

July 17, 2014

CL-10619599-3646

To: Administration, NHTSA
1200 New Jersey Ave., S.E.
West Building
Washington, D.C.
20590

JUL 29 2014

From:

[REDACTED]
Dearborn, Michigan
[REDACTED]

Sir(s),

I'm writing you at the suggestion of the Executive Offices of the General Motors Company. After writing Mr. Jeff Boyer in care of Mrs. Mary Barra's office, one of their representatives called me to suggest I send you the information in my letter.

So, I've copied the letter, for your inspection; and am complying with their wishes.

If you have any further information for me, regarding this matter, I'd appreciate it

The long delay between the time of the repair to my car and my letters both to you and General Motors Company were necessitated by ill-health and several surgeries and recovery times from those surgeries.

I apologize to you for that delay, for I am very safety conscious. That's one reason I picked the Saturn (Opel) Astra.

My letter to General Motors Company, regarding this incident follows, accompanied by accounting invoice from Dick Genthe Chevrolet:

Regards,

E-mail: [REDACTED]

AM
8514
SMD

[REDACTED]
Dearborn, Michigan
[REDACTED]

June 26, 2014

Mr. Jeff Boyer,
Vice President,
Global Vehicle Safety

c/o Mrs. Mary Barra
Chief Executive Officer
General Motors Company
300 Renaissance Center
Detroit, Michigan
48265

482-C39-B10

Dear Mr. Boyer,

On February 9, 2009, bought a 2008 Saturn (Opel) (W08AT671285 [REDACTED]) Astra from Southgate (Michigan) Saturn. It was brand new, with 93 miles on the odometer.

On April 5, 2013 – with 8009 miles on the odometer, the electronic module that controls both the ABS system and car's StabiliTrak system had to be replaced because of failure. The cost for that repair: \$797.23. (See invoice print-out.)

I left the defective module with Genthe Chevrolet's service advisor, Scott Nichols, and asked him to call a factory rep to see if GM wanted to inspect the part. He had no reply from GM. Neither was he able to give me the person who I might contact regarding the part.

My warranty had run and I told Scott that I wasn't interested in compensation for the part, but that if it was forthcoming, I wouldn't refuse it.

That wasn't my interest.

I'd always thought that Opel automobiles were superior in quality. And I realized that failure of that module was safety-related. That's why I didn't wait long to have the matter attended to.

Scott told me that it was the first failure of it's kind that he'd seen.

I then reasoned, that GM might have a record of such failures on the cars produced overseas, as well as those imported into the U.S. and Canada – since there only 28, 200 (or so) imported into the U.S. Further, there should be a record for those produced and sold in European markets.

Scott returned that defective module to me and I've kept it, hoping I could give it up for study – just to find out why it did fail.

(You may have interested students at Kettering University, who may be interested in the task.)

If GM is interested in this failed, but critical electronic module, please let me know. I still have it in my possession, and would gladly turn it over to you.

To satisfy my curiosity, could you tell me, if the failure of this module was a common occurrence?

I can be reached, by telephone, at [REDACTED]

Regards,

E-mail: [REDACTED]

ACCOUNTING

Invoice #: **386472**

Tag #: **T9372**



DICK GENTHE

CHEVROLET

15600 Eureka Road
Southgate, MI 48195-1516
(734) 283-3400

State Registration No. F-100748

DEARBORN, MI

Home:

Bus:

Customer #: **D101404**

Cell:

Email:

Service Advisor: **361 SCOTT NICHOLS**

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
	08	SATURN ASTRA			W08AT671285			8009	8009
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN08			12:42 11APR13		110.95	CASH	05APR13	14:47 02APR13	11:15 05APR13
OPTIONS: ENG:1.8 LITER DOHC									

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES THE ABS/TRACTION CONTROL LIGHT KEEPS COMING ON
CONCERN CODE:

04 BODY ELECTRICAL

819 TAROLLI, DAVID LIC#: M100659

CP 0.15 1.30 3640 14424

1 93196130 F-MODULE

32456 65561

0 655.61

144.24
655.61

144.24
655.61

8009 CP 1.30 INSPECTED-TESTED WITH TECH2. FOLLOWED FLOW CHART

C0121-00. FOUND BAD EBCM-ELECTRONIC BRAKE CONTROL MODULE. NEC TO

REPLACE EBCM AND TEST DRIVE

B COURTESY MULTI POINT INSPECTION.

CONCERN CODE:

MULTI COURTESY MULTI POINT INSPECTION.

819 TAROLLI, DAVID LIC#: M100659

I 0.00 0.00

0

0.00

0.00

8009 BATT WAS DISCONNECTED FOR REPAIRS ON LINE A-
5off 5% off parts and labor

LABOR CP

0 -721

-7.21

-7.21

PARTS CP

0 -3278

-32.78

-32.78

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-03-13	09:00	09:09	0.15	W	819	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	13703	3640			62283	32456	
	0	0			3737	0	
	79723	*****		CASH	0	*****	

COST SALE & COMP TOTALS 36096 75986 0

On Behalf of the servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Flat Rate Hours are predicted on a time study guide and may not reflect the actual hours worked. There is the possibility that there will be a charge for shop supplies added to the repair order in the amount equal to 10% of the total labor cost. Applicable shop supply items include but are not limited to; nuts, bolts, washers, pins, rags, solvents, cleaners, etc. Some repairs may require use of materials that produce hazardous waste by products. A \$2.00 environmental compliance cost per repair will be assessed to safely dispose of these hazardous wastes. We guarantee our service work for 90 days or 4,000 miles whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours- parts and labor unless specified otherwise. All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act (P.A. 300)

Authorized Dealership Employee

Dick Genthe Chevrolet Thanks You for Your Business!

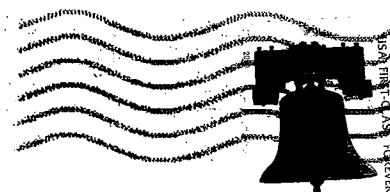
Customer Signature

DISPOSITION	LABOR AMOUNT	144.24
	PARTS AMOUNT	655.61
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	799.85
	LESS INSURANCE	39.99
TOTALS	SALES TAX	37.37
	PLEASE PAY THIS AMOUNT	797.23

Dearborn, MI

METROPLEX MI 480

17 JUL 2014 PM 7 1



W40-304

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