



March 14, 2008

Jeffrey L. Quandt, Chief
Vehicle Control Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S. E., Room W48-223
Washington, D.C. 20590

A070047 Supplement 2

NVS-213kmb
PE07-051

Dear Mr. Quandt:

This is a supplement to General Motors' (GM) response, dated January 11, 2008 regarding alleged failure of the engine throttle valve in returning to a closed (idle) position for 2004 through 2005 Model Year (MY) Chevrolet Aveo vehicles.

In response to your request on March 5, 2008, GM is providing an update of our responses to questions 2 through 6. This information includes additional reports that may be related to the alleged defect since our last response dated January 11, 2008.

- 2. 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. Property damage claims;**
 - e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and**
 - f. 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 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 "f," 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 "e" and "f," 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.

The number of the items requested in 2a-f is summarized in Tables 2-1 and 2-2. Weather data was evaluated in the zip codes where the repair was made and the lowest temperature for the 14 days prior to the repair was recorded. Table 2-1 includes the number of reports where there

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was an allegation of a stuck throttle and there was a recorded temperature at or below 32°F in the previous 14 days. Table 2-2 includes the number of reports where there was an alleged stuck throttle, but the lowest temperature corresponding to these reports was higher than 32°F and, therefore, could not be related to icing.

TYPE OF REPORT	GM REPORTS	CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	NUMBER WITH INJURIES/FATALITIES
Owner Reports	0	0	0	0	0
Field Reports	5	0	0	0	0
Not-In-Suit Claims	0	0	0	0	0
Subrogation Claims	0	0	0	0	0
Third Party Arbitration Proceedings	0	0	0	0	0
Product Liability Lawsuits	0	0	0	0	0
Total Reports (Including Duplicates)	5	0	0	0	0
Total Vehicles with Reports (Unique VIN)	5	0	0	0	0

TABLE 2-1: ALLEGED THROTTLE STICKING - POSSIBLY EXPOSED TO TEMPS. < 0°C (32°F)

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

TABLE 2-2: ALLEGED THROTTLE STICKING, BUT UNRELATED TO ICING --TEMPS > 0°C (32°F)

For the additional information requested for items in categories (c) through (f), see response to No. 3. 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. 2. Certain incident reports may not contain sufficient reliable information to assess cause accurately. Assessments of other incidents (from lawsuits and claims) may be attorney work product and/or privileged. Therefore, information and documents provided in these responses, if any, consist only of non-attorney work product and/or non-privileged material for incidents that have been investigated and assessed. Additional information requested for categories (e) and (f) is provided, to the extent available, in lieu of documents.

The sources of the requested information and the last date the searches were conducted are tabulated in Table 2-3 below.

SOURCE SYSTEM	LAST DATE GATHERED
Customer Assistance Center	2/21/2008
Technical Assistance Center	2/27/2008
Field Information Network Database (FIND)	2/18/2008
Field Product Report Database (FPRD)	2/18/2008
Company Vehicle Evaluation Program (CVEP)	2/15/2008
Captured Test Fleet (CTF)	2/15/2008
Early Quality Feedback (EQF)	2/15/2008
Legal / Employee Self Insured Services (ESIS)/Product Liability Claims/ Lawsuits	3/11/2008

TABLE 2-3: LAST DATE OF DATA SEARCHES

3. **Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:**
 - a. **GM's file number or other identifier used;**
 - b. **The category of the item, as identified in Request No. 2 (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. **Report or claim date;**
 - i. **Whether a crash is alleged;**
 - j. **Whether property damage is alleged;**
 - k. **Number of alleged injuries, if any; and**
 - l. **Number of alleged fatalities, if any.**

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

See response to No. 2. Responsive information retrieved by GM is provided on the ATT_1_GM disk in the folder labeled "Q_03," refer to the Microsoft Access 2000 file labeled, "Q_03_REQUEST NUMBER TWO DATA."

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.**

See response to No. 2. Copies of the documents retrieved by GM corresponding to the reports tabulated in Tables 2-1 and 2-2 are on the ATT_1_GM disk embedded in the folder labeled "Q_03," refer to the Microsoft Access 2000 file labeled, "Q_03_REQUEST NUMBER TWO DATA." GM has organized the records by the GM file number within each attachment.

- 5. 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: 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. 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 which provides further details regarding this submission.

GM searched the regular and extended warranty for any cases of an alleged stuck throttle that have occurred since our last search performed for the January 11, 2008 response. For some labor codes, additional customer codes were also used to sort the data. This search found no new cases. A summary of that search is shown in table 5-1.

LABOR CODE DESCRIPTION	AND CUSTOMER CODE(S)	NUMBER OF NEW CLAIMS	LAST DATE SEARCHED
REGULAR WARRANTY SEARCH			
J7604 - Install New PCV Kit	All Customer Codes	0	2/18/08
J7922 - Complete Installation of New PCV Kit	All Customer Codes	0	3/5/08
J5490 - Body Unit, Throttle - Replace	OA - Operation Binds PV- Performance Surge	0	2/18/08
J5492 - Gasket, Throttle Body - R&R	OA - Operation Binds PV- Performance Surge	0	2/18/08
J5331 - Cable, accel cont (lvr to tbi)-repl	OA - Operation Binds PV- Performance Surge O8 - Operation won't turn off	0	2/18/08
Z1241 - Personal Property Damage (Goodwill)	Cust. Codes Not Available	0	2/18/08
Z1242 - Rpr/Reimbursement - Product allegation (Goodwill)	Cust. Codes Not Available	0	2/18/08
Z1243 - Inspection Product Allegation Resolution (Goodwill)	Cust. Codes Not Available	0	2/18/08
EXTENDED WARRANTY SEARCH (MIC)			
J7604 - Install New PCV Kit	Cust. Codes Not Available	0	1/25/08
J7922 - Complete Installation of New PCV Kit	Cust. Codes Not Available	0	3/7/08
J5490 - Body Unit, Throttle - Replace	Cust. Codes Not Available	0	1/25/08
J5492 - Gasket, Throttle Body - R&R	Cust. Codes Not Available	0	1/25/08
J5331 - Cable, accel cont (lvr to tbi)-repl	Cust. Codes Not Available	0	1/25/08
Z1241 - Personal Property Damage (Goodwill)	Cust. Codes Not Available	0	1/25/08
Z1242 - Rpr/Reimbursement - Product allegation (Goodwill)	Cust. Codes Not Available	0	1/25/08
Z1243 - Inspection Product Allegation Resolution (Goodwill)	Cust. Codes Not Available	0	1/25/08
EXTENDED WARRANTY SEARCH (UWC)			
Does not use GM labor codes - Reviewed 24 claims - none related to alleged defect	Cust. Codes Not Available	0	2/19/08

TABLE 5-1

- 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.

To search for and collect the warranty data for this response, the GM Claim Adjustment Retrieval Database (CARD) regular warranty database and the Motors Insurance Corp (MIC)

extended warranty database were searched using the labor codes listed in table 5-1. Universal Warranty Corporation (UWC) does not use labor codes or trouble codes. The labor codes listed in Table 5-1 are those that may be related to the alleged defect.

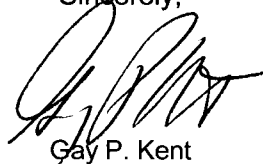
Refer to GM's January 11, 2008 response to question 6 for a description of the warranty coverage for the subject vehicles. The number of extended warranty coverage contracts on the subject vehicles from MIC as of January 25, 2008 is contained in Table 6-1.

MAKE/MODEL	STATUS	2004 MY	2005MY	TOTAL
Chevrolet Aveo	In Force	8899	10490	19389

TABLE 6-1: MIC EXTENDED WARRANTY COVERAGE CONTRACTS

Please contact me if you require further information about this supplemental response.

Sincerely,



Gay P. Kent
Director
Product Investigations

Attachment