

785961

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 4/22/02 7:37AM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Friday, April 19th 2002 at 8:49:13 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION



NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 1GKDM19Z5LB529650
MAKE: GMC
MODEL: SAFARI SLT
YEAR: 1990

ODOMETER: 102,431
PURCHASE DATE: 09/29/94
NEW OR USED: Used

DEALER NAME: Private purchase
ADDRESS: Santa Fe Springs, Ca

ENGINE SIZE: 4.3 L
CYLINDERS: 6

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes

DRIVETRAIN: Rear
DRIVER AIRBAG: No
PASSENGER AIRBAG: No
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Van

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Driver's Power Seat

PART NAME(S): Mounting Platform between seat
and Floor mounted platform

LOCATION: Left

NUMBER OF FAILURES: 1 total failure

DATE(S) OF FAILURES: noticed April 15, 2002

MILEAGE AT FAILURE(S): 242900 miles

SPEED AT FAILURE(S): Parked in driveway

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:
FIRE:

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

I discovered for the past 3 weeks that the driver seat would rock back and forth when the vehicle was accelerated too quickly. Thinking that a mounting bolt had worked loose, i tilted the seat back and inspected the front mounting bolt of seat platform connection. I discovered that when the seat back was pushed, the entire bolt/nut combo lifted off of the mounting platform. This is what was causing the seat to rock back and forth. I unbolted all four corners of the seat to platform connection and upon lifting the seat off of the platform discovered that all four corners of the platform had broken totally off. the adjacent metal around the bolt holes were disfigured, fractured and cracked all the way through. The right rear mounting point was so fractured that the entire corner mount fell off onto the floor. I discovered that it was impossible to remount the seat, and had to remove the platform and take the passenger seat/platform combo and bolt it into the driver position. I visited a GM dealer, inquiring if this seat safety failure had ever been documented. They told me that no recall campaign was pending on my van. I called GM Customer Svc. & told them of my failure. They told me that no seat campaigns had ever been issued for Astro/Safari vans. There was nothing they could do for me. They registered my van seat failure and originated a GM File #(CC6715121). I told them that there HAD been a driver seat campaign I had taken the van to a dealer shortly after I had purchased it, and that i did not think they had replaced parts OR the seat. I called them back the next day, with the original paperwork from the recall. They investigated it, stating later that the recall was from unsafe recliner mounting bolts. Nothing relating to a power seat motor platform catastrophic failure such as mine right now. "I AM ASKING YOU TO INVESTIGATE THIS TOTALLY UNSAFE FAILURE. THE METAL IS SO FATIGUED AT EACH CORNER IT RENDERS THE PLATFORM TOTALLY USELESS." Had I suffered a rear collision to my van, the seat would have definitely broken off and left me lying on the floor, causing possibly a further accident possibly killing me and passengers. PLEASE CONTACT ME IMMED. TO CONTINUE THIS ISSUE. I will try to find a used seat platform. The motors, the seat are perfect. ONLY THE PLATFORM IS OF ISSUE HERE. It is a death trap if all power seats of this type have the same metal fatigue breaking points in every vehicle where this seat mount is installed.

END OF FORM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 778

Date Received

22-APR-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

785961

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield and door side) 1GKDM19Z5LB529650	Vehicle Make GMC	Vehicle Model SAFARI	Vehicle Year 1990	Current Odometer Reading
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Purchase Date 29-SEP-1994	Dealer's Name _____	Engine Size (CID/CC/L 6 CYL)	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15120000	Part Name(s) EQUIPMENT:ELECTRIC POWER ACCESSORIES:SEATS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 15-APR-2002 Mileage at Failure(s) 242900 Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER DISCOVERED THAT THE POWER DRIVER SEAT WOULD ROCK BACK AND FORTH WHEN THE VEHICLE ACCELERATED TOO QUICKLY, CONSUMER THOUGHT THAT A MOUNTING BOLT WAS LOOSE, HE THEN TILTED THE SEAT BACK AND INSPECTED THE FRONT MOUNTING BOLT TO THE SEAT PLATFORM CONNECTION AND THE CONSUMER SAW THAT WHEN THE SEAT BACK WAS PUSHED, THE ENTIRE BOLT/NUT COMBO LIFTED OFF OF THE MOUNTING PLATFORM, AND THAT WAS THE CAUSE OF THE SEAT ROCKING BACK AND FORTH, UPON LIFTING THE SEAT OFF THE PLATFORM ALL FOUR CORNERS OF THE PLATFORM HAD BROKEN OFF, THE ADJACENT METAL AROUND THE BOLT HOLES WERE DISFIGURED, FRACTURED AND CRACKED. JB

COPIES OF THIS FORM ARE:

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 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.