



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 11-014
Date Opened: 04/25/2011
Investigator: Kareem Habib
Approver: Frank Borris
Subject: Fuel level gauge system failure

Date Closed: 09/23/2011
Reviewer: Jeff Quandt

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: GENERAL MOTORS LLC
Products: 2005-07 Chevrolet Trailblazer/GMC Envoy/Buick Rainier/Saab97
Population: 867,335

Problem Description: Engine stall resulting from fuel gauge failure.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	58	0	58
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	610	4,860	5,470**

***Description of Other:** Incidents of fuel gauge failure not resulting in engine stall.

** Count indicates duplicate reports received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: This Preliminary Evaluation is closed.

Summary:

The office of defects investigations (ODI) analyzed complaint data provided by General Motors (GM) as well as complaints submitted to ODI from consumers. In total, there were 5,089 unique reports indicating an inaccurate fuel level reading while driving. General Motors stated that this condition occurs when the contacts of the fuel sensor wear prematurely. Most of the complaints indicated an empty fuel gauge reading after filling the tank. Less than 10 percent of the ODI complaints involved an engine stall incident.

During this investigation, GM developed a remedy procedure and issued special coverage bulletin instructing dealers to install a new design fuel level sensor. The bulletin was sent to dealers on August 10, 2011 and the owner letter mailing began on August 15, 2011. See the investigative file for copies of GM's bulletin and owner letter. This preliminary evaluation is closed.