



GENERAL MOTORS NORTH AMERICA
Structures & Safety Integration

RECEIVED
NVS-215

December 18, 2003

2003 MAR 17 P 4: 08

Kathleen C. DeMeter, Director
Office of Defects Investigation
NHTSA Enforcement
Room #6326
400 Seventh Street, S.W.
Washington, D.C. 20590

OFFICE OF
DEFECTS INVESTIGATION

GM-5368

NVS-2120ag
EA03-007 supplement

Dear Ms. DeMeter:

This letter is General Motors' (GM) response to your information request (IR), dated October 27, 2003, regarding allegations of engine stall in 2002 Model Year (MY) GMT 360 vehicles - GMC Envoy and Oldsmobile Bravada vehicles equipped with Electronically Controlled Air Springs (ECAS).

Your questions and our corresponding replies are as follows:

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;

Product Investigations
Mail Code: 480-165-004 • 30600 Mound Road • Warren, MI 48090-0085
Phone: (248) 860-8229 • Fax: (248) 847-2318
GM2003 Response 4.0



- 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.

Table Q1-1 summarizes the reports to GM that could relate to the subject condition.

Type of Report	Count (Including Duplicates)	GM Reports	GM Reports Corresponding to NHTSA Reports	Number of Reports Alleging Property Damage	Number of Reports Alleging a Crash	Number of Reports Alleging Injuries/Fatalities*	Location of Reports (Attachment)
Owner Reports	66	66	0	0	0	0	1A
Field Reports	240	240	0	0	0	0	1B
Not-In-Sell Claims	0	0	0	0	0	0	Not applicable
Subrogation Claims	0	0	0	0	0	0	Not applicable
3rd Party Arbitration Proceedings	0	0	0	0	0	0	Not applicable
Product Liability Lawsuits	0	0	0	0	0	0	Not applicable
Total (including Duplicates)	306	306	0	0	0	0	Not applicable
Total (Excluding Duplicates)	304	304	0	0	0	0	Not applicable

* GM is not aware of any fatalities related to the subject condition.

234 of the reports referenced in Table 2 are Technical Assistance Center (TAC) Reports. TAC reports are requests from dealer technicians for help in diagnosing an issue, servicing a vehicle, or a request for information. They are not complaints by customers of the alleged condition.

A summary of the reports is provided on the CD in Attachment 1 of this response; refer to the Microsoft Access 2000 file in the folder labeled "Response for Q1 - SUMMARY OF COMPLAINT DATA."

The sources of the requested information and the last date the searches were conducted are tabulated in Table Q1-2 below.

Source System	Last Date Gathered
Corporate Central File	12/04/2003
Customer Assistance Center	11/17/2003
Technical Assistance Center	11/17/2003
Field Information Network Database (FINN)	11/10/2003
Company Vehicle Evaluation Program (CVEP)	11/10/2003
Captured Test Fleet (CTF)	11/10/2003
Early Quality Feedback (EQF)	11/10/2003
Field Problem Report Database (FPRD)	11/10/2003
Legal / Employee Self Insured Service (ESIS)	11/13/2003

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:

- GM's claim number;
- Vehicle owner or fleet name (and fleet contact person) and telephone number;
- VIN;
- Repair date;
- Vehicle mileage at time of repair;
- Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- Labor operation number;
- Problem code;
- Replacement part number(s) and description(s);
- Concern stated by customer; and
- 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.

A summary of warranty claims in the Claim Analysis Retrieval Database (CARD) that may relate to the subject condition was provided to Mr. Thomas Z. Cooper of your staff on November 18, 2003. This information is also included on the CD in Attachment 1 of this response; refer to the Microsoft Access 2000 file in the folder labeled "Response for G2 - WARRANTY DATA. As agreed upon with Mr. Cooper, these are all the claims that GM has received, including claims previously supplied in its March 5, 2003 response to FE03-001 and August 29, 2003 response to EAD3-007.

GM also searched, but did not find any claims in Motors Insurance Corporation (MIC - extended warranty) and Universal Warranty Corporation (UWC - extended warranty) databases. Searches were completed on November 20, 2003.

GM's warranty database does not contain the following information: vehicle owner's name or telephone number, replacement part number description, or customer concern statement. GM is providing fields labeled "Customer Code", "Customer Code Description" and "Verbatim Text" in response to request 2j and 2k. The verbatim text is an optional field, not required to be completed for every warranty claim. It is for the dealer to enter any additional comments that may be applicable to the warranty claim.

The warranty data provided has limited analytical value in analyzing the field performance of a motor vehicle component. The warranty records do not contain sufficient information to establish the condition of the part at the time of the warranty correction; and service personnel may not consistently use the appropriate labor and trouble codes. Warranty numbers represent claims by our dealers for reimbursement for parts and labor costs incurred in performing warranty service for our customers.

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.

The warranty data was collected by searching for the labor codes listed in Table Q3-1:

TABLE 3-1: LABOR CODES POTENTIALLY RELATED TO THE SUBJECT CONDITION

LABOR CODE	DESCRIPTION
J6300*	CONTROLLER, VCM/BCM - REPLACE
N6028	WIRE/CONN. STRIP/SUSPENSION/RIDE CNTRL.
N6036	HARNES, WIRING REPAIR, RPL OR INSTL.
N7000	HARNES, BODY AND/OR ENG REPLACE

* J6300 is also used to file warranty claims for replacement of the PCM (Powertrain Control Module)

The labor operation codes listed above may be applicable to the alleged defect, but are also related to other issues.

Trouble codes were not used as search criteria when the warranty search was conducted because there is no trouble code in the GM CARD system that corresponds to the alleged defect.

Of the warranty claims summarized in this response, only 14.5 percent reference customer codes that are directly related to stalling (PB: Performance - Cuts Out or PU: Performance - stalls - hot engine)

4. GM's response to Request No. 5 of the EAIR identified fewer trouble codes than those identified in response to Request No. 5 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.

GM did not use trouble codes as search criteria in either of its previous searches regarding the subject condition. Each search for warranty claims only relied on the labor codes found in Table Q3-1. The trouble codes list provided in GM's previous responses was a summary of the trouble codes that were found in the warranty claims information generated using the labor codes found in Table Q3-1. They were provided in response to NHTSA's requests (Q6 of PEIR & Q5 of EAIR) even though trouble codes were not used as search criteria. The first response had more warranty claims and therefore contained a more diverse list of trouble codes.

Some of the claims that GM has previously provided to NHTSA reference undefined trouble codes that have no description.

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.

GM response to Q14 of the EAIR states:

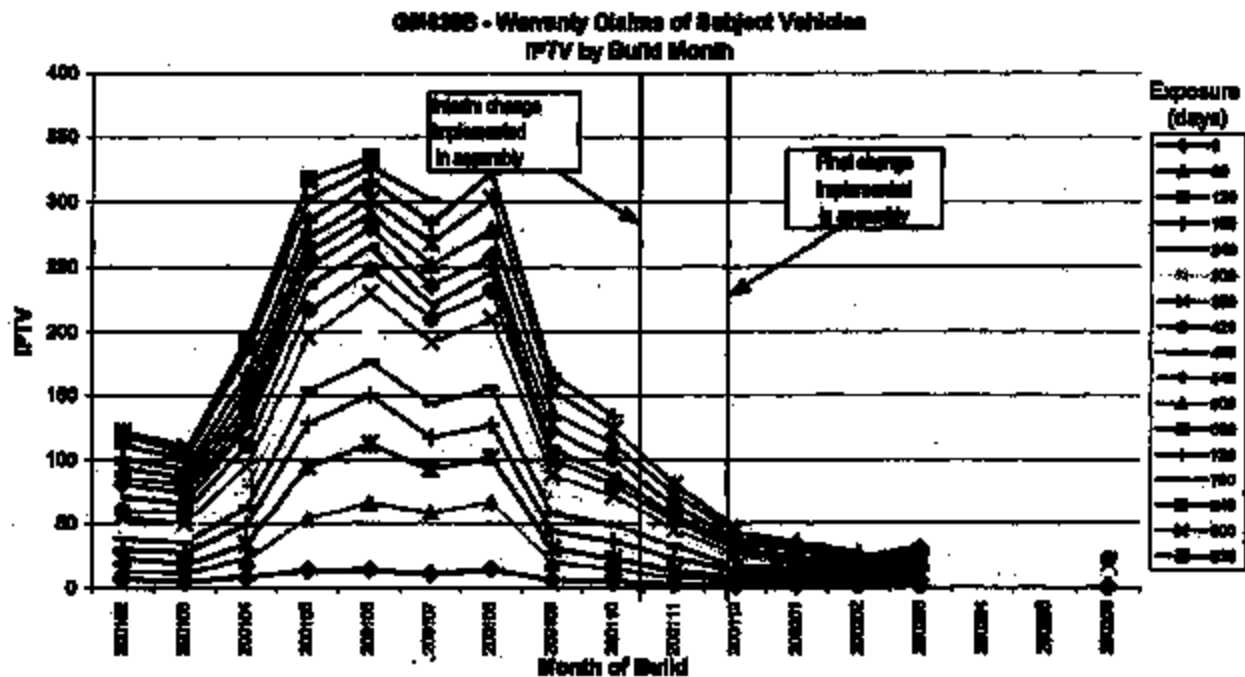
"GM has searched warranty databases using the same method used to pull warranty in response to question 4. A summary of this warranty data is provided in Attachment 1 - Response to Q14. GM has reviewed this data and found an Incident Rate Per Thousand Vehicles (IPTV) ranging between 8.48 and 22.89. That is well below the IPTV rate of 282 - 295 found in the subject vehicle population built between May and September of 2001."

GM calculated the warranty IPTV of the out-of-scope vehicles by dividing the warranty claims (provided in response to Q14 of the EAIR) for each out-of-scope vehicle model by the corresponding out-of-scope vehicle population (provided in response to Q9 of the EAIR, see below) and then multiplying by 1000.

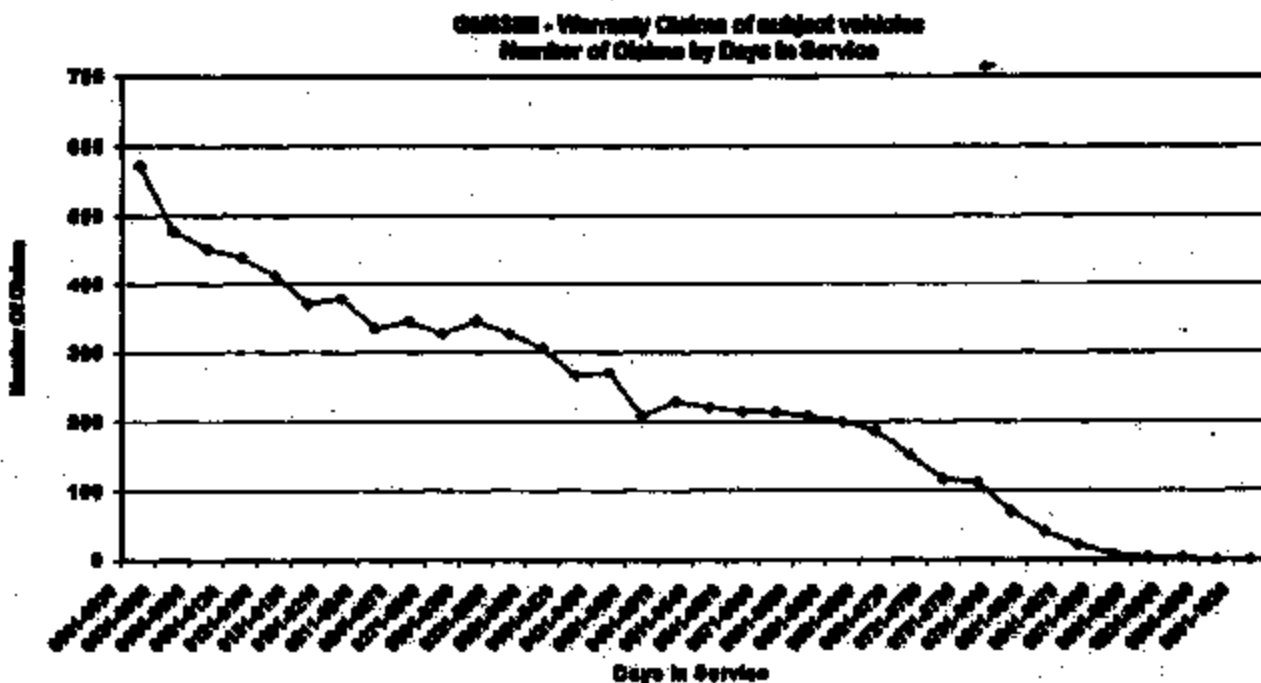
TABLE 9: US PRODUCTION OF OUT-OF-SCOPE GMT360 & GMT370 VEHICLES

Model Year	Division	Model	US Production
2002	Chevrolet	TrailBlazer	257,126
2002	GMC	Envoy without ECAS	7,551
2002	GMC	Envoy EXT with ECAS	1920
2002	GMC	Envoy EXT without ECAS	7551
2003	Chevrolet	TrailBlazer	289,055
2003	GMC	Envoy & Envoy EXT with ECAS	18,328
2003	GMC	Envoy & Envoy EXT without ECAS	72,603
2003	Oldsmobile	Bravada	8,642

A similar method was used to calculate the warranty IPTV for the subject vehicles; however, the data was broken down by build month. This information has been updated based on the warranty data provided in response to question 2.



The warranty data also suggests that the likelihood of the issue occurring is diminishing with time. The warranty chart below shows the number of warranty claims by days in service. It indicates the subject condition happens early in the life of the vehicle.



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.

Wiring harnesses are produced by gathering the appropriate wires and connectors together, and then wrapping them in electrical tape and plastic conduit. As the wires are wrapped they can move in relation to one another. In the current process, wire position relative to one another would be extremely difficult to control. Instead, GM incorporated a 10uH inductor into the circuit to shield the PCM from any potential coupling that might occur.

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.

GM supplied the report in question in Attachment 2a of its March 5, 2003 response to the PE03-001. Page 3 of the "Unfiled Actual Report" gives the driver's account of the incident that indicates the driver was off the road when he was struck in the rear by another vehicle. The driver of the striking vehicle was cited for the crash.

No new claims of crashes and/or injury were found when collecting information for this response. To date, the only claim that GM is aware of was provided with GM's March 5, 2003 response.

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.

The in-rush current drop caused by switch wear is general knowledge in the electrical engineering community. During GM testing it has been routinely observed that in-rush current drops as a switch wears in. It was again seen when testing for the subject issue. ECAS modules (containing the compressor and relay) had to be frequently replaced in order to continue to create the high in-rush current and produce the symptoms on the vehicles being tested. GM did not document the replacement of the switches, since substantiating the in-rush current drop was not a goal of the testing.

The cause of the subject transient is an extremely high time rate of change of current ($\Delta I/\Delta t$). During the operation of a switch, an arc is created as the switch makes contact. The magnitude of the arc is dependent on many factors including the electrical load. In the subject vehicles, the compressor produces a large electrical load. As the contacts wear, the time of the arc duration increases, and therefore the size of the $\Delta I/\Delta t$ and corresponding transient drop.

This is supported in engineering material from electrical contact theory classes. In a class offered to employees at GM, page 4-53 states:

"An arc dissipate energy and reduces $\Delta I/\Delta t$ that would otherwise peak ramp with electrical system."

"Activation increases arc duration..."

In addition, the forthcoming ISO standard dealing with transient conducted emissions characterization (ISO 7637 - 2nd Ed.) points out that the switch is vital to the production of transients and that the switch/relay "shall be replaced if significant contact degradation occurs". This indicates that this phenomenon is widely known and accepted by those in the field of electrical engineering.

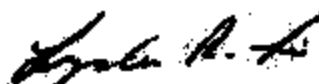
If the relay contacts completely fail or wear out they will fail either open or closed (welded). In either case, no transient will be generated since no switching will occur. The lack of a transient will preclude damage to the PCM and resulting potential for engine stall.

* * *

This response was compiled and prepared by this office upon review of the documents produced by various GM locations, and does not include documents generated or received at those GM locations subsequent to their searches.

Please contact us if you require further information about this response or the nature or scope of our searches.

Sincerely,



Lyndon R. Lie
Director
Product Investigations

attachments



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

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

OCT 27 2003

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M.P.

Rec'd
Nov 3, 2003

NVS-212cag
EA03-007

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

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-CASH-8-DOE
888-627-4888

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.

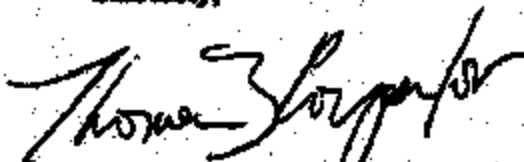
If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information 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 EA03-507 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) 366-3218 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. DeMeist, 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
1-888-688-2-DOT
(1-888-327-4226)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 323

Date Received 29-JUL-2008	Repository <input type="checkbox"/>
	Reference No. 10081346

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City JONESBORO State IL Zip Code _____

Daytime Telephone Number _____ E-mail Address _____
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 SAFARI Model Year 2002

Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: _____ Fuel Type: _____
Original Owner Dealer's City _____ State _____ Zip Code _____
Transmission Type Antilock Brakes Powertrain _____ Vehicle Component Code 103100 POWER TRAIN-AUTOMATIC TRANSMISSION-CONTROL MOD
 Cruise Control _____ Multiple Failure: 4

FAILURE CHARACTERISTICS (INCIDENT) INFORMATION

Incident Date(s) _____ Failure Mileage _____ Failure Speed _____

ADDITIONAL ITEMS TO BE COLLECTED FROM INCIDENTS A YEAR BEHIND

The Make _____ The Model (Name or Number) _____ The S/Ns (Example P315/08R15) _____
DOT No. (Example DOTRALSAB096) _____ Original Equipment After Market _____ Failure Location: _____
Veh Component Code _____ The Failure Type _____

ADDITIONAL ITEMS TO BE COLLECTED WHEN REPORTING A CHILD SEAT FAILURE

Name _____ Date Manufactured _____ Model No. (Name) _____
Seat Type: _____ Installation Strategy _____
Child Seat Component Code: _____ Failed Part: _____

APPLICATION SPECIFIC INFORMATION
(Please describe in detail the incident, date(s), location, and severity.)

Crash Yes No Fire Yes No
Number of Persons Injured _____ Number of Deaths _____ Reported to Police N

Describe the location of the 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.
See photo required or reference (omit if not part is applicable).

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.



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-BOT
(1-888-337-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 20-JUN-2003	Repository <input type="checkbox"/>
	Reference No. 10023460

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HOXDHO State: IN Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
E-mail Address: [REDACTED]
Phone Number: [REDACTED]

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 1GMDT13S122102775	Make OLDSMOBILE	Model [REDACTED]	Model Year 2002
Date Purchased 06-MAR-01	Dealer's Name and Telephone Number PAUL RICHARD 783-473-5351	Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City PERU	State IN Zip Code 46970	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain ALL WHEEL DRIVE	Vehicle Component Code 000000 ENGINE AND ENGINE COOLING
Multiple Failure:			

FAILURE COMPONENTS/PART(S) INFORMATION

Incident Date(s) 3-MAY-2002	Failure Mileage 31000	Failure Speed 60
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/60R15)
DOT No. (Example: DOTN1ABC136)	<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 accident, failure, crash, and injury.)

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 Accident(s), Crash(es), and Injury(es).
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).

VEHICLE SHUTS OFF WHILE DRIVING. *NLM

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

GM638B
PE08-007

ATTACHMENT "1"