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Incident Details

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INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Who You Are: Consumer

Incident Description:

I was driving back home and PULLED in my driveway put the vehicle in parked and when I released the brake peddle the vehicle jumped and took off in reverse. I missed hitting my wife by inches. I then stopped the vehicle and turned it off. Then I tried to restart the vehicle and it would not start. I tired to push the button on the shifter. I then though there was something wrong with the transmission. I then when to the Internet and search what would cause the problem. Finding it was something to do with the lockout devise. I then checked inspected the transmission and found the cable that come from the shifter to the transmission was of and the bushing the was suppose to hold the cable end on the transmission bracket was worn from use but I consider it is also defective for safety reasons and made my vehicle very dangerous almost hitting my wife. If it had happened in a parking lot I could have hit someone or the vehicle behind me. I Contacted GMC no knowledge of the safety problem I have described. I have contacted GMC my case file is [REDACTED]. I talk with Amy and [REDACTED] at EXT [REDACTED]. They told me I had take it to the dealer for inspection to determine if it is a defect or wear and that the dealer would take 1 hr to inspect the vehicle which I would have to pay for. I then called 2 dealers Love Chevrolet Inverness FL 34453 and Eagle Buick, Pontiac & GMC Truck Homosassa FL. I was told both service repts that this happen all the time and they would confirm that it was due to wear and not a defect. But In you Manual there is no provisions to inspect the shifting cable with is a safety problem which GM and th GM dealer are aware of but ignore and tell you have to buy a new cable for \$75.00 instead of supplying the bushing that has been worn out that is press fit into the cable the only defect on the cable is the bushing which cost at most \$3.00 and a very easy fit.

That is on going. I just want them to understand that the is a safety problem and it should be repaired free of charge. I also have a Buick Rainer witch also has the same cable which I will be inspecting for wear now that I know the hazard it may cause Damage, Injury of death. I HAVE INSPECTED My 2004 Buick Rainer VIN 5GAES13P242 [REDACTED] AND IT HAD ALSO HAD THE SAME PROBLEM AND THE WAY TIT WAS REPAIRED WAS THE SHIFT LEVER ON THE TRANSMISSION PIN WAS REMOVER AND A BOLT AND NUT WERE PUT IN PLACE OF THE OEM PIN ON SHIFTER AND IT WAS BOLTED TO THE SHIFTER END OF THE CABLE NONE OEM REPAIR THIS VEHICLE WAS SOLD TO ME ALSO BY GM Eagle Buick. THIS SHOWS I OWN 2 GM VEHICLES BOTH HAVE HAD THE SAME SAFETY PROBLEM.

Date of incident 27 Jun 2013 ON ENVOY

Incident Date: 6/27/2013

Incident Location: Other - [REDACTED] Inverness, Florida, [REDACTED], United States This is my home address

Victim Details

First Name:

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: Unknown

Other Race/Ethnicity: Korean
My Relationship to Victim: My Spouse
Gender: Female
Age when incident occurred: [REDACTED] Years
Address: [REDACTED] Inverness, Florida, [REDACTED], United States
E-mail: [REDACTED]
Phone Number: [REDACTED]

Product Details

Product Description: 2004 Envoy XL SLT 2WD (4DOOR)
Product Category: 2004 GM Envy SUV
Product Type:
Brand Name: GM 2004 Envoy XL SLT 2WD (4DOOR)
Manufacturer / Importer / Private Labeler Name: GM
Model Name or Number: VIN 1GKES16P94 [REDACTED]
Serial Number: NONE
Date Manufactured: 1/1/2003
Manufacturer: NONE
Date Code:
Manufacturer Address: Not specified
Manufacturer Website URL:
Manufacturer Phone Number:
Retailer: EAGEL BUICK
Retailer State: FLORIDA

Additional Details

Purchase Date:
I still have the product in my possession. Yes
The product was damaged before the incident. N/A
The product was modified. No

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

before the
incident.

Have you Yes
contacted the
manufacturer?

If not, do you N/A
plan to contact
them?

Explanation:

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] INverness, Florida, [REDACTED], United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include Yes, you may include my Report with any attachments on SaferProducts.gov.
your Report,
including any
documents or
photographs
that you have
attached to
your Report,
but without
your name and
contact
information, in
CPSC's Public
Database?

May we release Yes, you may release my name and contact information to the product manufacturer /importer /
your name and private labeler.
contact
information to
the product
manufacturer /
importer /
private labeler
identified in
your Report?

I certify that I Yes
have reviewed
the Report and
that the
information
provided in this
Report is true
and accurate to
the best of my
knowledge,
information,
and belief.

OMB Control Number 3041-0146

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