

May 16, 2006

2006 MAY 30 PM 2: 57

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigations  
NSA-10.01400 7<sup>th</sup> Street SW  
Washington DC 20590

RE: 2004 GMC Envoy Seat Belt Problem

I have enclosed documentation from GMC to the dealer that was trying to fix my seat belt problem. As you can see, GMC is aware there is a problem but has no fix for it. This problem is more than they describe.

When the seat belt retracts sometimes you cannot loosen it to put it on. Sometimes I can follow the instructions and it will loosen and sometimes it will not. When it doesn't I can drive a few miles and pull off the road and try again and it will work. Sometimes it will not and I have had to take it to the dealership. For some reason, it will loosen for them after they try a couple of times and sometimes it takes longer. I have had to drive up to 15 miles without a seat belt to get there to have them try to loosen it.

As Vista Chevrolet is not a GMC dealer they changed the seat belt but the new one does it also. So, they advised me to call Desert GMC where I purchased the car. The service person answering the phone told me if I was going to use Vista Chevrolet to go back there. They wouldn't help me. As a note, I use Vista because they are 10 miles closer to my home and they have provided me with good service along with having a good attitude.

I called GMC and the customer service person looked on their records and said they have had no complaints on this and to go back to Vista Chevrolet as they must have done something. So, between GMC and Desert GMC I have received no help. I still have an unsafe car.

So, it appears GMC sold me an unsafe car and they obviously don't have a fix for the problem. I cannot afford to get rid of a car with less than 20,000 miles on it and get another. I was not notified when I purchased the car that it had this quirk and it could be unsafe to drive. I purchased it in good faith that it followed all safety rules.

I would appreciate your help in this matter as I am driving it with or without the seat belt working because I have to as I only have one car. And, even if I could afford to trade it in, it would be sold to someone else that would have an unsafe car.

Thanking you in advance,

[REDACTED]  
Las Vegas NV

Home phone [REDACTED]

Cell phone (preferred) [REDACTED]

*Maria*  
5/31/06

Document ID# 1550805  
2004 GMC Truck Envoy - 2WD



**Subject:** 02-05 Chevrolet, GMC, Olds and Buick Mid-Sized Utilities  
Driver and/or Passenger Front Seat Belts Lock Up in  
Retracted Position - kw GMT305 GMT360 GMT370  
actuator belt front inoperative left operation #PIT3178 -  
(09/21/2004)



**Models:**

**Condition/Concern:**

Drivers and/or passengers seat belt locked in the retracted position

**Recommendation/Instructions:**

This condition may be the result of the seat belt retracting too fast after it is unbuckled. This condition is considered to be a normal operational characteristic of the seat belt assembly design, known as "over spooling". The seat belt assembly should not be replaced unless it cannot be released by the following method.

To release the seat belt from this locked position, pull hard on the belt at the shoulder retractor, thereby compressing the spooled webbing. Release the belt, feeding the webbing towards the retractor. As the spool retracts slightly further the locking mechanism will release the belt.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance.

**Models:**

(2002 - 2005 CHEVROLET TRAILBLAZER and TRAILBLAZER EXT) and (2002 - 2005 GMC ENVOY, ENVOY XL AND ENVOY XUV) and (2002 - 2004 OLDSMOBILE BRAVADA ) and (2004 - 2005 BUICK RAINIER) )

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.



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Document ID# 1550805  
2004 GMC Truck Envoy - 2WD



Document ID# 1738255  
2004 GMC Truck Envoy - 2WD

**Subject:** Information on Avoiding Front Seat Belt Retractor Jamming When Storing Seat Belt #03-09-40-006B - (12/02/2005)



**Models:** 2004-2006 Buick Rainier  
2002-2006 Chevrolet TrailBlazer, TrailBlazer EXT  
2002-2006 GMC Envoy, Envoy XL  
2004-2005 GMC Envoy XUV  
2002-2004 Oldsmobile Bravada  
2005-2006 Saab 9-7X

This bulletin is being revised to add the 2006 model year and Saab 9-7X models. Please discard Corporate Bulletin Number 03-09-40-006A (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.

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2004 GMC Truck Envoy - 2WD



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PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**