



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

DEC 2 2004

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ms. Gay P. Kent, Director
Product Investigations
General Motors Corporation
30200 Mound Road - Mail Code: 480-111-E18
Warren, MI 48090-9010

NVS-214gtb
RQ04-012

Dear Ms. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) is investigating the reason(s) that General Motors excluded 1998 through 2004 model year Sonoma and S10 vehicles from Campaign 04V-129.

General Motors' Campaign 04V-129 offers replacement tailgate support cables for certain 2000 - 2004 model year Sierra and Silverado vehicles and for certain 2002 - 2004 model year Chevrolet Avalanche and Cadillac Escalade EXT vehicles. GM has not offered a Campaign remedy or other support for 1998-2004 Sonoma or S10 vehicle models although these vehicles were equipped with tailgate support cables that ODI believes are similar in material and construction as the tailgate support cables installed in the vehicles included in the Campaign.

The Office of Defects Investigation (ODI) has received 36 reports of non-injury incidents and six reports of injury incidents associated with broken tailgate support cable(s) in model year 1996-2002 Sonoma and S10 vehicles. ODI has provided a summary of these complaints as Attachment A. One injury incident complaint, VOQ 10044886, pertains to a 1997 model S10. Five injury incident complaints are alleged to have occurred in 2000-2002 model year vehicles.

ODI has performed a preliminary analysis of the VOQ complaints (see table below) and observes that a higher number of complaints are associated with model year 2000 and 2001 Sonoma and S10 vehicles than have been reported in other model years for these same vehicle models.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

**Summary of VOQ Complaints for Tailgate Support Cable Breakage
in Sonoma and S10 Model Vehicles**

Model Year	Number of Non-injury VOQ Complaints	Number of Injury VOQ Complaints	Total Number of VOQ Complaints
1996	1	0	1
1997	1	1	2
1998	3	0	3
1999	3	0	3
2000	8	3	11
2001	13	4	17
2002	0	1	1
2003	0	0	0
Total	29	6	35

ODI could not assign model years to seven VOQ incidents because the VOQ reports did not identify the vehicle's model year nor provide VIN information.

The purpose of this letter is to request certain information from General Motors about the tailgate support cable(s) installed in model year 1998-2004 Sonoma and S10 model vehicles.

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

- **Subject vehicles:** all 1998 through 2004 model year Sonoma and S10 vehicles equipped with tailgate support cables similar in material and construction to the tailgate cables installed in General Motors model years 2000-2004 Sierra and Silverado vehicles and model years 2002-2004 Avalanche and Cadillac Escalade EXT vehicles that are the subject of General Motors' Campaign 04V-129.
- **Subject component(s):** tailgate support cable(s).
- **General Motors Corporation ("GM"):** 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 1997, 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:** One or both tailgate support cables breaking.
 - **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.

To the extent possible, provide the requested information in Microsoft Access 2000 electronic format, using the same format that GM used in preparing the information requested in PE03-049 (Silverado/Sierra/Escalade/Avalanche tailgate support cables).

Complaint Information for 1998 – 2004 model years Sonoma and S10 vehicles -

1. 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 received by General Motors since January 1, 1998, pertaining to:
 - (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.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER ONE, RQ04-012 - SONOMA AND S10 COMPLAINT DATA." Please provide the data in the same Access format that GM used to provide information requested in PE03-049.

2. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of the response to Request No. 1, state the following information:
 - (a) GM's file number or other identifier used;
 - (b) The category of the item, as identified in Request No. 1 (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 TWO, RQ04-012 -- SONOMA AND S10 COMPLAINT DETAILS DATA." Please provide the data in the same Access format that GM used to provide information requested in PE03-049.

3. Produce copies of all documents related to each item within the scope of Request No. 1. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.
4. 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;
- (c) VIN;
- (d) Repair date;
- (e) Vehicle mileage at time of repair;
- (f) Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- (g) Labor operation number;
- (h) Problem code;
- (i) Replacement part number(s) and description(s);
- (j) Concern stated by customer; and
- (k) 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 FOUR, RQ04-012 -- SONOMA AND S10 WARRANTY DATA." Please provide the data in the same Access format that GM used to provide information requested in PE03-049.

5. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 4, 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.

6. 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.
7. 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(s), from the start of production to date, which relate to, or may relate to, the alleged defect in the subject components.

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 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,
- h) 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 production within the next 120 days.

Provide the table in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER SEVEN, RQ04-012 --- SONOMA AND S10 PRODUCT CHANGES."

8. Describe all of the significant differences in the (A) tailgate support cable(s) and (B) the installation, application, function, usage, and/or environment of the tailgate cable support system between the following vehicle configurations:

(a) 1998 through 2004 model year Sonoma and S10 vehicles (i.e., vehicles equipped with similar tailgate support cables as 2000-2004 Sierra and Silverado vehicles but which were not included in Campaign 04V-129) and

(b) Sierra, Silverado, Avalanche, and Escalade EXT vehicles manufactured between October 1999 and October 2003 (i.e., vehicles that are the subject of Campaign 04V-129).

For each of the differences identified, provide GM's assessment of the effects that these differences are expected to have on:

- (1) tailgate support cable integrity (e.g. endurance and fatigue properties, environmental resistance properties, in-use reliability, estimates of useful life, etc.);
- (2) the consequences of one or both tailgate cables breaking [e.g. the magnitude of the potential door drop (tipping or displacement) and/or other differences in vehicle design characteristics that could mitigate the frequency or severity of injuries]; and
- (3) indications or warnings that a product failure (breakage) was imminent.

Where possible, support these assessments with quantified data and provide copies of the supporting documentation.

9. Describe the rationale (list and explain the reasons) that led GM to exclude model year 1998 through 2004 model years Sonoma and S10 vehicles from receiving the equivalent remedy as the vehicles that are the subject of Campaign 04V-129.
10. Furnish General Motors' assessment of the alleged defect in the subject component, including:
 - (a) The failure mechanism(s);
 - (b) The failure mode(s),
 - (c) The risk to motor vehicle safety that posed
 - (d) 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.
11. 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.

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.

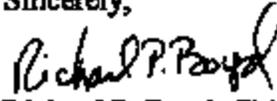
GM's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by January 15, 2005. Please refer to RQ04-012 in GM's response to this letter. If GM finds that it is unable to provide all of the information requested within the time allotted, 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,



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

Enclosure 1, Attachment A

RQ04-012, Sonoma – S10
Attachment A
Sheet 1 of 11

**Summary of VOQ Complaints reporting Tail Gate Dropping Unexpectedly
due to tailgate support cable(s) breaking in
Sonoma (GMC) and S10 (Chevrolet) Vehicles**

- Shaded cells indicate reports of personal injuries.
- ODI has provided complete VIN numbers when the owners have approved the release of VIN information.
- ODI has redacted VINS (last six digits deleted) when the owners have not specifically permitted ODI to release the VIN information.
- Reports are ranked starting with the most recently received.

No.	VOQ #	Date Rec'd	Vehicle	Verbatim Consumer Statement from ODI VOQ
42	10098153	11/02/2004	1GCCT19W8 Y8260189 2000 S10	WHILE STANDING ON THE TAILGATE OF MY S-10 PICKUP, THE LEFT SUPPORTING CABLE BROKE. THE CABLE ON THE OTHER SIDE HELD SO THERE WAS NO INJURY OR DAMAGE. MY INSPECTION OF THE BREAKAGE REVEALED THE MULTISTRANDED STEEL CABLE HAD BECOME HEAVILY RUSTED AND THEREBY WEAKENED. THE CABLE IS COVERED BY PLASTIC TUBING WHICH CAN BE EASILY ABRADED BY REPEATED OPENING AND CLOSING OF THE TAILGATE. MOREOVER THE CABLE IS OBVIOUSLY MADE FROM UNPROTECTED METAL IE. ZINC-DICHROMATE AT BEST, RATHER THAN GANVANIZED OR STAINLESS. (ZINC-DICHROMATE SACRIFICES ITSELF TO MOISTURE OVER A SHORT PERIOD OF TIME). I WENT THE AREA DEALER WHO, AFTER CHECKING TO SEE IT WAS ON THE RECALL LIST, QUOTED OVER \$100.00 TO REPLACE BOTH THE LEFT AND RIGHT CABLES. I LEARNED SOME LARGER TRUCK MODELS ALREADY HAD RECALLS FOR THIS PROBLEM. I CALLED GM AND AFTER A DAY WAS TOLD THEY WOULD SPLIT THE COSTS WITH ME

RQ04-012, Sonoma – S10
Attachment A
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				WHICH I TOLD THEM WAS UNACCEPTABLE AS I CONSIDERED THE PROBLEM TO OF A SAFTEY RELATED NATURE STEMMING FROM POOR DESIGN WHICH ESSENTIALLY MADE THE PRODUCT UNFIT FOR ITS INTENDED USE. IT REMAINS UNREPAIRED AT THIS TIME.
41	10096081	10/20/2004	1GTCT19W3 W8XXXXXX X 1998 Sonoma	I OWN A 1998 GMC SONOMA PICKUP. BOTH TAILGATE CABLES FAILED BY BREAKING IN HALF BECAUSE OF RUST. I HAVE NOT REPLACED THEM AND AM CURRENTLY NOT USING MY TAILGATE BECAUSE EACH ONE COSTS \$42.00 (THEY ARE PART OF THE LATCH ASSEMBLY). GM HAS RBCALLED TAILGATE CABLES ON FULL SIZE TRUCKS - DOES ANYBODY BELEIVE THE CABLES ON THEIR SMALLER TRUCKS WERE ANY BETTER? I AM A BELEIVER THE SAME PROBLEM EXISTS BUT THEY SELL LESS SMALL TRUCKS SO THERE ARE FEWER COMPLAINTS. I WOULD LIKE TO SEE MINE CORRECTED LIKE MANY OTHER GM TRUCK OWNERS HAVE.
40	10096430	10/26/2004	1GTCS19561 [REDACTED] 2001 Sonoma	LEFT TAILGATE SUPPORT CABLE BROKE.
39	10096219	10/22/2004	1GTCT19W1 28 [REDACTED] 2002 Sonoma	(1) LOADING PARCELS INTO BED OF TRUCK. (2) TAILGATE SUPPORT CABLE BROKE, CAUSING TAILGATE TO FALL ON REAR BUMPER FOR SUPPORT, THIS CAUSED DAMAGE TO TAILGATE AND PARCELS TO FALL ON GROUND.*AK PERSON LOADING PARCELS RECEIVED MINOR BRUISES AND CUTS. (2A) TAILGATE LATCH HANDLE BROKE AND FELL ON GROUND, TAILGATE CAN NOT BE OPENED. (3) TAILGATE CLOSED WAITING RESEARCH ON HOW TO REPAIR LATCH AND REPLACE CABLES.

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Attachment A
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38	10097203	10/20/2004	1GCCS14X6 WKXXXXXX X 1998	ON TWO SEPARATE OCCASIONS, THE CONSUMER HAD TO REPLACE THE TAILGATE SUPPORT CABLES DUE TO CORROSION/RUST.
37	10096614	10/12/2004	1GCCS14W XY8XXXXX X 2000 S10	THE DRIVER WAS ROLLING THE MOTORCYCLE OFF OF THE TRUCK BED AND WITHOUT WARNING THE CABLES COLLAPSED. THE DRIVER PLACED THE CABLES INSIDE OF THE TRUCK AND DROVE IT TO THE DEALER FOR INSPECTION. THE MECHANIC INFORMED THE CONSUMER THAT THIS VEHICLE WAS NOT ON A RECALL. THE CONSUMER HAS TO RENDERED PAYMENT FOR PARTS AND LABOR. PLEASE FILL IN ADDITIONAL INFORMATION.
36	10098244	10/10/2004	1GTCS19W5 Y8 2000 S10	TAILGATE SUPPORT CABLES 2000 GMC SONOMA WHY NOT ON REALL WITH OTHER GM TRUCKS.MINE BROKE WITHIN 5 DAYS OFF EACH OTHER.NO WEIGHT AT ALL.
35	10093810	10/08/2004	1GCDT19W 8182 2001 S10	STEPPED UNTO THE TAILGATE OF MY CHEVROLET S-10 WHICH IMMEDIATELY DROPPED BECAUSE THE TAILGATE SUPPORT CABLES BOTH GAVEWAY. THIS OCCURENCE CAUSED A FALL WHICH RESULTED IN A BACK INJURY. I HAVE SINCE THAT TIME REPLACED THE STRAPS, WHILE RETAINING THE DEFECTIVE PARTS.
34	10095332	10/07/2004	1GTCS14W2 YKXXXXXX X 2000 Savannah	BOTH CABLES TO THE LIFTGATE BROKE DUE TO RUST AND CORROSION. DEALER WAS CONTACTED. DEALER INFORMED CONSUMER THAT THE TRUCK WAS NOT COVERED UNDER A RECALL.
33	10095323	10/07/2004	1GCDT13W 51KXXXXX X 2001 S10	CONSUMER STATED THAT THE CABLE BROKE ON THE TAILGATE. RECALL 04V129-000 WAS ISSUED. CONSUMER CONTACTED THE MANUFACTURER. HOWEVER, NOTHING WAS DONE.

RQ04-012, Sonoma – S10
Attachment A
Sheet 4 of 11

32	10099047	10/04/2004	No VIN provided S10	THE TAILGATE SUPPORT CABLES CORRODED AND BROKE. A RECALL WAS ISSUED FOR THE CABLES, HOWEVER THE VEHICLE WAS OUTSIDE OF THE REMEDY SCOPE. PLEASE PROVIDE ADDITIONAL INFORMATION.
31	10093547	10/04/2004	1GCCS145X 18XXXXXX 2001 S10	WAS UNLOADING A PIECE OF EQUIPMENT FOR THE TRUCK BED. THE TAILGATE CABLES BROKE - SENDING THE EQUIPMENT TO THE GROUND. HE TAILGATE WAS ALSO DAMAGED. THE CABLES HAD BEEN RUSTED / CORRODED THROUGH.
30	10094522	09/28/2004	1GCDT19W 8Y8XXXXX X 2000 S10	CONSUMER STATED THAT TAILGATE CABLES SNAPPED. AS A RESULT, THE TAILGATE FELL ONTO THE BUMPER. NO INJURIES REPORTED.
29	10089536	09/20/2004	1GTCS19581 KXXXXXX 2001 Sonoma	BOTH TAILGATE CABLES BROKE WHILE THE CONSUMER, WHO WEIGHED 155 LBS, WAS STANDING ON IT. DEALERSHIP WAS NOTIFIED. THE LEFT CABLE BROKE ON THE CONSUMER S-10.
28	10083778	09/08/2004	1GTCS19W3 Y82 2000 Sonoma	WHILE SITTING ON THE TAILGATE BOTH TAILGATE CABLES BROKE. THERE WERE NO INJURIES. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND THE MECHANIC DETERMINED THAT THE TAILGATE CABLES NEEDED TO BE REPLACED.
27	10088688	08/27/2004	1GCCS19X5 X820 1999 S10	BOTH WIRE CABLES TO THE REAR TAILGATE OF MY 1999 S-10 PICKUP FAILED AT THE SAME TIME AND THE TAILGATE DROPPED TO THE REAR BUMPER AND I FELL OFF THE TRUCK.

RQ04-012, Sonoma – S10
Attachment A
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26	10086988	08/16/2004	1GCCS14X4 VK [REDACTED] 1997 S10	I HAVE A 1997 S-10 CHEV. TRUCK. AT A PARTY A FRIEND AND I WERE SITTING ON THE TAIL-GATE OF THE TRUCK. SURPRISINGLY THE CABLES SUPPORTING THE GATE HAD BROKEN. I CALLED ON LOCAL CHEV. DEALER AND ASK IF THEY FELT ANY RESPONSIBILITY. THEY ASK ME IF I HAD RECEIVED A LETTER REGARDING TAILGATE PROBLEMS. I REPORTED THAT I HAD NOT. THEY SAID THEN THEY HAD NO RESPONSIBILITY FOR THIS INCIDENT WHICH DAMAGED THE TAILGATE TO TUNE OF OVER \$500. THE FACT THAT THEY ASK IF I RECEIVED A LETTER FROM CHEV. THAT THERE HAVE BEEN SOME PROBLEMS WITH THE GATE SUPPORTS. IT IS MY CONTENTION THAT THE FAILURE OF THE GATE SUPPORTS CAUSED DAMAGE TO MY VEHICLE THAT I COULD NOT HAVE PREVENTED. I FEEL CHEV. HAS RESPONSIBILITY FOR A FAILURE OF THEIR PARTS CAUSING DAMAGE TO MY VEHICLE.
25	10086978	08/16/2004	1GTCS19W4 Y82 [REDACTED] 2000 Sonoma	I WAS UNLOADING DIRT FROM BACK OF MY 2000 GMC SONOMA PICK-UP TRUCK WHEN BOTH OF THE TAILGATE CABLES BROKE, CAUSING ME TO FALL AND SCRATCH MY LEG AND DAMAGING THE TAILGATE FINISH AND HINGE. AS OF NOW NO REPAIRS HAVE BEEN MADE.
24	10082192	08/12/2004	1GCCT19W XY82 [REDACTED] 2000 S10	THE TAILGATE CABLE BROKE ON BOTH SIDE OF THE VEHICLE WHILE A 200 POUND PERSON WAS SITTING ON IT. THERE IS A TAILGATE SUPPORT RECALL 04V-129-000, BUT THE VIN ISN'T INCLUDED.

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23	10081646	08/12/2004	1GCCS19W X18XXXXX X 2001 S10	THE CONSUMER COMPLAINED ABOUT A TAILGATE CABLE PROBLEM. BOTH CABLES SNAPPED WHILE THE CONSUMER WAS STANDING ON THE TAILGATE. THE CONSUMER WEIGHED LESS THAN 160 LBS. THE CONSUMER CONTACTED CHEVROLET AND WAS TOLD THAT THE VEHICLE WAS OUT OF WARRANTY AND THERE WAS NOTHING THEY COULD DO. CURRENTLY, THESE VEHICLES ARE ON RECALL. HOWEVER, THE CONSUMERS VEHICLE IDENTIFICATION NUMBER WAS NOT INCLUDED IN THE RECALL.
22	10083139	08/02/2004	1GCCS1949 T82 1996 S10	THE CABLES THAT HOLD THE TAILGATE IN THE OPEN POSITION FAIL AND BREAK, ALLOWING THE TAILGATE TO DROP BELOW THE NORMAL POSITION. THIS IS THE THIRD TIME THE CABLES HAVE BROKEN. THEY WERE REPLACED IN THE PAST WITH PARTS FROM THE CHEVY DEALER. A FRIEND WITH THE SAME TRUCK HAS ALSO HAD THE CABLES BREAK. IF SOMEONE WAS STANDING OR SITTING ON THE TAILGATE WHEN IT DROPS UNEXPECTEDLY, SERIOUS INJURY COULD RESULT.
21	10087077	07/30/2004	No VIN Sonoma	THE CABLES THAT HOLDS THE TAILGATE GAVE WAY WHILE CONSUMER WAS ON IT. THE CONSUMER WAS NOT HURT WHEN THE FAILURE OCCURRED. THE CONSUMER CONTACTED THE MANUFACTURER AND WAS INFORMED THAT HIS WAS A PROBLEM THAT THEY WERE AWARE OF. THE CONSUMER THEN CONTACTED THE DEALER WHO STATED THAT GMC WAS ISSUING A RECALL AN AS SOON AS THE REPLACEMENT CABLE ARRIVED HE COULD HAVE HIS REPLACED. THE CONSUMER MADE AN APPOINTMENT ON JUNE 24, 2004. ON THAT DATE THE VEHICLE WAS TAKEN

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				<p>TO THE DEALER BUT WAS THEN INFORMED THAT THE REPLACEMENT WAS ONLY FOR THE FULL SIZE TRUCKS NOT THE COMPACT. THE CONSUMER CONTACTED THE MANUFACTURER AGAIN BUT THEY REFUSED TO PROVIDE ANY ASSISTANCE. THE CONSUMER FINALLY COMPLAINED TO THE GENTLEMAN WHO SOLD HIM THE TRUCK AND HE BOUGHT THE CONSUMER ONE OF THE TWO CABLES WITH HIS OWN MONEY. THE CONSUMER CURRENTLY HAS ONE NEW CABLE AND ONE HOMEMADE CABLE.</p>
20	10082734	07/27/2004	<p>1GCCS19W9 181 [REDACTED] 2001 S10</p>	<p>GENERAL MOTORS IS CONDUCTING A RECALL ON 2000-2004 MODEL YEAR FULL SIZED PICKUP TRUCKS BECAUSE OF CORROSION AND FAILURE OF GALVANIZED STEEL TAILGATE CABLES. HE SAME FAILURE HAS OCCURRED ON THE TAILGATE CABLES OF MY COMPACT CHEVROLET S-10 PICKUP WHICH IS NOT COVERED BY THE RECALL. THERE WAS NO WARNING OR INDICATION OF THIS FAILURE BEFORE IT OCCURRED. HEVROLET CUSTOMER ASSISTANCE ADVISED ME TO GET A RECEIPT FOR REPAIRS, BUT THAT THEY ARE NOT INCLUDING THE S-10 MODEL IN THIS RECALL. THE FAILURE OCCURRED WHILE I WAS STANDING ON THE TRUCK TAILGATE AND BOTH CABLES FAILED AT THE SAME INSTANT CAUSING ME TO FALL TO THE GROUND. NO INJURIES OCCURRED AS A RESULT OF THIS EQUIPMENT FAILURE. I STILL HAVE THE OLD FAILED PARTS.</p>

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19	10080420	07/06/2004	1GCDT19X0 X8XXXXXX 1999 S-10	1999 CHEVROLET S-10 4X4 EXTENDED CAB PICKUP. TAILGATE CABLE BROKE DUE TO CORROSION. OTHER CABLE IN FAIL MODE. CONTACTED DEALER AS I WAS MADE AWARE OF GM RECALL FOR PROBLEM. WAS INFORMED MY TRUCK YEAR & MODEL WAS NOT IN RECALL. VEHICLES COVERED ARE FOR CORRODED CABLES BREAKING. I CAN UNDERSTAND GM RELUCTANCE AS A FIX FOR MY TRUCK IS MORE EXPENSIVE. REPLACEMENT WOULD ALSO INCLUDE TAILGATE LATCH BRACKET AS CABLES END IS PERMANENTLY RIVETED TO IT. BUT THIS STILL REMAINS TO BE A SAFETY ISSUE NO MATTER WHAT YEAR OR MODEL.
18	10064630	06/24/2004	1GTCS19W8 182 2001 Sonoma	THE TAILGATE CABLE SNAPPED AND BROKE. THIS OCCURRED WHILE CARRYING A LOAD WITH THE TAILGATE IN THE DOWN POSITION. THE TAILGATE FELL ONTO THE BUMPER. UPON INSPECTION OF THE TAILGATE BY THE DEALERSHIP THEY NOTICED THAT THE CABLE WAS CORRODED AND RUSTED. THE PROBLEM SEEMED TO BE WATER RUNNING DOWN INSIDE THE PLASTIC COATED CABLE FROM THE TOP WHEN THE TAIL GATE WAS UP, TRAPPING THE MOISTURE, THEN RUSTING THE IRON CABLE.
17	10079556	06/21/2004	1GCDT19W 6W8XXXXX X 1998 S10	CONSUMER NOTICED THAT THE TAILGATE CABLE CORRODED AND SNAPPED. THERE WAS A RECALL DEALING WITH THIS PROBLEM BUT DID NOT INCLUDE S10 MODEL.
16	10073702	06/14/2004	1GTDT19W8 18 2001 Sonoma	THE CABLE ON THE LEFT SIDE OF THE TAILGATE BROKE, AND THE RIGHT SIDE OF THE CABLE STARTED BREAKING. THIS OCCURRED BECAUSE OF THE PROBLEM DESCRIBED IN THE TAILGATE SUPPORT CABLE RECALL 04V129000. HOWEVER, THIS VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO VIN.

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15	10074025	05/21/2004	1GTCS19W4 Y8XXXXXX 2000 Sonoma	TAILGATE CABLES BROKE WHILE LOADING THE VEHICLE. MANUFACTURER INDICATED SONOMA WAS NOT INCLUDED IN THE GM RECALL YEARS 2000-2004.
14	10068145	05/01/2004	1GTCS14551 [REDACTED] 2001 Sonoma	BOTH CABLES RUSTED THROUGH ON TAILGATE. NO INJURIES ORIGINALLY REPORTED TO GMC IN SEPT. 2003. NOW A RECALL IS PENDING AND IS SUPPOSED TO BE ISSUED 3RD QUARTER OF 2004. I CANNOT USE THE TRUCK BED UNTIL THESE ARE FIXED. 3 YRS IS WAY TO LONG FOR THIS RECALL TO TAKE PLACE.
13	10065969	04/12/2004	No VIN Provided Sonoma	TAILGATE SUPPORT CABLES BROKE, TAILGATE WAS DENTED BY BUMPER.
12	10065101	03/29/2004	No VIN Provided Sonoma	WHILE STANDING ON THE TAILGATE WASHING THE VEHICLE BOTH TAILGATE CABLES SNAPPED.
11	10063738	03/23/2004	1GTCS19W5 18[REDACTED] 2001 Sonoma	GMC SONOMA PICKUP LIFTGATE CABLES BOTH RUSTED THROUGH.
10	10063671	03/23/2004	No VIN Provided S10	STEEL CABLES ON TAILGATE SNAPPED WHILE IN STORED (NO LOAD APPLIED) CONDITION.
9	10062721	03/21/2004	No VIN Provided S10	CHEVROLET S-10 TAILGATE CABLE FAILED AND IS NOT SUBJECT TO THE JUST ANNOUNCED RECALL FOR OTHER MODELS OF CHEVROLET PICK-UPS.
8	10062673	03/20/2004	1GCDT19W 118XXXXX XX 2001 S10	I HAVE JUST READ THAT GM HAS A RECALL ON PU TRUCKS BECAUSE OF DEFECTS TO THE TAILGATE SUPPORT CABLES. THE RECALL ONLY INDICATES "LARGE" PU TRUCKS ARE INCLUDED. I HAVE A 2001 S-10 CHEVROLET "SMALL" PICK UP AND THE SAME THING HAS HAPPEN TO MY VEHICLE. BOTH CABLES HAVE RUSTED THROUGH. I WENT TO THE CHEVROLET DEALERSHIP

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				RECENTLY AND THEY INDICATED THAT THE PARTS ALONE WOULD COST NEARLY \$ 200. IF MY VEHICLE IS NOT INCLUDED IN THE RECALL, I FEEL THAT IT SHOULD BE. THANK YOU.
7	10062584	03/19/2004	1GCDT19W4YK 2000 S10	RECENTLY THERE HAS BEEN A RECALL ON GM FULLSIZE PICK-UPS CONCERNING THE CABLES ON THE TAILGATE CORRODING AND BREAKING. I HAVE A 2000 CHEVROLET S-10 AND HAVE HAD THE SAME ISSUE. THE TAILGATE SYSTEMS ARE THE SAME ON THESE TRUCKS AND BELIEVE THE RECALL SHOULD ALSO INCLUDE THE S-10 MODELS.
6	10059676	03/17/2004	1GCDT19X0X8XXXXXX 1999 S10	UPON OPENING TAILGATE AND WITHOUT ANY INDICATION TAIL CABLES BROKE, CAUSING TAILGATE TO DROP.
5	10059748	02/25/2004	1GCCS19W8 2001 S10	WHILE VEHICLE WAS STATIONARY TAILGATE SUPPORT CABLES BROKE, THE TAILGATE ASSEMBLY HAD NOT BEEN REPLACED. PREVIOUSLY [furnished] STATEMENT AMENDED BY BOWMAN [OD] AFTER PHONE CALL TO OWNER 4-5-04
4	10058935	02/25/2004	1GCCS1956Y8XXXXXX 2000 S10	I OWN A 2000 CHEVROLET S-10 PICK-UP TRUCK (VIN 1GCCS1956Y8XXXXXX). IN SEPTEMBER 2003, WHILE LOADING THE BED PREPARING TO TRAVEL FROM WEST VIRGINIA TO WISCONSIN, I NOTICED ONE OF THE CABLES HOLDING THE OPENED TAILGATE TO THE TRUCK BED HAD SEPARATED. I DECIDED TO REPLACE THE BROKEN CABLE UPON MY ARRIVAL IN WISCONSIN. WHEN I OPENED THE

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				<p>TAILGATE IN WISCONSIN, APPROXIMATELY 1000 MILES AND 24 HOURS LATER, I OBSERVED THAT THE OTHER TAILGATE RETAINING CABLE HAD SNAPPED. THE TAILGATE HAD REMAINED CLOSED THROUGHOUT THE TRIP AND THE CABLE WAS UNDER NO STRESS DURING THIS TIME. THE VEHICLE IS OFF WARRANTY, AND I DID NOT CONSIDER THE SNAPPED CABLES TO CONSTITUTE A SAFETY HAZARD, SO I DID NOT NOTIFY THE NHTSA AT THAT TIME. I DID, HOWEVER, PURCHASE TWO REPLACEMENT CABLES FROM A DUBUQUE, IOWA CHEVROLET DEALER AND REPLACE THE FAULTY TAILGATE CABLES. ON FEBRUARY 24 I READ IN THE WASHINGTON POST THAT A RECALL IS BEING CONSIDERED DUE TO THE LARGE NUMBER OF SIMILAR INCIDENTS.</p>
3	10054265	01/16/2004	<p>1GCCT19W X18 [REDACTED] 2001 S10</p>	<p>THE TAILGATE CABLES SNAPPED WHEN I WAS STANDING ON IT, AFTER I UNLOADED SOME TRASH BAGS. I ALSO WORK AT A AUTO PARTS STORE AND HAVE HAD NUMEROUS OWNERS OF 2001 CHEVY TRUCKS SAY THEIR CABLES ALSO BROKE. WITH JUST THE LOWERING OF THEIR TAILGATE.</p>
2	10044886	12/10/2003	<p>1GTDT19X3 V8XXXXXX 1997 Sonoma (*)</p>	<p>TAILGATE CABLE ON DRIVER'S SIDE SNAPPED AT THE BOTTOM OF THE LOOP. DEALERSHIP INDICATED THAT THE CABLE ENDS WERE NOT PROPERLY SEALED WHEN MANUFACTURED. AS A RESULT WATER WAS ABLE TO COME IN CONTACT WITH THE CABLE CAUSING IT TO RUST.</p>
1	10099184	05/14/2003	<p>No VIN provided S10</p>	<p>WHEN THE CONSUMER LOWERED THE TAILGATE, THE RIGHT CABLE SNAPPED ALLOWING THE TAILGATE TO FALL. AFTER SEVERAL WEEKS THE LEFT CABLE BROKE. THIS MODEL WAS NOT ONE THAT THE MANUFACTURER WAS RECALLING. PLEASE DESCRIBE DETAILS.</p>

(*) This injury incident occurred in a 1997 vehicle therefore has not been included in the investigation scope (addressing 1998-2004 vehicles) or the resume summary.