



## Office of Defects Investigation

### VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10080785

#### Your Complaint Information

##### Consumer Information

Name : [REDACTED]  
 Org. Name : [REDACTED]  
 Address : [REDACTED]  
 City, State, Zip : warren, MI [REDACTED]  
 USA  
 Daytime Phone : [REDACTED] Ext :  
 Evening Phone : [REDACTED] Fax :  
 Email : [REDACTED]

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2004 JUL 26 PM 6:14

##### Complaint Information

Description : side impact airbag failed to deploy in very serious side collision  
 Incident Date : 4/10/2004 Fire : No  
 Num. Failures : 1 Property Damage : No  
 Num. Deaths : 0 Crash : Yes  
 Num. Injured : 1 Police Report : Yes  
 Referral Source : NEWSPAPER

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##### Vehicle Information

VIN : 1GKDT139032 [REDACTED] Purchase Date : 10/24/2002  
 Year, Make and Model : 2003/GMC/ENVOY Original Owner : Yes  
 # of Cylinders : 6 Trans. Type : AUTOMATIC  
 Engine Size : 4.2L Vehicle Details Usage : LIGHT TRUCK  
 Cruise Control : Yes Antilock Brakes : Yes  
 Current Mileage : 48000 Speed : 40  
 Failure Mileage : 48000 Powertrain : 4 WHEEL DRIVE  
 Body Style : 4-DOOR Fuel System : FUEL INJECTION  
 Fuel Type : GAS

Vehicle Component Information

Component 1: AIR BAGS:SIDE/WINDOW

OEM: Yes

Vehicle Dealer Information

Dealer : 1  
Name : ray lethern  
Address : 17677 mack ave.

Dealer Type : SALES DEALER

detroit  
MI 48224  
Dealer Phone: 313 886-1700

Dealer Fax: 313 886-1721

Email:

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To: U.S. Department of transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation

From

Warren, MI.

Tel:

I am contacting you to file a formal complaint against General Motors. This complaint is pertaining to my 2003 GMC Envoy and the entire 2003 platform line of this product.

The basis of my complaint is the side impact airbag in my 2003 GMC Envoy failed and did not deploy during a very serious collision. The airbag failed to protect me when I needed it during this collision.

I am fortunate to be alive to file this complaint after viewing the extent of damage to my vehicle.

Enclosed are photos that supplement, reinforce and complement my complaint.

To give you an ideal of the extent of the force and damage that I experience in this accident here is a description of damage and the condition after the collision.

The drivers seat is pushed up and twisted out of position because the floor pan that the seat is bolted to is pushed up from the force of the collision.

The drivers side front door is up against and touching the drivers seat. Therefore you cannot reach down to adjust the power seat controls on the side of the seat. The front end of the drivers door is pushed in far enough where as you cannot pull the hood latch handle back far enough to open the hood because the swing path of the handle is blocked by the door intrusion into the passenger compartment.

The bodyside is so concaved that the end of the rear door is pointing out and away from the body.

The front hinge pillar is pushed in and the end of the front fender gap has opened to three times its original assembly dimension.

If this much force did not cause the airbag to deploy, then it will never deploy and you need to investigate as to why it did not function as intended.

There are thousands of vehicles of this platform line that are equipped with this option that consumers are driving everyday who's airbags and airbag sensors may be defective. The airbags may and may not deploy during a collision.

If you are interested in Investigating this vehicle you will have to act quickly due to the vehicle is currently in the process of being repaired.

The vehicle is located at: Great Lakes Collision, 110 west 10 Mile, Madison Hts, MI.  
48071, 248 543-8010, Fax: 284 543-9030

Sincerely

[REDACTED]

ODI NUMBER 10080785





