



Date: June 24, 2004

GM-642A Update (PE03-031/EA03-021)

On The Cover:

- GM Assigned IR Number
- NHTSA Assigned Evaluation Number
- Number of Books
- Allegation Title, Model Year and Make
- Date Received from NHTSA
- GM Reply Date

Book 1:

- Tab (1) GM Response Letter to NHTSA
- Tab (2) NHTSA Letter
- Tab (3).....GM Response with (1) CD

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 NHTSA-210
 2004 JUN 28 P 2 29
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GENERAL MOTORS NORTH AMERICA
Structure & Safety Integration

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NVS-210

June 24, 2004

JUN 28 10 2 03 03

OFFICE OF DEFECTS
INVESTIGATION

Jeffrey L. Quandt, Chief
Vehicle Control Division
Office of Defects Investigation
NHTSA Safety Assurance
Room #5326
400 Seventh Street, S.W.
Washington, D.C. 20590

GM-842A Update

NVS-213gem
PE03-031/EA03-021

Dear Mr. Quandt:

This letter is General Motors (GM) response to your request for updated information regarding alleged front coil spring fractures in 1999 model year (MY) Chevrolet Malibu and Pontiac Grand Am vehicles. This information was shared with Mr. Greg Magno of your staff on June 15, 2004.

As requested, GM is providing an update to incident reports and warranty claims that relate to the subject condition.

Incident Reports

The sources of the requested information and the last date the searches were conducted are tabulated in Table 1-1 below.

Source System	Last Date Gathered
Corporate Central File	05/24/2004
Customer Assistance Center	06/01/2004
Technical Assistance Center	05/19/2004
Field Information Network Database (FIND)	05/19/2004
Company Vehicle Evaluation Program (CVEP)	05/19/2004
Early Quality Feedback (EQF)	06/04/2003
Field Product Report Database (FPRD)	05/19/2004
Legal / Employee Self Insured Services (ESIS)	05/21/2004

Table 1-1: Data Sources

Table 1-2 below summarizes the number of incident reports that may relate to the subject condition. GM has organized the records by the GM file number within each attachment.

PRODUCT INVESTIGATIONS

Mail Office 480-106-884 • 30500 Mound Road • Warren, MI 48090-9058
Phone: (800) 962-0001 • Fax: (586) 547-2418
GM4414-DR Update Response

TYPE OF REPORT	COUNT (INCLUDING DUPLICATES)	GM REPORTS	GM REPORTS CORRESPONDING TO NHTSA REPORTS	LOCATION OF REPORTS (ATTACHMENT)	NUMBER OF PROPERTY DAMAGE REPORTS NOT INVOLVING A CRASH	NUMBER OF CRASH INCIDENT REPORTS	NUMBER OF REPORTED INJURIES/FATALITIES*
Owner Reports	18	18	0	2A	0	0	0
Field Reports and Technical Assistance System Reports	5	5	0	2B	0	0	1
Not-In-Suit Claims	0	0	0	N/A	0	0	0
Subrogation Claims	0	0	0	N/A	0	0	0
Third Party Arbitration Proceedings	0	0	0	N/A	0	0	0
Product Liability Lawsuits	0	0	0	N/A	0	0	0
Total (Including Duplicates)	21	21	0	N/A	0	0	1
Total (Excluding Duplicates)	21	21	0	N/A	0	0	1

Table 1-2: Report Breakdown

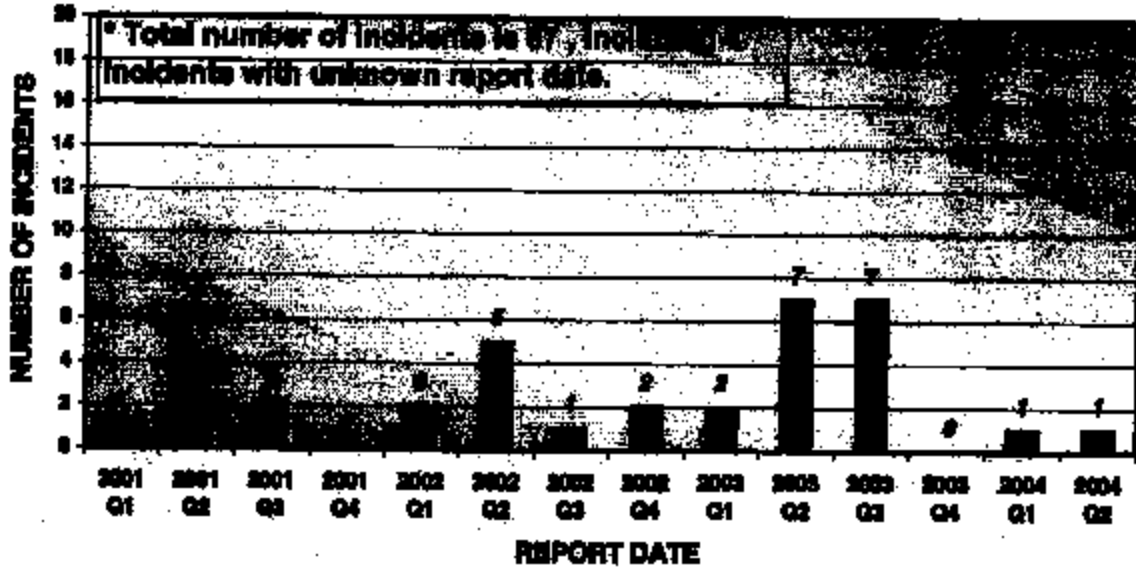
N/A Not Applicable

* GM is not aware of any fatalities related to the subject condition. The one minor injury (sore back) is alleged to have occurred while the driver was seated in the vehicle when the front coil spring fractured.

An electronic summary of the records along with the detailed reports are provided on the CD in Attachment 1; refer to the Microsoft Access 2000 file labeled "GM842A Update Incident Reports.mdb".

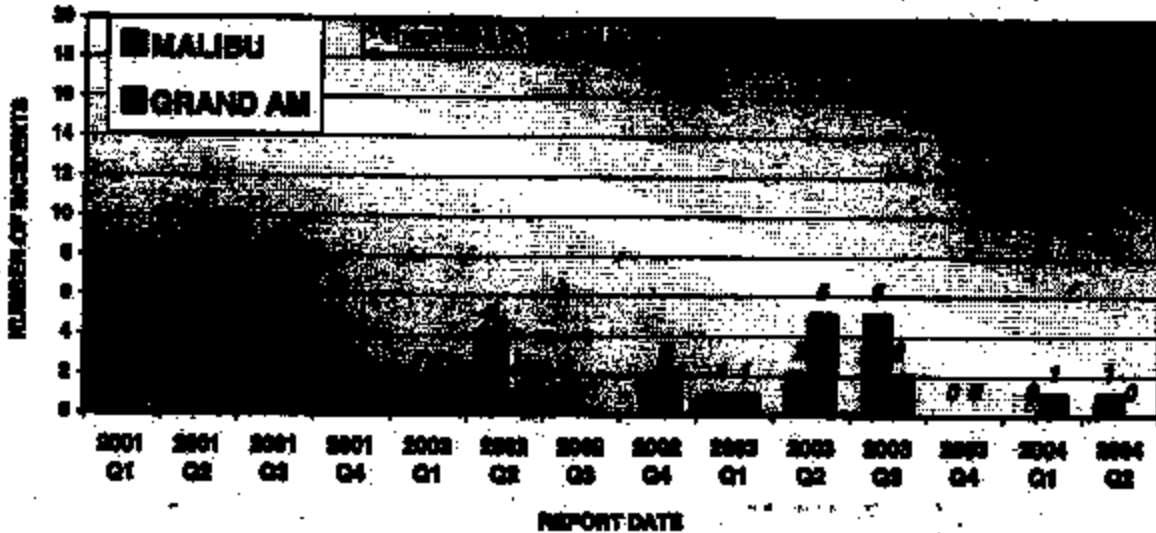
The two charts below (Chart 1-3 and 1-4) illustrate the total number of incident reports by calendar quarter (including reports from PE03-031). An electronic file of these charts is provided on the CD in Attachment 1; refer to the Microsoft Excel file labeled "GM842A Update Incident Report Data Analysis.xls".

NUMBER OF INCIDENTS REPORTED
PE08-021(SMB42) & EA08-021(SMB42A)



Graph 1-3: Overall Incident Reports per Quarterly Report Date

NUMBER OF INCIDENTS REPORTED
PE08-021(SMB42) & EA08-021(SMB42A)



Graph 1-4: Overall Incident Reports per Quarterly Report Date by Model

Warranty Reports

GM is providing a summary of regular and extended warranty claims that may relate to the subject condition in Attachment 1 CD; refer to the Microsoft Access 2000 file labeled "GM42A Update Warranty Data.mdb". This search resulted in an additional 11 regular and 69 extended warranty reports for the subject vehicles that may be related to the subject condition.

Source System	Last Date Gathered
GM North America (NA) Claim Analysis Retrieval Database (CARD)	05/25/2004
Motors Insurance Corporation (MIC) extended warranty	05/27/2004
Universal Warranty Corporation (UWC) extended warranty	05/08/2004

Table 5-1: Data Sources

The following labor operation and trouble codes were used in searching CARD.

Labor Codes (3)	Description
E3020	Spring, Right front coil- R&R or replace
E3021	Spring, Left front coil- R&R or replace
E3027	Spring, Both front coil- R&R or replace

Trouble Codes	Description
1B	CASTING DEFECT
1D	BROKEN
1J	COLLAPSED
1K	CRACKED
2E	CLEARANCE-EXCESSIVE
2F	CLEARANCE-TOO TIGHT
2H	IMPROPERLY INSTALLED
2J	IMPROPERLY PADDED
2W	LOOSE
3A	MISSADJUSTED/MISALIGNED
3E	NOISY
3F	NOT CONNECTED
3J	OUT OF ALIGNMENT
3K	BALANCE/IMBALANCE
3R	POROSITY
4Q	WEAK
4T	TWISTED
4X	WORN
69	TECHNICAL SERVICE BULLETIN
88	CUSTOMER SATISFACTION

The following labor codes were used in searching MIC:

Labor Codes (3)	Description
E3020	SPRING, RIGHT FRONT COIL - R&R OR REPLACE
E3021	SPRING, LEFT FRONT COIL - R&R OR REPLACE
E3027	SPRINGS, BOTH FRONT COIL - R&R OR REPLACE

The following labor codes were used in searching UWC:

Labor Code (1)	Description
09098	Front/RearSusp

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

The warranty data provided has limited analytical value in evaluating 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.

* * *

This response is based on searches of General Motors Corporation (GM) locations where documents determined to be responsive to your request would ordinarily be found. As a result, the scope of this search did not include, nor could it reasonably include, "all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 1998 were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers."

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

Sincerely,



Keith S. Schultz
Engineering Group Manager
Product Investigations

Attachments