



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

400 Seventh Street, S.W.
Washington, D.C. 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

OCT 24 2003

Mr. Lyndon Lie
Product Investigations
General Motors Corporation
Mail Code: 480-106-304
30500 Mound Road
Warren, MI 48090-9055

NVS-214gtb
PE03-049

Dear Mr. Schultz:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE03-049) to investigate allegations of tailgates dropping unexpectedly when the tailgate support cables have broken in 1999-2003 Model Year Silverado vehicles manufactured by General Motors Corporation.

The purpose of this letter is to request certain information from General Motors about these tailgate support cables and the vehicles in which they were installed.

ODI has received 16 reports of tailgates dropping unexpectedly following the breakage of one or both of the support cables in 1999-2003 Model Year Silverado vehicles. Five of these reports allege that the tailgate had been supporting individual(s) who fell to the ground and were injured as a result of the tailgate dropping unexpectedly. Certain reports also indicate that the tailgate can partially or completely separate from the affected vehicle following breakage of the tailgate support cable(s).

A summary of each of these reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all vehicles using the tailgate cable support system similar in material and construction to the cables installed in 1999-2003 Model Year Silverado vehicles manufactured for sale or lease in the United States.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

- **Subject component:** tailgate support cable(s).
- **GM, General Motors Corporation:** all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 1999, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
 - a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Support cable breaks causing opened (horizontally-positioned) tailgate to drop unexpectedly
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media

associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by GM or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. Identify, by model and model year, the number of subject vehicles (i.e. vehicles equipped with tailgate support cables identical or similar to 1999-2003 Model Year Silverado pick up trucks) that GM has manufactured for sale or lease in the United States.

2. For each subject vehicle manufactured to date by GM, provide the following:
- (a) Vehicle identification number (VIN);
 - (b) Make;
 - (c) Model;
 - (d) Model Year;
 - (e) Date of manufacture;
 - (f) Part number(s) of the tailgate support cables installed;
 - (g) Date warranty coverage commenced; and
 - (h) The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO - PRODUCTION DATA." See Enclosure 2, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

3. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
- (a) Consumer complaints, including those from fleet operators;
 - (b) Field reports, including dealer field reports;
 - (c) Reports involving an injury or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - (d) Reports based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - (e) Property damage claims; and
 - (f) Third-party arbitration proceedings where GM is or was a party to the arbitration; and
 - (g) Lawsuits, both pending and closed, in which GM is, or was, a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident are to be counted as a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and GM's assessment of the problem, with

a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

4. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 3, state the following information:
 - (a) GM's file number or other identifier used;
 - (b) The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);
 - (c) Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - (d) Vehicle's VIN;
 - (e) Vehicle's make, model and model year;
 - (f) Vehicle's mileage at time of incident;
 - (g) Incident date;
 - (h) Report or claim date;
 - (i) Whether property damage is alleged;
 - (j) Number of alleged injuries, if any; and
 - (k) Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER FOUR - PERFORMANCE DATA." See Enclosure 2, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

5. Produce copies of all documents related to each item within the scope of Request No. 3. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM's used for organizing the documents.
6. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- (a) GM's claim number;
- (b) Vehicle owner or fleet name (and fleet contact person) and telephone number; VIN;
- (c) Repair date;
- (d) Vehicle mileage at time of repair;
- (e) Repairing dealer's or facility's name, telephone number, city and state or ZIP code;

- (f) Labor operation number;
- (g) Problem code;
- (h) Replacement part number(s) and description(s);
- (i) Concern stated by customer; and
- (j) Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER SIX - WARRANTY DATA." See Enclosure 2, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

7. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 6, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that GM offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
8. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.
9. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, GM. For each such action, provide the following information:
 - (a) Action title or identifier;
 - (b) The actual or planned start date;
 - (c) The actual or expected end date;
 - (d) Brief summary of the subject and objective of the action;
 - (e) Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - (f) A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

10. Produce copies of all engineering design and development information used to determine the strength, fatigue, and environmental requirements for the tailgate support cables installed in the vehicles identified in response the Request No. 1.

If not included in the original engineering design and development information, provide GM's estimate of:

- (a) the approximate range of weights of the tailgates associated with each vehicle model identified in response to Request No. 1;
- (b) the estimated maximum cargo load that GM maintains is appropriate to be imposed on the tailgate and the location on the tailgate where the "estimated maximum appropriate" cargo load would be imposed;
- (c) GM's estimate of the nominal tensile load imposed on the tailgate support cable when loaded with the tailgate in the static open position (horizontal) and with the nominal cargo load (b) imposed on the open position (horizontal) tailgate;
- (d) the effects of unbalanced side-to-side variations in tailgate loading on support cable loading;
- (e) the effects of loads imposed on the cable if required to "catch" the weight of the falling tailgate door when unlatched and released from the vertical position;
- (f) the effects of loads on a single tailgate support cable after the cable installed in the opposite side of the tailgate has broken.

If the (b) estimated maximum cargo load; (c) nominal tensile load imposed on the tailgate support cable; (d) the effects of unbalanced side-to-side variation in tailgate loading (e) the effect of loads imposed on the cable required to "catch" the weight of the tailgate and/or (f) the effect on a single tailgate support cable if the cable installed on the opposite side has broken varies by vehicle model or production period, provide a table that outlines the values appropriate for each model or production period.

11. Provide a copy of the method(s) used to determine the strength, fatigue, and environmental endurance requirements for the tailgate support cable and a copy of reports of testing conducted to validate the strength, fatigue, and environmental endurance of the tailgate support cable whether these tests were conducted by GM, supplier(s) to GM, or others (e.g. sub-contractors.).

Provide copies of (1) the test procedures and (2) the results of tests that GM, suppliers, and/or sub-contractors used:

- (A) during design, development, and release and

- (B) for ongoing quality validation to evaluate the following performance characteristics of the tailgate support cables installed in vehicles identified in response to Request No. 1:
- (a) tensile strength,
 - (b) fatigue life when subjected to cyclic tensile loading,
 - (c) fatigue life when subjected to flexing,
 - (d) resistance to environmental exposure (e.g. effect of corrosion on the cable performance caused by contamination during manufacture, cracking or other deterioration of the cable coating or sealing that permits water to penetrate the coating and potentially compromise the cable integrity through corrosion),
 - (e) any combinations of the above (a), (b), (c), and (d).
 - (f) to evaluate any other service and/or environmental factors not listed above such as twist, impact, coating degradation due to flexing, exposure to ultraviolet light, etc. that potentially affect the service life of the tailgate support cable.
12. Provide a copy of the quality control (or quality assurance) plan (sampling rates, test methods, etc.) used to validate the conformance to specifications of the tailgate support cables installed in the subject vehicles.
13. Provide a copy of the results of the quality control tests, whether performed by GM, supplier(s), or sub-contractors that have been performed on the tailgate support cables installed in the vehicles identified in response to Request No. 1.
14. Identify all requested deviations from conformance to specifications received from all sources, the affected vehicle production, and provide a summary of the disposition for each of the requested deviations for the tailgate support cables installed in the vehicles identified in response in Request No.1.
15. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
- (a) The date or approximate date on which the modification or change was incorporated into vehicle production;
 - (b) A detailed description of the modification or change;
 - (c) The reason(s) for the modification or change;
 - (d) The part numbers (service and engineering) of the original component;
 - (e) The part number (service and engineering) of the modified component;
 - (f) Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;

(g) When the modified component was made available as a service component; and Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

16. Provide engineering drawings of (1) a representative (uninstalled) tailgate support cable and (2) a representative tailgate support cable as installed in a subject vehicle in (a) tailgate open and supported by cable in the horizontal position and (b) tailgate closed positions.
17. Identify the company name, phone number, and contact name for the supplier(s) of the tailgate support cables.

Provide a table that identifies each GM assembly facility that has assembled vehicles listed in response to Request No.1 and summarizes the quantity of tailgate support cables by part number supplied by each supplier by month of delivery.

18. For the tailgate support cables installed in the vehicles identified in Response No.1 above, provide a table that summarizes the significant characteristics of the tailgate support cables installed, cable coating and attachment brackets, including but not limited to
 - (a) cable part number
 - (b) cable length;
 - (c) cable diameter;
 - (d) cable material;
 - (e) cable coating material and process or processes used to apply the coating;
 - (f) attachment bracket lengths and offsets;
 - (g) cable flex radii when the tailgate door is closed.
19. Describe the differences, if any, between the tailgate support cables installed in the right and left sides of a subject vehicle.
20. Does GM offer a "heavy duty" version of the tailgate support cable for certain vehicles identified in response to Request No. 1? If so, describe the characteristics that distinguish the "heavy duty" tailgate support cable from the "standard" tail gate support cable and describe the vehicle configurations, applications, or service for which the "heavy duty" tailgate support cable is appropriate.
21. Provide a copy of the material and process specifications for the cable material associated with each tailgate support cable identified in Request No. 18 (a) above.

Provide a copy of the material and process specifications for the coating material applied to each tailgate support cable identified in Request No.18 (a) above.

22. Summarize the GM engineering specifications for the properties of the tailgate support cable(s) installed in vehicle identified in response to Request No.18 (a) including ultimate strength, yield strength, and fatigue performance.
23. Provide a copy of all inspection reports conducted on returned tailgate support cables including, but not limited to, broken and corroded tailgate support cables removed after service from vehicles identified in response in Request No.1.
25. Provide copies of the test procedures and the results of tests that GM used (A) during design, development, and release and (B) ongoing quality validation to evaluate the performance of the tailgate support cables installed in vehicles identified in response to Request No.1 when subjected to
 - (a) cyclic loading
 - (b) flexing,
 - (c) environmental exposure (e.g. corrosion of the cable; cracking or other deterioration of the cable coating or sealing that permits water to penetrate the coating and potentially corrode the cable) and
 - (d) a combination of cyclic loads, flexing, and environmental exposure
 - (e) any other service and/or environmental conditions that potentially affect the service life of the tailgate support cable such as twist, impact, coating degradation due to flexing, exposure to ultraviolet light, etc.
26. Produce one of each of the following:
 - (a) Exemplar samples of each design version of the subject component;
 - (b) Field return samples of the subject component exhibiting the subject failure mode;
 - (c) A description and sample of any kits that have been released, or developed, by GM for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles.
27. Identify all restrictions, load prohibitions (if any), and other limitations that potentially relate to tailgate loading applicable to any of the vehicles identified in response to Request No. 1.

Provide a copy of all documentation that GM provides to owners that provides information regarding the use or loading, including any limitations/ restrictions regarding the use or loading, of the tailgate installed in vehicles identified in response to Request No.1.

28. State the number of each of the following that GM has sold as replacement parts that may be used in the subject vehicles by part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale. Specify the cut-off date for sales information provided.)
- (a) Subject component;
 - (b) Upgraded, improved or heavy-duty version of the subject component
 - (c) Any kits that have been released, or developed, by GM for use in service repairs to the subject component/assembly.

Also identify by make, model and model year, any other vehicles of which GM is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

29. Furnish GM's assessment of the alleged defect in the subject vehicle, including:
- (a) The causal or contributory factor(s);
 - (b) The failure mechanism(s);
 - (c) The failure mode(s),
 - (d) The risk to motor vehicle safety that posed by the breakage of a tailgate support cable. Include a discussion of (i) the potential for a lowered tailgate that has experienced breakage of a single tailgate support cable to drop from the affected vehicle and be retained solely by the remaining support cable (ii) the potential for a lowered tailgate that experiences breakage of both tailgate support cables to separate completely from the vehicle at stationary and road speeds.
 - (e) What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - (f) The reports included with this inquiry.

This letter is being sent to GM pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. GM's failure to respond promptly and fully to this letter could subject GM to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information request, GM must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

GM's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **December 12, 2003**. Please refer to **PE03-049** in GM's response to this letter. If GM finds that it is unable to provide all of the information requested within the time allotted, GM must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If GM is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information GM then has available, even if an extension has been granted.

If GM claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, GM must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. GM is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Tom Bowman of my staff at (202) 366-6961.

Sincerely,

A handwritten signature in black ink, appearing to read "R. P. Boyd for RPD".

Richard P. Boyd, Chief
Medium & Heavy Duty Vehicle Division
Office of Defects Investigation

Enclosure 1, Attachment Summarizing 16 VOQ
Enclosure 2, One "Data Collection" Diskette



**Summary of VOQ Reports of Tail Gate Dropping Unexpectedly Received in 2003
(ODI Search Criteria: 1999-2003 "Silverado")**

Month Received	VOQ #	MY	VIN	Verbatim Consumer Statement from ODI VOQ
October 2003	10043078	2000	1GCEC14W5YE276030	I WAS UNLOADING A SNOW BLOWER IN A CRATE (ABOUT 300 LBS) FROM THE BACK OF MY TRUCK WHEN BOTH CABLES HOLDING THE GATE SNAPED. NOW I WAS NOT ON IT SO IT WAS JUST THE BLOWER WHEN THEY SNAPED AND I WAS ABLE TO CATCH MY STEP ON THE GROUND. IF I HAD BEEN ON THE TAIL GATE WHEN THIS HAPPENED I COULD HAVE GOTTEN INJURED. BOTH CABLES HAD RUSTED ON THE INSIDE OF THE PLASTIC CASE THAT THEY ARE IN AND YOU COULD NOT HAVE SEEN IT FROM THE OUTSIDE. THIS TO ME IS A VERY UNSAFE CONDITION.
October 2003	10042517	2001	1GCHK23082F140516	WHILE ATTACHING A TRUCK TO THE BACK OF THE PICK UP THE TAILGATE CABLE BROKE, AND THE TRUCK FELL ON CONSUMER, BREAKING CONSUMER'S SHOULDER IN THREE PLACES. DEALERSHIP INDICATED THAT THIS WAS CAUSED BY THE TAILGATE RUBBER COATING RUSTING
September	none			
August 2003	10037813	2003	No VIN or Phone Number Provided In VOQ	TAILGATE STRAP BROKE AT 17000 MILES
July 2003	10026819	2000	1GCEK18T7Y1161027	CONSUMER STATES THAT BOTH THE TAILGATE SUPPORT BRACKETS BROKE SIMULTANEOUSLY WHILE STANDING ON TRUCK BED. THE CONSUMER WAS INJURED AS A RESULT.
July 2003	10026003	2002	2GCEC19V021158757	I OWN A 2002 CHEVY SILVERADO, THE TAILGATE CABLES THAT HOLD THE TAILGATE ONTO THE TRUCK BROKE SMOOTH IN HALF WHILE THE TAILGATE WAS DOWN AND ONLY TWO ADULTS WERE SITTING ON THE TAILGATE. THIS TRUCK IS ONLY A YEAR OLD AND THIS HAPPENS, THEY ARE SUPPOSE TO LAST ALOT LONGER THAN THAT
June 2003	10021443	2003	1GCEC14T5YZ200080	TAIL GATE LATCH FAILED TO HOLD THE TAIL GATE IN THE LATCHED POSITION. THE TAIL GATE POPPED OPEN AND THE RETAINING CABLE ON THE PASSENGER OF THE TAIL GATE BROKE AS A RESULT OF THE TAIL GATE FALLING OPEN. THE TAIL GATE THEN CAME OUT OF ITS RETAINING SOCKET, ON THE PASSENGER SIDE, AND FELL TO THE GROUND. I WAS IN A ROAD CONSTRUCTION ZONE, WITH NO PLACE TO PULL OVER. AFTER ABOUT AN EIGHTH OF A MILE I WAS ABLE TO PULL TO THE SHOULDER. THE TAIL GATE WAS SERIOUSLY DAMAGED. MY COMPLAINT IS ABOUT THE FAILURE OF THE LATCH AND THE FAILURE OF THE RETAINING CABLE.

Shading indicates personal injury incident.

**Summary of VOQ Reports of Tail Gate Dropping Unexpectedly Received in 2003
(ODI Search Criteria: 1999-2003 "Silverado")**

May 2003	10020755	2001	2GCEC19VX11232841	BOTH STRAPS ON THE TAILGATE OF MY 2001 SILVERADO PICKUP BROKE. I WAS STANDING ON THE BACK OF THE TAILGATE LOADING A 13 HP LAWN MOWER INTO THE BACK OF THE TRUCK USING RAMPS AND RIGHT SIDE STRAP BROKE, AND THE LEFT BROKE WITHIN ONE SECOND OF THE RIGHT BREAKING. ACCORDING TO THE DEALER IT IS UNDER WARRANTY. HOWEVER, THIS SEEMS TO BE A PROBLEM WITH THESE VEHICLES. THE LOCAL DEALER SAYS THEY CHANGE AT LEAST ONE SET A DAY ON PICKUPS. GMC KNOWS THIS IS A PROBLEM AND NO RECALL HAS BEEN ISSUED.
April 2003	10017571	2001	2GCEC19V011143408	THE TAILGATE CABLE BROKE. DEALER NOTIFIED
April 2003	10015801	2001	1GCHC23U91F104571	THE TAIL GATE CABLES RUSTED THROUGH, WHICH CAUSED THE TAIL GATE TO HAVE NO SUPPORT.
March 2003	10008887	2001	1GCHK24U01E148000	TAILGATE WAS IN DOWN POSITION WHEN BOTH TAILGATE STRAPS BROKE
February 2003	10009498	2001	No VIN provided.	THE STRAPS FOR THE TAILGATE SNAPPED, AND CONSEQUENTLY CONSUMER WAS INJURED. Note: ODI could not identify VIN because phone number listed in VOQ is not in service
February 2003	10009281	2001	1GCEK14W61Z295168	THE TAILGATE FELL OFF THE VEHICLE (*)
January	none			

Shading indicates personal injury incident.

(*) ODI has tentatively included this report in this summary because several owners have described that the tailgate has or can separate at the hinge if a support cable has broken (e.g. See VOQ 10021442 above). ODI has not verified whether or not the tailgate can drop from the vehicle as indicated in these reports.

**Summary of VOQ Reports of Tail Gate Dropping Unexpectedly Received in 2002
(ODI Search Criteria: 1999-2003 "Silverado")**

Month Received	VOQ #	MY	VIN	Verbatim Consumer Statement from ODI VOQ
December	none			
November	none			
October 2002	8019906	2001	1GCEC14W X1Z158683	THE CONSUMER STATES THAT WHEN THEY UNHOOKED THE TAIL GATE, THE STRAPS HAD BROKEN. THIS IS A COMMON PROBLEM. THE TAILGATE STRAPS ARE COVERED WITH PLASTIC. MOISTURE GETS BEHIND THE PLASTIC COVER AND HOLDS IT TO THE CABLE TO RUST. THE PLASTIC ON THE STRAPS SHOULD BE SEALED AT BOTH ENDS, PREVENTING RUST TO FORM INSIDE. THE TECHNICIAN FOUND THAT THE TAILGATE CABLES ARE DEFECTIVE-REPLACED CABLES.
September	none			
August 2002	8017181	2000	2GCEC19T1 Y1229173	WHILE STANDING ON VEHICLE'S TAILGATE WITHOUT ANY INDICATION TAILGATE DISENGAGED, CAUSING CONSUMER TO FALL TO GROUND. CONSUMER STATED THE CABLES SNAPPED UNEXPECTEDLY WHICH APPEARED TO HAVE WEAKENED BY CORROSION...
July 2002	none			
June 2002	8011931	2001	2GCEC19T2 11150250	WHILE 2 PERSONS WERE SITTING ON OPEN TAILGATE, TAILGATE ASSEMBLY BROKE ON BOTH SIDES, AND BOTH PERSONS SUFFERED MINOR INJURIES.
May	none			
April	none			
March	none			
February 2002	9005863	1999	1GCEC14V6 XE167875	TAIL GATE CABLE FAILED Bowman phone notes: 200 lb owner was loading a 600 lbs ATV up a ramp (rated at 1500 lbs) from level when right side cable broke causing one side of gate and ramp to drop to the ground. ATV rolled onto owner causing lower back and muscle injuries (owner was wearing heavy jacket which may have offered some protection.) Dealership retained broken cable; truck now sold.
January	none			

Shading indicates personal injury incident.