



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

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

OCT 27 2003

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

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

NVS-212cag
EA03-007

Dear Mr. Lie:

This letter supplements our Engineering Analysis Information Request (EAIR) of June 26, 2003, concerning allegations of engine stall in the 2002 Model Year (MY) GMC Envoy with Electronically Controlled Air Suspension (ECAS) and 2002 MY Oldsmobile Bravada vehicles manufactured by General Motors Corporation (GM). To assist us at this stage of the investigation, we are requesting updated and additional information, and clarification of certain items in your response dated August 29, 2003, concerning EA03-007.

Since our letter of June 26, 2003, we have received three new reports of engine stall in the subject vehicles. A copy of each report is enclosed for your information. Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All 2002 MY GM Envoy with ECAS and all 2002 MY Oldsmobile Bravada vehicles manufactured for sale or lease in the United States.
- **Subject Components:**
 - a. ECAS – Electronically controlled air suspension.
 - b. PCM – Power train control module.
- **Alleged defect:** The engine stalls or stops, without warning, while driving at any speed.

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 Office of Defects Investigation (ODI), GM may identify the document, the document submission to ODI in which it was included and the precise



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

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. State the number and provide copies of all the following, from all sources, of which GM is aware and which relate, or could relate to the alleged defect in the subject vehicles, which have not been previously provided to the agency:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Injury incidents;
 - d. Reports involving a crash, injury, or fatality, including police 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;
 - f. Subrogation claims;
 - g. Third-party arbitration proceedings where GM is or was a party to the arbitration; and,
 - h. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

List and collate your response for each category ("a" through "h"), and state the following information:

- i. GM's file number or other identifier used;
- ii. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- iii. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- iv. Vehicle's VIN;
- v. Vehicle's make, model and model year;
- vi. Vehicle's mileage at time of incident;
- vii. Incident date;
- viii. Report or claim date;
- ix. Whether a crash is alleged;
- x. Whether a fire is alleged;
- xi. Whether property damage is alleged;
- xii. Number of alleged injuries, if any; and
- xiii. Number of alleged fatalities, if any.

For items "a" through "e," please provide all related information and reports whether or not GM has verified each one. 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 in which a crash reportedly occurred are to be counted as a crash report, a field report and a consumer complaint).

For items "f" through "h," summaries are acceptable. Please identify in the summary the parties to the action, as well as the caption, court, docket number, and filing date of each lawsuit if a copy of the Complaint initiating the lawsuit is not provided. 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.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

2. State, by model and model year, a total count of each of the following categories of claims that have been paid by GM, to date, which have not been previously provided to the agency, 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, adjustment or repair, 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 "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

3. Describe in detail the search criteria used by GM to identify the claims described in response to Request No. 2 above, including the labor operations, trouble codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, trouble codes, and trouble code descriptions applicable to the alleged defect in the subject vehicles. Please provide this information in Microsoft Access 2000 or a compatible format.
4. GM's response to Request No. 5 of the EAIR identified fewer trouble codes than those identified in response to Request No. 6 of the Preliminary Evaluation Information Request (PEIR). Explain in detail why GM used different search criteria to research relevant warranty

claims in response to the EAIR and the PEIR. Also explain why some trouble codes for which associated warranty claim counts are reported, do not have a description. Provide a description for every trouble code for which GM has reported warranty claims.

5. In response to Request No. 14 of the EAIR, GM calculated the Incident Rate Per Thousand Vehicles (IPTV). Please define the calculation formula, identify the range of data used to perform the calculation, provide the supporting data, and explain GM's assessment of the IPTV.
6. In response to Request No. 25 of the EAIR, GM stated that "GM has not taken any action to assure the positioning of the two wires within the wiring harness." Explain in detail GM's rationale for not revising the production wiring installation process to ensure a low likelihood of coupling of the wires within the harness.
7. In response to Request No. 28 of the EAIR, GM stated that "there is only one reported crash involving one injury." Provide a copy of the report(s) upon which that statement is based and include an update and assessment of any new claims of crashes and/or injury which have not been previously provided to the agency.
8. In response to Request No. 11b of the PEIR and to Request No. 26 of the EAIR, GM stated: "as the relay and switch contacts wear, the in-rush current diminishes." Provide GM's technical explanation for this alleged phenomenon. Also provide all supporting data in the possession or control of GM and/or its supplier(s) of the subject components, including, but not limited to field data and data from all testing referenced in GM's responses to PEIR Request No. 11b and/or EAIR Request No. 26. Explain in detail what happens if the relay and/or switch contacts completely fail or wear out.

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.

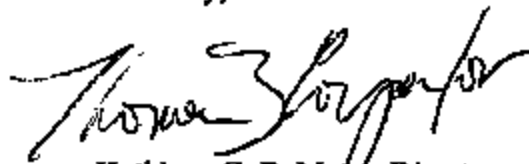
If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information 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 **November 21, 2003**. Please refer to EA03-007 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) 366-5218 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, 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 Ms. Cynthia Glass of my staff at (202) 366-2920.

Sincerely,



Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure 1: Three Vehicle Owner Questionnaires, 1 for 2002 MY GMC Envoy, 2 for 2002 MY Oldsmobile Bravada

Enclosure 2: One CD ROM titled Data Collection Disc containing two files



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received	Repository <input type="checkbox"/>
29-JUL-2003	Reference No. 10031346

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number	E-mail Address
Address				
City	State	Zip Code	Evening Telephone Number	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make GMC	Model EMVY	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code 103100 POWER TRAIN: AUTOMATIC TRANSMISSION: CONTROL MOD
	<input type="checkbox"/> Cruise Control		Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4LBABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATES WHILE COMING DOWN A HILL PCM SHORTED OUT. AS A RESULT, DRIVER LOST ALL ELECTRICAL FUNCTIONS. STEERING WHEEL GOT REALLY STIFF. BRAKE PEDAL BECAME HARD TO PRESS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. **ATTACH ADDITIONAL SHEETS IF NECESSARY**

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received</p> <p>20-JUN-2003</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>10023460</p>	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	IN	Zip Code		
KOKOMO					
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p> <p>Signature of Owner _____ Date / / _____</p>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1GHDT13S12Z102775		OLDSMOBILE	BRAVADA	2002	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
06-MAR-01	PAUL RICHARD 765-473-5551		No. Cylinders 6	Gas	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	PERU	IN	46970		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	ALL WHEEL DRIVE	060000 ENGINE AND ENGINE COOLING		
			Multiple Failure:		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
13-MAY-2002	31,000	60			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: D0THAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code				Tire Failure Type	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			N	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</p>					
<p>VEHICLE SHUTS OFF WHILE DRIVING. *NLM</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>					
<p>The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					



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(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

04-MAR-2003

Repository Reference No.
10009770

OWNER INFORMATION (Type or Print)

Name

Address

City

DRUMS

State PA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1 / 1 /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

OLDSMOBILE

Model

BRAVADA

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure:

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: D0THAL9ABC036)

 Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE VEHICLE STALLED WITHOUT WARNING. THE DEALER INDICATED THAT THIS PROBLEM WAS CAUSED BY ELECTRICAL PROBLEM, BUT THEY COULD NOT LOCATE IT. *NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.