



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
21-JUN-2005
Repository
Reference No.
10126092

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City PLANO 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 authorized signature, NHTSA will not include your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 6/21/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
1GHDX13EYYC
Make OLDSMOBILE Model SILHOUETTE Model Year 2000
Date Purchased 4/21/00 Dealer's Name and Telephone Number CREST AUTO GROUP 972-516-2371 Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City PLANO State TX Zip Code 75075
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 162810 STRUCTURE:BODY:HOOD:HINGE AND ATTACHMENTS
Multiple Failure: 1

FAILED COMPONENT (S)/PART(S) INFORMATION

Incident Date(s) 21-DEC-2004 Failure Mileage 29000 Failure Speed _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/60R15) _____
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 complete in detail the boxes for Crashes, Deaths, and Injuries.)

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: CONSUMER DID NOT RECEIVE A RECALL LETTER, BUT STATED THAT RECALL REPAIRS WERE PERFORMED ON DOOR HANDLES. THERE WERE NO ACCIDENTS. *AK (GM & CREST AUTO GROUP REFUSED TO PERFORM RECALL OAV-597. GM RECALL NO. 0416) SEE ATTACHMENTS.

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 to this questionnaire. Your responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

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

SEE THE ATTACHMENTS: OAV-597 & GM RECALL NO. 04110, GM SERVICE & PARTS OPERATIONS DCS 1320. I TRANSPORT 2 GRANDCHILDREN UNDER 2 YEARS OLD; GRANDPARENTS OVER 87 YEARS OLD AND A DISABLED WIFE WHO CAN NOT BE EXPECTED TO REMEMBER NOT TO HOLD ONTO THE DOOR HANDLE AS IT IS OPENED BY MOTOR. THESE PASSENGERS MANIFESTED BY BEING PUSHED BACKWARD INTO THE SEAT BACK OR ARM REST RESULTING TO WRIST OR LOWER ARM INJURY. THE EXISTING INSIDE DOOR HANDLES ARE TYPICALLY USED TO SUPPORT THESE PASSENGERS ENTERING AND EXITING THE SECOND ROW BUCKET SEATS OR CAPTAIN'S CHAIRS.

THE ISSUE WAS PRESENTED TO THE GMNA SENIOR MANAGEMENT COMMITTEE (SMC) AND ON DECEMBER 16, 2004 THE GM FIELD ACTION DECISION COMMITTEE DECIDED TO CONDUCT A SAFETY RECALL. I HAVE BEEN DENIED THIS RECALL.

... ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
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U.S. Department of Transportation
National Highway Traffic Safety
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www.nhtsa.dot.gov/hotline



GENERAL MOTORS NORTH AMERICA
Structure & Safety Integration

RECEIVED
DEC 22 P 1:51

04V-597
(3 pages)

December 21, 2004

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W., Room 5321
Washington, D.C. 20590

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect involving certain 1997-2005 U model vans.

573.6(g)(1): Chevrolet, Oldsmobile and Pontiac Divisions of General Motors Corporation.

573.6(g)(2)(3)(4): This information is shown on the attached sheet.

573.6(g)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1997-2005 Chevrolet Venture, 1997-1999 Pontiac Transport/Montana, 2000-2005 Pontiac Montana, and 1997-2004 Oldsmobile Silhouette model vehicles. The involved vehicles are equipped with second-row bucket seats or captain's chairs and a power sliding door on the passenger side of the vehicle. If a passenger uses the interior handle to open the power sliding door and holds onto the handle while it is being opened by the motor, the passenger's arm may be pushed into the seat back or armrest and a wrist or lower arm injury may result.

Before the vehicle is serviced, do not use the interior door handle to open the door. The driver can open and close the door from switches at the driver's position or by using the remote key fob. The driver should tell passengers to use the switch located in front of the door to open or close it. The driver should use the override switch to prevent operation of the power door by children or by others who are not familiar with its use.

573.6(g)(8): In November 2000, GM reviewed reports of twelve reports of arm or wrist injuries during opening of the power sliding door. The incidents involved the GEN II system implemented in production in the 1999 model year U-Vans (passenger side only). GM investigated potential modifications of the control algorithm as a continuous improvement for future products, but it found none that were feasible and effective. Modification of the door handle was initiated in June 2002. A modified handle design completed design review and validation in June 2004. It is used in the 2005 model year Chevrolet Uplander, Pontiac Montana SV8, Buick Terraza, and Saturn Relay.

On September 17, 2004 the NHTSA sent an Information Request to GM concerning allegations of wrist or lower arm injuries from entrapment between the interior door handle and the second row seat back. GM responded to the IR and identified that 91 injuries had been reported for GMC200 vehicles built in model years 1997-2004. GM and the NHTSA representatives met to discuss possible field actions concerning the condition on December 5, 2004.

The issue was presented to the GMNA Senior Management Committee (SMC) and on December 16, 2004 the Field Action Decision Committee decided to conduct a safety recall.

NOTE THIS



SEE NEXT PAGES

Letter to Mr. K. N. Weinstein
2186-04110
December 21, 2004
Page 2

573.6(c)(8): The service procedure will replace the original interior power sliding door handles. The original handles are offset from the door panel and a passenger can wrap his or her fingers around them. The replacement door handles are essentially flush with the door trim, preventing a passenger from gripping them in the same fashion. This applies to vehicles with passenger-side power sliding doors and captain or bucket second row seat(s). GM will also replace handles on the left-hand manual or power-sliding door to maintain a consistent appearance.

Because this service procedure is new for this recall and the redesigned handle has not been available previously, GM does not anticipate that there will be any reimbursement claims and, therefore, does not plan to notify customers about reimbursement.

573.6(c)(8): GM plans to begin this safety recall in March 2005. GM will provide a copy of the dealer bulletin and owner letter when available.

2186 - 04110
Attachments

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

MAKE	MODEL SERIES	MODEL YEAR	NUMBER INVOLVED	INCLUSIVE MANUFACTURING DATES		DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.	EST. NO. W/CONDITION
				FROM	TO		
Chevrolet	U Van	1997	14,482	05/1996	08/1997	Venture	100%
Chevrolet	U Van	1998	28,829	05/1997	08/1998	Venture	"
Chevrolet	U Van	1999	37,954	04/1998	08/1999	Venture	"
Chevrolet	U Van	2000	48,852	03/1999	08/2000	Venture	"
Chevrolet	U Van	2001	37,473	03/2000	08/2001	Venture	"
Chevrolet	U Van	2002	32,748	04/2001	08/2002	Venture	"
Chevrolet	U Van	2003	50,858	03/2002	08/2003	Venture	"
Chevrolet	U Van	2004	47,147	03/2003	05/2004	Venture	"
Chevrolet	U Van	2005	15,585	03/2004	08/2004	Venture	"
Oldsmobile	U Van	1997	11,084	05/1996	08/1997	Silhouette	"
Oldsmobile	U Van	1998	27,127	05/1997	08/1998	Silhouette	"
Oldsmobile	U Van	1999	38,387	04/1998	08/1999	Silhouette	"
Oldsmobile	U Van	2000	31,992	03/1999	08/2000	Silhouette	"
Oldsmobile	U Van	2001	33,378	03/2000	08/2001	Silhouette	"
Oldsmobile	U Van	2002	22,136	04/2001	08/2002	Silhouette	"
Oldsmobile	U Van	2003	17,501	03/2002	05/2003	Silhouette	"
Oldsmobile	U Van	2004	9,124	03/2003	05/2004	Silhouette	"
Pontiac	U Van	1997	21,283	05/1996	08/1997	Transport/Montana	"
Pontiac	U Van	1998	28,495	05/1997	08/1998	Transport/Montana	"
Pontiac	U Van	1999	33,153	04/1998	08/1999	Transport/Montana	"
Pontiac	U Van	2000	38,489	03/1999	08/2000	Montana	"
Pontiac	U Van	2001	40,443	03/2000	08/2001	Montana	"
Pontiac	U Van	2002	22,736	04/2001	08/2002	Montana	"
Pontiac	U Van	2003	23,007	03/2002	08/2003	Montana	"
Pontiac	U Van	2004	13,993	03/2003	05/2004	Montana	"
Pontiac	U Van	2005	4,783	03/2004	08/2004	Montana	"
GM Total:			717,382				



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National Highway
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400 Seventh Street, SW
Washington, DC 20590

REFERENCE No. 10Y2092

**ACKNOWLEDGMENT FAX SHEET OF RECEIPT OF DEFECT
INFORMATION REPORT SUBMITTED UNDER 49 CFR PART 573**

Assigned Recall No. 04V-597 by the
National Highway Traffic Safety Administration

Part 573 Report Date: **December 21, 2004**

Date E-Mailed: **December 22, 2004**

Manufacturer: **General Motors Corporation**

MANUFACTURER CONTACT: **Gay Kent, Director, Product Investigations**

FAX: **586-947-2318**

SUBJECT: **717,302 GM 1997-2005 Chevrolet Venture, 1997-2004 Oldsmobile Silhouettes, 1997-1999 Transport/Montana, and 2000-2005 Montana minivans equipped with second-row bucket seats or captain's chairs and a power sliding door on the passenger side of the vehicle, a passenger using the interior handle to open the power sliding door could be injured. GM Recall No. 04118.**

This is an acknowledgment for this recall. A formal acknowledgment letter will be written only if we have additional comments or concerns.

This recall was the subject of a Preliminary Evaluation, PE04-064, conducted by the Office of Defects Investigation.

Please provide us with a draft owner notification letter for our review before mailing to consumers.

As stated in Part 573.6, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. As stated in your report, owner notification is expected to begin during March 2005. Therefore, the first quarterly report will be due by April 30, 2005.

If you have any questions, please call:

Patricia Wallace, Safety Defects Analyst on (202) 366-5232 or
George Person, Chief on (202) 366-5210
or Fax at (202) 366-7882
or e-mail at PatriciaWallace@nhtsa.dot.gov
Recall Management Division

REFERENCE No. 1012092

GM SERVICE AND PARTS OPERATIONS
DC81320
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 22, 2004

Subject: Upcoming Product Safety Recall
04110 / Power Sliding Door Handle

Model: 1997-2005 Chevrolet Venture
1997-1999 Pontiac Trans Sport/Montana
2000-2005 Pontiac Montana
1997-2004 Oldsmobile Silhouette

To: All Chevrolet, Pontiac and Oldsmobile Dealers

Attention: Dealer Operator, General Manager, Sales Manager,
Used Car Manager, Service Manager, Parts Manager
and Warranty Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) web site, the media may report that General Motors will be announcing a product safety recall involving certain 1997-2005 Chevrolet Venture, 1997-1999 Pontiac Trans Sport/Montana, 2000-2005 Pontiac Montana and 1997-2004 Oldsmobile Silhouette model vehicles equipped with the passenger-side power sliding door option (RPO E58) and 2nd row captain's chairs or bucket seats. This includes both the regular and extended wheel base versions of these vehicles.

If a passenger uses the interior handle to open the power sliding door and holds onto the handle while it is being opened by the motor, the passenger's arm may be pushed into the seat back or armrest and a wrist or lower arm injury may result.

To correct this condition, dealers will replace the power sliding door interior handle on the passenger-side. If the vehicle is equipped with a power or manual sliding door on the driver-side, the interior handle will also be replaced for appearance reasons. These repairs will be made at no charge to the customer.

Approximately 850,000 vehicles are involved. GM is working with its suppliers to obtain the parts needed to correct this condition as quickly as possible. Based on the anticipated schedule, we plan to notify the first group of customers about this recall during March 2005. Then subsequently, as parts availability improves, we will notify other groups until all customers are notified. As these phased notifications take place, dealers will be notified via GM Administrative Message. GMVIS information for this recall will not be available until the recall is formally announced during March 2005.

NOTE THIS

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS

Reference No. 1012092

