



**GENERAL MOTORS NORTH AMERICA**  
**Structure & Safety Integration**

September 14, 2004

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 NVS-210

2004 SEP 15 P 1:30

OFFICE OF DEFECT  
 INVESTIGATION

Ms. Cheryl Tuosto  
 Vehicle Control Division  
 Office of Defects Investigations  
 NHTSA Enforcement  
 400 Seventh Street, S.W.  
 Washington, D.C. 20590

GM-855A

NVS-213cat  
 PE04-031

Dear Ms. Tuosto:

General Motors (GM) is responding to your request for an update of additional warranty claims regarding alleged failure of electric power steering on the 2004 Chevrolet Malibu received by GM after the response to PE04-031, dated May 18, 2004. GM is also supplying additional information regarding the 2004 Saturn Ion. A summary of the information is shown in Table 1A.

**Regular Warranty Claims for Steering Column/Motor Replacement (Labor Code E7630, E7631, E7680)**

MODEL	MODEL YEAR	WARRANTY CLAIMS
Chevrolet Malibu	2004	6,430
Saturn Ion	2004	30
<b>TOTAL</b>		<b>6,460</b>

TABLE 1A

A CD is included that contains two Microsoft Access 2000 file labeled, "Malibu Warranty After 4\_16\_04.mdb and Ion Warranty After 4\_16\_04.mdb".

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 a field labeled "Verbatim Text" in response to request 5K (dealer/technician comment). The verbatim text is an optional field in the GM warranty system for the dealer to enter any additional comments that may be applicable to the warranty claim. The verbatim text field is not required to be completed for every 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.

GM has also included an update of consumer complaints, field reports and legal claims as described in PE03-031 regarding the subject condition in the 2004 Chevrolet Malibu.

**Product Investigations**

Mail Code: 480-111-E18 • 30200 Mound Road • Warren, MI 48090-9010  
 GM855A Malibu Ion Warranty Data Update



Table 2-1 and 2-2 below summarize the new records that could relate to the subject condition. GM has organized the records by the GM file number within each attachment.

TYPE OF REPORT	COUNT (INCLUDING DUPLICATES)	GM REPORTS	GM REPORTS CORRESPONDING TO NHTSA REPORTS	LOCATION OF REPORTS (ATTACHMENT)	PROPERTY DAMAGE	INJURIES/FATALITIES*	CRASHES	FIRE
Owner Reports	64	64	0	2A	0	0	0	0
Field Reports and Technical Assistance System Reports	92	92	0	2B	1	3	1	0
Not-In-Suit Claims	0	0	0	2C	0	0	0	0
Subrogation Claims	4	4	0	2D	0	3	1	0
Third Party Arbitration Proceedings	0	0	0	N/A	0	0	0	0
Product Liability Lawsuits	0	0	0	N/A	0	0	0	0
Total (Including Duplicates)	160	160	0	N/A	1	6	2	0
Total (Excluding Duplicates)	154	154	0	N/A	1	4	1	0

Table 2-1: Report Breakdown 2004 Chevrolet Malibu

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

TYPE OF REPORT	COUNT (INCLUDING DUPLICATES)	GM REPORTS	GM REPORTS CORRESPONDING TO NHTSA REPORTS	LOCATION OF REPORTS (ATTACHMENT)	PROPERTY DAMAGE	INJURIES/FATALITIES*	CRASHES	FIRE
Owner Reports	3	3	0	2A	0	0	0	0
Field Reports and Technical Assistance System Reports	5	5	0	2B	0	0	0	0
Not-In-Suit Claims	0	0	0	N/A	0	0	0	0
Subrogation Claims	0	0	0	N/A	0	0	0	0
Third Party Arbitration Proceedings	0	0	0	N/A	0	0	0	0
Product Liability Lawsuits	0	0	0	N/A	0	0	0	0
Total (Including Duplicates)	8	8	0	N/A	0	0	0	0

Table 2-2: Report Breakdown 2004 Saturn Ion

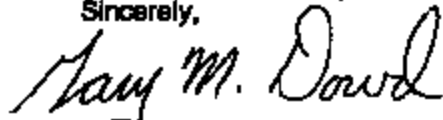
\*GM is not aware of any fatalities related to the subject condition.

Letter to Cheryl Trovato  
PE04-031 / GM-835A Warranty Update  
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As requested, a CD is included that contains the field reports, customer complaints, and other reports in a Microsoft Access 2000 file labeled, "Data and Attachments, filename - Request Question Number Two Data". All attachments are included and identified in Table 2-1 and Table 2-2 above.

If you have additional questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads "Gary M. Dowd". The signature is written in a cursive style with a large, looped "D" at the end.

Gary M. Dowd  
Field Performance Engineer  
GM Product Investigations

Attachment: 1 CD