

Mount Vernon, IN

2005 AUG 12 AM 3:20

July 28, 2005

Pontiac-GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

10133416

NHTSA
U.S. Department of Transportation
Washington, D.C. 20590

Dear Sir:

I purchased a 2003 Envoy SLE in October of 2003. VIN (1GKDT13S232) I have about 32,000 miles on it currently. I really enjoy driving it but a problem has developed. On Tuesday, July 26, 2005 I went to open the rear hatch and it weighed a ton. The system that helps raise the hatch has failed and now the hatch is extremely heavy and hard to open access the rear compartment.

I have contacted Wright Motors service department and have an appointment Monday, August 1 to have it fixed. Thank goodness I only have the 32,000 miles and it is still under warranty. I would have been extremely upset if this system had failed after my warranty had expired. I have a hard time imagining GM building a vehicle where this type of system would wear out so soon. My 1994 Astro rear hatch door lift system has never had a problem all these years.

The safety problem I see is that this rear door is extremely heavy right now. If an owner of one of an Envoy or TrailBlazer were to be lifting this door after it had failed, it could slip out of their hand and come crashing down on their body. This could cause severe bodily harm to the individual, possibly even DEATH. It is that heavy. With as many vehicles like this that are out there, it is a sure bet it will happen to someone.

Just to let you know, I am a loyal GM customer. I did buy a new 69 Ford Torino once but other than that, I only buy GM.

Please look into this problem because I don't want anyone to get hurt or worse. As you know, that would result into a Liability situation.

Thank you for your interest in this problem.

Heath
8/15/05