



GENERAL MOTORS NORTH AMERICA
Structure & Safety Integration

February 23, 2005

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NVS-214

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Richard Boyd, Chief
Medium & Heavy Duty Vehicle Division
Office of Defects Investigation
NHTSA Enforcement
Room #6328
400 Seventh Street, S.W.
Washington, D.C. 20590

OFFICE OF THE
NATIONAL TRANSPORTATION

GM-6468 Supplement

NVS-214gtb
RQ04-010

Dear Mr. Boyd:

This letter is General Motors' (GM's) supplemental response to your information request (IR) RQ04-010, dated November 18, 2004, regarding the reason(s) that General Motors excluded 1998 and 1999 model year Sierra and Silverado vehicles from the vehicles included in Campaign 04V-129.

It has come to my attention that additional information is now available for some complaint records related to Items 2, 3, and 4 of the IR. The details regarding this additional information were discussed with Ms. Kathleen Demeter on February 8, 2005.

In light of this additional information, GM has re-assessed the effected records provided in the GM response to RQ04-010, and the records that were considered non-responsive at that time.

In response to Item 1 of RQ04-010, GM is providing the revised Table 1-1 below. GM is also providing the revised electronic complaint summary in response to Item 2. In response to Item 3, copies of all the records identified in Item 1 (including the additional information) are provided in the attachments listed in Table 1-1 on the enclosed CD labeled GM6468/RQ04-010 Supplement 1; refer to the Microsoft Access 2000 file in the folder labeled GM6468 REVISED REQUEST No. 1 COMPLAINT DATA.

As requested, this CD contains the revised Item 1 information as well as the Item 1 information provided in the GM response dated January 14, 2005. The enclosed CD labeled GM6468/RQ04-010 Supplement 1 replaces the Item 1, 2 and 3 information contained on the GM6468 Attachment 1 CD that was provided with the January 14, 2005 GM response to RQ04-010.

Your question and our corresponding reply is as follows:

Updated Complaint Information for 1998 and 1999 model year Sierra and Silverado vehicles

1. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles received by General Motors since December 12, 2003, (i.e. this request excludes information regarding the alleged defect that has been previously provided to the Agency) pertaining to:
 - (a) Consumer complaints, including those from fleet operators;
 - (b) Field reports, including dealer field reports;
 - (c) Reports involving an injury or fatality, 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;
 - (d) 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; and
- (f) Third-party arbitration proceedings where GM is or was a party to the arbitration; and
- (g) Lawsuits, both pending and closed, in which GM is, or was, a defendant or codefendant.

For subparts "a" through "d," 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 are to be counted as a field report and a consumer complaint).

In addition, for items "c" through "g," 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. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER ONE, RQ04-010 - 1998-1999 SIERRA-SILVERADO COMPLAINT DATA." Please provide the data in the same Access format that GM used to provide information requested in PE03-049.

General Motors provided ODI with responsive information in the GM response to PE03-049 dated December 12, 2003. Table 1-1 below summarizes records that could relate to the subject condition that GM has received since the information provided in response to PE03-049 was last gathered.

TYPE OF REPORT	COUNT (INCLUDING DUPLICATES)	GM REPORTS	GM REPORTS CORRESPONDING TO NHTSA REPORTS	LOCATION OF REPORTS (ATTACHMENT)	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH INJURIES/ FATALITIES*
Owner Reports	738	738	0	1A	0	1
Field Reports and Technical Assistance System Reports	22	22	0	1B	0	19
Not-in-Suit Claims	11	11	0	1C	2	12
Subrogation Claims	4	4	0	1D	0	0
Third Party Arbitration Proceedings	0	0	0	N/A	0	0
Product Liability Lawsuits	0	0	0	N/A	0	0
Total (Including Duplicates)	773	773	0	N/A	2	32
Total (Excluding Duplicates)	765	765	0	N/A	2	23

TABLE 1-1: REPORT BREAKDOWN

N/A - NOT APPLICABLE

* GM IS NOT AWARE OF ANY FATALITIES RELATED TO THE SUBJECT CONDITION AND THE SUBJECT VEHICLES.

The sources of the requested information and the last date the searches were conducted are tabulated in Table 1-2 below.

Source System	Last Date Gathered
Corporate Central File	12/01/2004
Customer Assistance Center	12/03/2004
Technical Assistance Center	12/03/2004
Field Information Network Database (FIND)	11/24/2004
Company Vehicle Evaluation Program (CVEP)	11/24/2004
Captured Test Fleet (CTF)	11/24/2004
Early Quality Feedback (EQF)	12/09/2004
Field Product Report Database (FPRD)	11/24/2004
Legal / Employee Self Insured Services (ESIS)	12/13/2004

TABLE 1-2: DATA SOURCES

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

Sincerely,



Gay P. Kent
Director
Product Investigations

Attachment

GM646B Supplement 1
RQ04-010

ITEM "1"