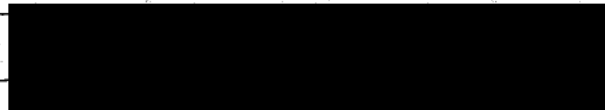


CK-10577657-6534

To whom it may concern,  
My husband & I bought an  
I-370 Truck. GM produces these  
mid size pick-ups.

APR -1 2014

I am a diabetic and had an  
episode where I blacked out  
& flipped my truck three times  
and the airbags did not deploy,  
causing me severe back and neck  
injuries. My husband and I  
asked GM to pay for the  
hospitalization & medical  
bills because the Air Bags  
never deployed. I'm sending  
you some information that  
might help you find out  
how serious this problem  
became.



ET  
4214  
3MD



**esis**

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Yvette Young**  
Claims Administrator

November 13, 2009

[REDACTED]  
McGregor TX [REDACTED]

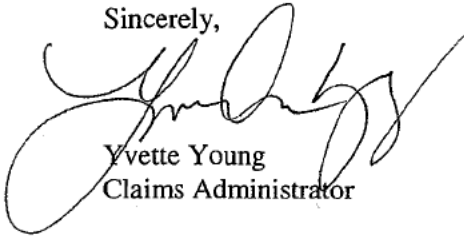
RE: Claimant: [REDACTED]  
Our File No.: 679794  
Our Client: General Motors LLC  
Date/Event: 8/6/09  
Vehicle: 2008 Isuzu I-370 Pickup  
VIN: 1GGDT13E288 [REDACTED]

Dear [REDACTED]

This will confirm that we have completed our review of your claim regarding your Isuzu I-370. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Also, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,



Yvette Young  
Claims Administrator



**esis**

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Yvette Young**  
Claims Administrator

November 5, 2009

[REDACTED]  
McGregor TX [REDACTED]

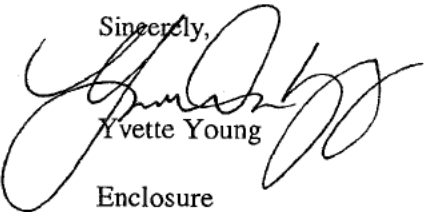
RE: Claimant: [REDACTED]  
Our File No.: 679794  
Our Client: General Motors Company  
Date/Event: 8/6/09  
VIN: 1GGDT13E288 [REDACTED]

Dear [REDACTED]

Please find enclosed a copy of the air bag data retrieved from the above vehicle. This copy is for your records.

We are still in the process of evaluating your claim and will contact you once it has been completed.

Sincerely,

  
Yvette Young

Enclosure

## CDR File Information

User Entered VIN	1GGDT13E288 [REDACTED]
User	Amie Briscoe
Case Number	679794
EDR Data Imaging Date	Monday, November 2 2009
Crash Date	Thursday, August 6 2009
Filename	1GGDT13E288 [REDACTED].ACM.CDR
Saved on	Monday, November 2 2009 at 09:41:48 AM
Collected with CDR version	Crash Data Retrieval Tool 3.3
Reported with CDR version	Crash Data Retrieval Tool 3.3
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

**IMPORTANT NOTICE:** Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

## Data Limitations

### Recorded Crash Events:

There are two types of Recorded Crash Events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). It contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle longitudinal velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as a Deployment Level Event, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds before a Deployment Event. A locked Non-Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. If multiple Non-Deployment Events occur within five seconds prior to a Deployment Event, then the most severe Non-Deployment Event will be recorded and locked. If multiple Non-Deployment Events precede a Deployment Event, and occur within five seconds of each other (but not necessarily all within five seconds of the Deployment Event), then the most severe of the Non-Deployment Events (which may have occurred more than five seconds prior to the Deployment Event) will be recorded and locked. If a Deployment Level Event occurs within five seconds after the Deployment Event, the Deployment Level Event will overwrite any non-locked Non-Deployment Event. If multiple Non-Deployment Events occur within five seconds prior to a Deployment Event, and one or more of those events was a Pretensioner Deployment Event, then the most recent Pretensioner Deployment Event will be recorded and locked. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

### Data:

- SDM Recorded Vehicle Longitudinal Velocity Change reflects the change in longitudinal velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Longitudinal Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 100 milliseconds of data after deployment criteria is met and up to 50 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 150 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
  - significant changes in the tire's rolling radius
  - final drive axle ratio changes
  - wheel lockup and wheel slip
- Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
- Pre-Crash data is recorded asynchronously.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
  - the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
  - no data is received from the module sending the pre-crash data
  - no module present to send the pre-crash data
- Engine Speed is reported at two times the actual value in the following vehicles, if the vehicle is equipped with a 6.6L Duramax diesel engine (RPO LB7, LBZ, LLY, or LMM):
  - 2001-2006 Chevrolet Silverado
  - 2007 Chevrolet Silverado Classic
  - 2001-2006 GMC Sierra
  - 2007 GMC Sierra Classic
  - 2006-2007 Chevrolet Express
  - 2006-2007 GMC Savana
  - 2003-2009 Chevrolet Kodiak
  - 2003-2009 GMC Topkick
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. If the vehicle's electrical system is compromised during a crash, the state of the Driver's Belt Switch Circuit may be reported other than the actual state.

- The Time between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- Multiple Events will indicate whether one or more associated events preceded the recorded event.
- Multiple Events Not Recorded can be used in the following series:
  - If a single event is recorded, this parameter will indicate whether one or more associated events prior to the recorded event was not recorded due to insufficient record space (because there were more events than there were available event records).
  - If two associated events are recorded, this parameter for the first event will indicate whether one or more associated events prior to the first event was not recorded due to insufficient record space.
  - If two associated events are recorded, this parameter for the second event will indicate whether one or more associated events between the first and second events was not recorded due to insufficient record space.
- All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

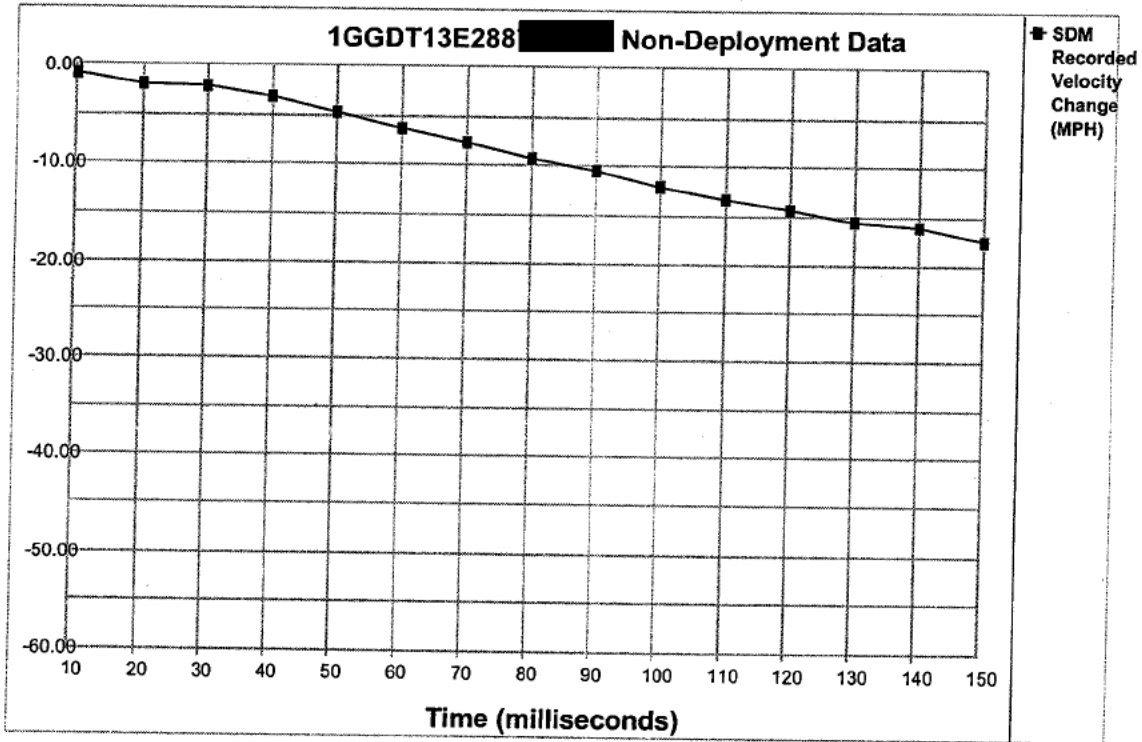
- Vehicle Speed, Engine Speed, and Percent Throttle data are transmitted once a second by the Powertrain Control Module (PCM), via the vehicle's communication network, to the SDM.
- Brake Switch Circuit Status data is transmitted once a second by either the ABS module or the PCM, via the vehicle's communication network, to the SDM.
- The Belt Switch Circuit is wired directly to the SDM.

**System Status At Non-Deployment**

SIR Warning Lamp Status	OFF
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Passenger Seat Position Switch Circuit Status	Rearward
Ignition Cycles At Non-Deployment	1311
Ignition Cycles At Investigation	1312
Maximum SDM Recorded Velocity Change (MPH)	-19.24
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	207.5
Crash Record Locked	No
Event Recording Complete	Yes
Multiple Events	Yes
Multiple Events Not Recorded	Yes

Seconds Before AE	Vehicle Speed (MPH)	Engine Speed (RPM)	Percent Throttle
-5	50	1536	33
-4	51	1536	33
-3	52	1536	33
-2	52	1536	38
-1	48	2176	100

Seconds Before AE	Brake Switch Circuit Status
-8	OFF
-7	OFF
-6	OFF
-5	OFF
-4	OFF
-3	OFF
-2	OFF
-1	OFF



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Recorded Velocity Change (MPH)	-0.93	-1.86	-2.17	-3.10	-4.65	-6.20	-7.75	-9.30	-10.54	-12.09	-13.33	-14.26	-15.50	-16.12	-17.36

## Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01 F0 55 81 D9 C6 77
$02 60 60 35 35 C4 00
$03 41 53 37 32 39 38
$04 4B 32 4A 43 33 31
$05 44 47 5A 59 39 39
$06 15 83 40 76 00 00
$07 32 07 31 56 00 00
$08 41 44 90 05 58 72
$09 54 41 47 35 5A 53
$0A 41 44 90 05 58 72
$0B 54 41 47 35 54 35
$0C 41 55 83 36 58 72
$0D 55 41 31 34 55 38
$0E 41 55 83 36 58 72
$0F 67 41 31 36 46 45
$10 FF 5B FF 00 00 00
$11 82 82 83 7C 7C 7D
$12 9D 00 00 3D 3D 00
$13 FF 02 00 00 00 00
$14 1D 1D 05 05 64 40
$15 FA FA FA FA FA FA
$16 FA FA FA FA FA FA
$17 FA FA 00 00 00 00
$18 00 FF 55 EC F5 00
$19 09 00 0A 00 00 64
$1A 00 00 00 00 00 00
$1B 00 00 00 00 00 00
$1C 00 0C 00 00 00 00
$1D 00 00 00 00 00 00
$1F FF 00 00 00 00 00
$20 1E FD 00 00 FF FF
$21 FF FF FF FF FF FF
$22 FF FF FF FF FF FF
$23 FF FF FF FF FF FF
$24 00 03 E0 4B 53 74
$25 3D 00 00 07 FF FF
$26 03 06 07 0A 0F 14
$27 19 1E 22 27 2B 2E
$28 32 34 38 00 FF 5C
$29 80 A5 FF FF FF FF
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$2C FF FF FF FF FF FF
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```

```
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$41 00 00 00 00 00 00
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$45 00 00 FE 62 55 55
$46 55 00 22 18 18 18
$47 18 00 7D 80 00 00
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$4B FF FF FF FF 00 00
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$52 FF FF FF FF FF FF
$53 FF FF FF FF FF FF
$54 FF FF FF FF FF FF
```

**Comments**

Edinburg, TX, new owner residence  
DLC  
Auxiliary power  
Mileage unknown  
Sandra Spencer

**Disclaimer of Liability**

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.









National Highway Traffic Safety Administration  
Washington D.C.

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