



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

Repository

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Reference No. 10198754

OWNER INFORMATION (Type or Print)

Name, Address, City LAKEVILLE, State MN, 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? [X] YES [] NO
Signature of Owner Date 9/15/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number 1GKEK13TX1R, Make GMC, Model YUKON, Model Year 2001, Date Purchased 20-APR-01, Dealer's Name WALLY MCCARTHY PONTIAC GMC, Engine: No: Cylinders 8, Fuel Type: Gas, Original Owner [X], Dealer's City ROSEVILLE, State MN, Zip Code, Transmission Type AUTOMATIC, Antilock Brakes [X], Cruise Control [X], Powertrain 4 WHEEL DRIVE, Vehicle Component Code 152000 SEAT BELTS:REAR, Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-MAR-2006, Failure Mileage 75000, Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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 [X] No, Fire [] Yes [X] No, Number of Persons Injured 0, Number of Deaths 0, 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).

TL*THE CONTACT OWNS A 2001 GMC YUKON. HE STATED THAT THE REAR LAP BELTS WOULD BIND UP NEAR THE SHOULDER PANEL. WHEN THIS OCCURRED THE SEAT BELTS WOULD NOT RETRACT OR EXTEND WHICH CAUSED THEM TO REMAIN IN A LOCKED POSITION. THE MANUFACTURER STATED THAT A DIAGNOSTIC TEST SHOULD BE PERFORMED. THE FAILURE MILEAGE WAS 75,000 AND THE CURRENT MILEAGE WAS 87,000.

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.

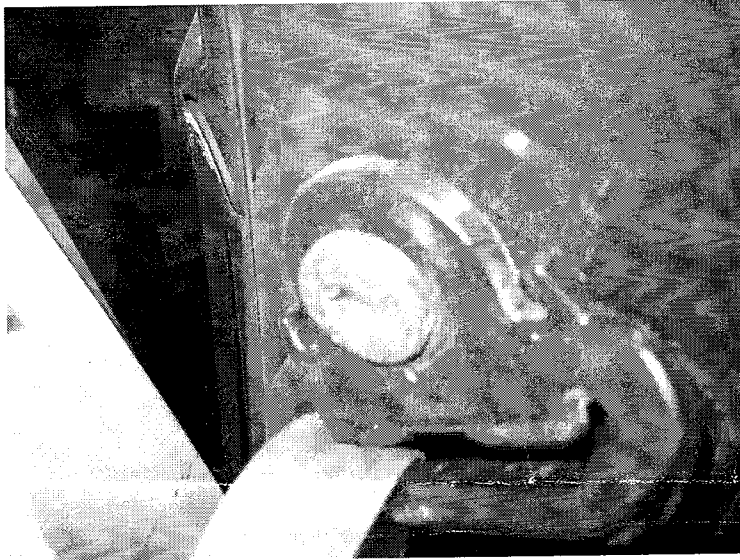
Explanation of Complaint:

The rear driver side and passenger side seat belts bind up in the upper shoulder guide causing the seat belts to be jammed. When jammed the seat belts do not retract or extend to properly fit a passenger. To fix the jammed seatbelts the side trim panel must be removed to reach the shoulder guide and the belt needs to be freed by manually working the jammed belt back and forth, a difficult and time intensive feat. The jamming of the rear seat belts has occurred more than fifteen times since March of 2006.

General Motors position is that they will not address the issue until a qualified General Motor service technician diagnoses the problem. The vehicle was taken to Apple Valley GMC where a service technician looked at the binding and expressed the opinion that the binding was occurring because of a design flaw in the seat belt guide arrangement that he had seen many times before. Apple Valley GMC would not record or report the diagnosis without charging a diagnosis fee and attempting to fix the problem by replacing components that in their judgment would not fix the seat binding problem, because that is proper protocol with General Motors is for dealers to fix all problems. Since General Motors has produced no service bulletins, and to negate spending money on parts that would not correct the seatbelt problem, the Apple Valley GMC service technician recommended that I work directly with General Motors.

After repeated phone calls with GMC Customer Assistance Center, General Motors clearly appears to not want to address the seat belt safety issue. General Motors tries to pass the design problem onto its dealers. And General Motors dealers say there is nothing that can be done without charging a diagnostic fee since the vehicle is out of warranty.

Apple Valley GMC has seen numerous binding problems with the seat belts on the 2001 GMC Yukon. General Motors ignores that there is a design flaw/issue with critical safety equipment on the 2001 Yukon. It is unacceptable for seat belts to fail whether or not they remain under warranty. Poorly designed seat belts that bind put passengers at risk for serious injury or death because of improper restraint. General Motors failure to diagnosis and fix the design fault on 2001 GMC Yukons places millions of Americans at danger.



Rear Seat Belt Shoulder Guide. Belt doubled over and will not extend or retract. Trim panel removed for access. Photo is of left rear passenger shoulder guide.



Belt folded over in guide.



View with trim package attached.

Plastic Stress Markings from continually removing panel to manually fix binding in upper shoulder guide.

