



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2005 JUL 22 AM 5:19
16-JUN-2005

Repository ☐

Reference No.

10125515

OWNER INFORMATION (Type or Print)

Name

Address

City

RAVENNA

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GKDC73SX42

Make

GM/C

Model

ENVY

Model Year

2004

Date Purchased
27-FEB-04

Dealer's Name and Telephone Number
LEGACY RIDGE MOTORS 903-583-2171

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

BONHAM

State

TX

Zip Code

75418

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

151300 SEAT BELTS:FRONT:RETRACTOR

Multiple Failure: 15

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-MAR-2004

Failure Mileage

900

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: WITHOUT WARNING THE SEAT BELT RETRACTOR WILL NOT LET THE SEAT BELT BE PULLED OUT. DEALER REPLACED THE RETRACTOR TWICE, AND CALLER HAS BEEN TO DEALER ABOUT 5 OR 6 TIMES FOR THIS PROBLEM. MANUFACTURER SAID IT WAS A DESIGN DEFECT. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ

DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

< Back

Forward ->

Document ID# 1551953
2004 GMC Truck Envoy - 2WD

Print

6-15-05 Lisa @ 866-932-4368 X 38230 Direct line

Information on Avoiding Front Seat Belt Retractor Jamming When Storing Seat Belt #03-09-40-006A - (Sep 28, 2004)

Information on Avoiding Front Seat Belt Retractor Jamming When Storing Seat Belt

2004-2005 Buick Rainier

2002-2005 Chevrolet TrailBlazer, TrailBlazer EXT

2002-2005 GMC Envoy, Envoy XL

2004-2005 GMC Envoy XUV

2002-2004 Oldsmobile Bravada

6-16-05
*Debra @ NHTSA**www.NHTSA DOT, QOV*
*NHTSA**800-424-9393**Complaint # 10125515*

This bulletin is being revised to add the 2005 model year. Please discard Corporate Bulletin Number 03-09-40-006 (Section 09 - Restraints).

This bulletin is being issued to provide information to the customers if they comment that the left or right front seat belt may appear to not release from the retractor when trying to put on the seat belt.

A Description For Your Customer

This condition generally does not require replacement of any parts. This condition is the result of allowing the belt to enter the retractor at a high rate of speed. If the belt is allowed to go all the way back into the retractor very quickly, it is possible that the force of the belt stopping suddenly against the seat back will vibrate the retractor. This vibration "fools" the retractor into thinking that the vehicle is changing velocity. The normal function of the retractor under this condition is to lock the belt.

How to Correct or Eliminate the Condition

The only way to completely eliminate the condition is not to allow the belt to retract back all the way into the retractor quickly. The fast retraction usually occurs when the customer holds the latch while unbuckling and guides the webbing into the retractor quickly until it's fully stowed. As long as the customer guides the belt at a slower rate of speed, the retractor will work consistently without locking. Also, if the customer unbuckles the belt and lets the webbing retract on its own (without guiding it), there is generally enough friction from the belt against clothing to slow down the belt so it won't lock when it fully stows.

If the customer does allow the belt and latch plate to retract quickly, the retractor can easily be restored to normal operation. Simply pull on the belt to create some slack in the webbing and pay back some of

the webbing into the retractor. Slack can also be created by pushing on the foam at the top of the seat back. After a maximum of 10 mm (0.39 in) of webbing is introduced into the retractor, it will unlock and function again. Please demonstrate this action to your customer. After an explanation and demonstration, most customers should be able to unlock the retractor without a problem. You may give a copy of this bulletin to your customer for further reference.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

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[<- Back](#)[Forward ->](#)

Document ID# 1551953
2004 GMC Truck Envoy - 2WD

[Print](#)



Legacy Ridge

AutoPlex

To our customers:

You may be receiving a survey from the manufacturer and we are asking each of you to please take a few minutes to fill out this survey from Ford or General Motors. This survey is to monitor the quality of work performed on your vehicle and the service that you received. We as your dealership have to pass these surveys from Ford and GM, and our grade depends on how you rate us. Just an example, a survey answer of "completely satisfied" and "excellent" is a passing grade from Ford and GM and we need that to receive the highest rating that we are trying to achieve. An answer of "very satisfied" or "very good" gives us a failing grade. Please carefully consider these answers when you complete this survey.

If you are not completely satisfied in any way during your time here please let us know how we can better serve you. You can contact Farrell Barnard or Jimmy Ferguson at (903) 583-2171. Thank you in advance for helping us reach our goal in customer satisfaction.

Legacy Ridge AutoPlex

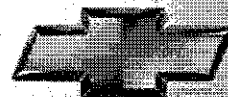
2122 N. Center
Bonham TX, 75418

903-583-2171 903-583-5754 (Fax)

www.legacyridgeautoplex.com



GMC



BUICK

Untitled

Reference No. 10125515

Ravenna, Tx. [REDACTED]

July 12, 2005

US Department of Transportation
National Highway Traffic Safety Admn.
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

Mr. Alberto A Jimenez

After driving home from work today , 30 miles, without my seatbelt on due to it being locked up again, I am enclosing all the documentation to support my complaint regarding the drivers seatbelt locking in the retractor on my 2004 GMC Envoy. It locks without any warning and I am not able to get it released most of the time. My husband, [REDACTED], has to work with it when I get home. The dealership has replaced it twice and now tells me all the Envoys do that and I have to release it very slowly to avoid this. I was handed a printout on how to correct or Eliminate the problem. I am 54 years old and have had several makes of vehicles. I have never had a seatbelt problem in the past, so I am certain it is not the way I am releasing it.

Please review the dealer service tickets for dates I took it in for this problem. There have been a lot more times it has locked, but these are only the times I was upset and went straight to the dealer while it was locked up. The Service Manager is Jimmy Ferguson that I deal with at Legacy Ridge. We have also filed a complaint with GMC Motor Division, File #1-343073324

I believe this to be a design defect and I hope this information will help to get it fixed so I can drive safely.

Thank You

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).