



U.S. Department
of Transportation

Memorandum

**National Highway
Traffic Safety
Administration**

Subject: Memo to file

Date: May 7, 2004

From: Tom Cooper

Reply to

Attn of: NVS212tzc

To: File EA03-007

On May 4, 2004, ODI staff met with GM representatives to discuss ODI's investigation EA03-007. During the meeting, a copy of the attached material was given to GM. The material represents a summary of data from phone interviews conducted by ODI staff with owners of the subject GM vehicles having made a warranty claim on the subject vehicle.

**GM Repair Orders
Phone survey Results**

Nature of Complaint	Engine Cut-off/Stall	72
	Hesitation	2
	No Start	2

Speed (mph)	Parked or <5	16
	5 to 25	1
	26 to > 55	57
	Unknown	2

Vehicle Restart (#attempts)	Could not restart	23
	Yes (1)	13
	Yes (2-4)	23
	Yes (>5)	12
	Yes (unknown)	5

Number of Stalls	Once	41
	Multiple Stalls	35

Warning Prior to Stall	No	72
	Yes	4

Concern for Safety	No	0
	Yes	76
