAL FOR DISASTER WHEN TOWING A LARGE TRAILER IS VERY HIGH, AND THE STALLING OCCURS WITHOUT WARNING. *LA

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10090642

OWN A 1999 CHEVROLET SUBURBAN 6.5 DIESEL ENGINE, W/145K MILES, SUV WAS RUNNING OK BUT THE LAST FEW MONTHS ENGINE STALLING AND STOP WITHOUT REASON, TOOK SUV TO A REPAIR CENTER, DIAGNOSE WITH FUEL INJECTION PUMP FAILURE, CHEVY DEALER EXPLAINED THIS IS LA WELL KNOWN DEFECT, FUEL INJECTION PUMP HAS AN ELECTRONIC COMPONENT (PMD) LOCATED ON THE SIDE OF THE PUMP WHEN ENGINE GETS HOT SENT FAILURE SIGNAL TO THE MAIN COMPUTER. CONTACTED GM CUSTOMER SERVICE TO VERIFIED/UNDERSTAND THE ISSUE, ANSWERED THAT YES INDEED THEY AGREED ABOUT THE PROBLEM ALSO SAID THEY HAD "CAMPAIGN" NOT A RECALL TO FIX THE PROBLEM BUT THEY DIDN'T MAKE THIS ANNOUNCEMENT TO THE PUBLIC. I ASKED FOR HELP TO FIX THE PROBLEM WAS TOLD THAT □ I RUN OUT OF OPTIONS ONLY HONOR THIS PROBLEM FOR 10 YEARS OR 120K MILES? I WAS NOT AWARE AND NEVER RECEIVED A LETTER FROM GMC. THIS IS A POTENTIAL ACCIDENT WAITING TO HAPPEN WITH TERRIBLE CONSEQUENCES, IMAGINE IF THE ENGINE STOPS OR STALL GOING DOWN THE HILL IN ANY URBAN OR RURAL AREA; PASSING ANOTHER CAR IN A BUSY HIGHWAY AND STALLING OR JUST THE ENGINE QUIT RUNNING (FRONTAL CRASH!!); CROSSING A BUSY INTERSECTION WITH SCHOOL KIDS INSIDE AND NO POWER (HORRIBLE ACCIDENT WITH SERIOUS INJURIES OR PERHAPS CASUALTIES!!); TOWING A CAMPER OR BOAT ON A BUSY AND FAST HIGHWAY AND SUDDENLY STALL OR STOPPING IN FRONT OF A SEMI-TRAILER; CROSSING A RAIL ROAD AND STALLING IN THE MIDDLE WITH PEOPLE INSIDE A TRAIN COMING ITS WAY!! THESE ARE A FEW CONSEQUENCES THIS FAILURE CAN CREATED, IMAGING A LAWYER JUMPING ON THIS ISSUE WITH A "LAWSUIT" AND TRYING TO BLAMING ON YOU GUYS!! WHILE THIS IS A FACTORY FAILURE AND POOR DESIGN. I HAD REPLACED THE "PUMP MODULE DRIVE" (PMD) AND AFTER SPENDING OVER \$1000.00 STILL HAVE THE SAME PROBLEM. AT THE PRESENT TIME I AM NOT DRIVING THE SUBURBAN UNTIL I HEAR FROM YOUR AGENCY TO SEE THE RESULTS OF YOUR INVESTIGATION. HOPING YOU WILL TAKE CARE OF THIS MATTER IN A SERIOUS MANNER, I JUST WANT TO THANK YOU IN ADVANCE FOR YOUR HELP. GOD BLESS. *AK

757547 Said 1 INJURY (sounds like PMD even though not listed)

FUEL INJECTORS ARE DEFECTIVE, AND CAUSING VEHICLE TO STALL AT RANDOM. THERE IS NO PERMANENT FIX ONLY THING DEALER CAN DO IS CLEAN INJECTOR. VERY UNSAFE TO HAVE CAR JUST CLOG AND LOSE ALL POWER ON THE HIGHWAY AT 65 MPH. PROBLEM IS NOT FIX AND CAR IS NOT SAFE. *AK

10003392

INJECTOR PUMP FAILURE CAUSING THE VEHICLE TO JUST STALL WHEN GOING DOWN THE ROAD. IT HAPPENED TO ME THE LAST HOT WEEKEND THIS FALL. THE LOCAL DEALER TOOK MY VEHICLE & HAD IT FOR OVER A WEEK, FINALLY GETTING A CODE TO SHOW UP THAT ALLOWED THEM TO REPLACE THE INJECTOR PUMP. I DON'T BELIEVE THAT THE INJECTOR PUMP WAS AT FAULT, BUT INSTEAD THE PMD ELECTRONIC CONTROL MODULE WAS FAILING. THIS REPLACEMENT DIDN'T COST ME ANYTHING, BUT I THINK GM SHOULD EXTEND THE WARRANTY FOR A MUCH LONGER PERIOD OF TIME BECAUSE OF THE KNOWN PROBLEM. THEY EXTENDED THE WARRANTY TO 120,000 MILES ON AN ENGINE THAT IS DESIGNED TO RUN 200,00+ MILES W/PROPER CARE. MY VEHICLE HAS APPROX. 50,000 MILES ON IT AT THIS TIME

10095327 (Sounds Like PMD)

WHILE DRIVING ON STATE ROAD 100 ABOUT 65-70 MPH. THE VEHICLE COMPLETELY SHUT DOWN. THERE WAS NO WARNING. THE VEHICLE WAS TAKEN IN FOR A CHECK UP, AND WAS TOLD THAT IT WAS THE FUEL PUMP. THE CONSUMER HAD THE FUEL PUMP REPLACED. THE CONSUMER WAS CONCERNED BECAUSE THEIR FOUR CHILDREN WOULD OCCUPY THE VEHICLE AS WELL. *AK

7/22/2010

10119519

THE CONSUMER'S VEHICLE ENGINE IS STALLING, AND THE FUEL PUMP WAS JUST REPLACED FROM OVERHEATING . NOW, HEARD ABOUT THE RECALL FROM GM. BOUGHT IN 2001 AND HAD PROBLEMS SINCE THE VEHICLE WAS BOUGHT. WHEN STOPPED AT A STOP SIGN THE VEHICLE COMPLETELY STALLED OUT, THIS HAS HAPPENED NUMEROUS TIMES.*AK *SB *NM

I can go on and on and on and this is only 1 or two years ONLY ON ONE MAKE/MODEL. THIS SHOULD HAVE BEEN A RECALL YEARS AGO. GOD HELP THE UNITED STATES GOVERNMENT OF SOMEONE DIES OR GETS INJURED FROM THIS POINT ON. IT IS DULY DOCUMENTED BY ME AND FROM WHAT I CAN SEE OTHERS. I HAVE READ ABOUT FATALITIES IN CANADA AS A RESULT OF THIS ISSUE AND AM WAITING CONFIRMATION. I AM ALSO INVESTIGATING INJURIES, PROPERTY DAMAGE AND FATALITIES HERE IN THE US AS WELL BUT I ASSURE THE NHTSA, IF SOMETHING IS NOT DONE SOON AND SOMEONE DOES DIE, PEOPLE WILL BE HELD ACCOUNTABLE AND LIABLE! THIS ISSUE POSES A HUGE SAFETY ISSUE TO THE DRIVER AND ANYONE ON THE ROAD AND BEFORE SOMEONE ELSE DIES (IF ANYONE HAS), GETS INJURED (IF ANYONE HAS) OR THERE IS ANY MORE ACCIDENTS (IF THERE HAS BEEN) SOMETHING NEEDS TO BE DONE OR PEOPLE, COMPANIES AND OR AGENCIES WILL AND SHALL BE HELD LIABLE!

Sincerely,

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