



Handwritten:
9/25/07

September 21, 2007

Kathleen C. DeMeter, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S. E., Room W46-409
Washington, D.C. 20590

N070035A Partial

NVS-213kmb
EA07-008

Dear Ms. DeMeter:

This letter is General Motors' (GM) partial response to your information request (IR), dated August 3, 2007, regarding allegations of a non-crash related fire originating in the engine compartment in certain 1999 through 2002 model year (MY) vehicles that are equipped with a 3.8L supercharged (L67) engine and manufactured by General Motors Corporation (GM). GM is also providing peer vehicle information for 1999 through 2002 MY vehicles manufactured with a 3.8L normally-aspirated (L36) engine.

Your questions, 1 through 6, and our corresponding replies are as follows:

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:**
 - a. **Consumer complaints, including those from fleet operators;**
 - b. **Field reports, including dealer field reports;**
 - c. **Reports involving a crash, 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 involving a fire, 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. **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.**

Separately, state the number of each of the above items "a" through "g," received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the peer vehicles. For subparts "a" through "e," 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 occurred are to be counted as a crash report, 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.

Product Investigations

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Tables 1-1 and 1-2 below summarize records that could relate to the subject condition since GMs response to PE07-006 on April 20, 2007. GM has organized the records by the GM file number within each attachment.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES			
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	NUMBER WITH INJURIES/FATALITIES
Owner Reports	0	0	0	0	0
Field Reports	0	0	0	0	0
Not-In-Suit Claims	2	0	2	0	0
Subrogation Claims	38	1	0	0	0
Third Party Arbitration Proceedings	0	0	0	0	0
Product Liability Lawsuits	4	1	2	0	0
Total Reports (Including Duplicates)	44	2	4	0	0
Total Vehicles with Reports (Unique VIN)	44*	2	4	0	0

TABLE 1-1: REPORT BREAKDOWN FOR SUBJECT VEHICLES W/ L67 ENGINE COMPARTMENT FIRES

* INCLUDED IN THE 44 REPORTS ARE 3 REPORTS THAT WERE PREVIOUSLY PROVIDED IN RESPONSE TO PE07-006 BUT NOW CONTAIN ADDITION INFORMATION.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES			
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	NUMBER WITH INJURIES/FATALITIES
Owner Reports	0	0	0	0	0
Field Reports	0	0	0	0	0
Not-In-Suit Claims	8	0	1	0	0
Subrogation Claims	9	0	3	0	0
Third Party Arbitration Proceedings	0	0	0	0	0
Product Liability Lawsuits	3	0	0	0	0
Total Reports (Including Duplicates)	20	0	4	0	0
Total Vehicles with Reports (Unique VIN)	20*	0	4	0	0

TABLE 1-2: REPORT BREAKDOWN FOR PEER VEHICLES W/ L36 ENGINE COMPARTMENT FIRES

* INCLUDED IN THE 22 REPORTS ARE 6 REPORTS THAT WERE PREVIOUSLY PROVIDED IN RESPONSE TO PE07-006 BUT NOW CONTAIN ADDITION INFORMATION..

To date, GM's investigation of the alleged defect has not included an assessment of the cause(s) of each incident responsive to Request No. 1. Some incident reports may not contain sufficient reliable information to accurately assess cause. Assessments of other incidents (from lawsuits and claims) may be attorney work product and/or privileged. Therefore, information and documents provided in this response, if any, consist only of non-attorney work product and/or non-privileged material for incidents that have been investigated and assessed.

The sources of the requested information and the last date the searches were conducted are tabulated in Table 1-3 below.

SOURCE SYSTEM	LAST DATE GATHERED
Customer Assistance Center	8/22/2007
Technical Assistance Center	9/13/2007
Field Information Network Database (FIND)	9/4/2007
Company Vehicle Evaluation Program (CVEP)	8/21/2007
Field Product Report Database (FPRD)	9/4/2007
Legal / Employee Self Insured Services (ESIS)	9/13/2007

TABLE 1-3: DATA SOURCES

2. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 1, state the following information:
 - a. GM's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 1 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Incident location;
 - i. Report or claim date;
 - j. Whether a vehicle fire is alleged;
 - k. Whether a structure fire is alleged;
 - l. Whether property damage is alleged;
 - m. Number of alleged injuries, if any;
 - n. Number of alleged fatalities, if any;
 - o. Whether GM received a subrogation claim regarding the incident. If so, please provide the name of the business and/or person who submitted the claim, their address, and telephone number;
 - p. Whether a fire investigation was performed by any party, that GM is aware of, to determine the origin and cause. If so, please provide a copy of the report;
 - q. Alleged origin of the fire;
 - r. Alleged cause of the fire;
 - s. Whether the incident occurred with the engine "OFF" or the engine "ON";
 - t. Ignition key position at time of incident;
 - u. Complaint summary;
 - v. Consumer comments; and
 - w. GM's assessment of the allegation.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER ONE DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

The requested information is provided on the Att_1_GM disk in the folder labeled Q_02 refer to the Microsoft Access 2000 file labeled, "Q_02_REQUEST NUMBER ONE DATA". Regarding the response to Q2, parts "o" through "w," GM is including the information in the database if the information is available in the documents and attachments being provided.

- 3. Produce copies of all documents related to each item within the scope of Request No. 1. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.**

Copies of the records summarized in Tables 1-1 AND 1-2 are on the Att_1_GM disk embedded in the folder labeled Q_02; refer to the Microsoft Access 2000 file labeled, "Q_02_REQUEST NUMBER ONE DATA". GM has organized the records by the GM file number within each attachment.

- 4. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles (this should include all claims relating to any components that GM has considered as potential causes of non-crash engine compartment fires 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, 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. Causal part (if identified);
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer; and
- l. 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 which provides further details regarding this submission.

GM has not found any regular or extended warranty claims that are related to the alleged condition.

- 5. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers**

and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that GM offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

The GM regular warranty database and extended warranty databases do not contain a labor code and/or trouble code for fires. In response to Question 4, GM queried its TREAD data system to identify warranty claims for the subject and peer vehicles that include verbatim/comments which indicated a fire occurred. No new claims were found since GMs response to PE07-006 on April 20, 2007.

- 6. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.**

GM is not aware of any service, warranty or other documents that relate or may relate to the subject condition in the subject vehicles that GM has issued to dealers, regional or zone offices, field offices, fleet purchasers or other entities. GM is not planning to issue any such communications to dealers, regional or zone offices, field offices, or fleet purchasers within the next 120 days.

The data collection was completed on 9/4/2007.

* * *

GM claims that certain information, in documents that are part of lawsuit and claims files maintained by the GM Legal Staff, is attorney work product and/or privileged. That information includes notes, memos, reports, photographs, and evaluations by attorneys (and by consultants, claims analysts, investigators, and engineers working at the request of attorneys). GM is producing responsive documents from claims files that are neither attorney work product nor privileged, and withholding those that are attorney work product and/or privileged.

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

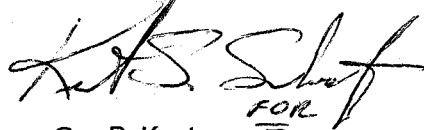
after January 1, 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- 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,

A handwritten signature in black ink, appearing to read "Gay P. Kent". The signature is stylized and cursive. Below the signature, the word "FOR" is written in a smaller, simpler font.

Gay P. Kent
Director
Product Investigations

Attachments

**N070035A
EA07-008**

ATTACHMENT "1"

GM NON-CONFIDENTIAL MATERIAL