



5/28/08

RECEIVED
NVS-210

May 22, 2008

2008 MAY 23 P 2:02

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

OFFICE OF DEFECTS
INVESTIGATION

A070047 Supplement 3

NVS-213kmb
PE07-051

Dear Mr. Quandt:

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

In response to a request from your office on May 12, 2008, GM is providing an update of our responses to questions 2 through 6. This information includes additional reports and warranty claims that may be related to the alleged defect since our last update, which we provided at your request on March 14, 2008.

The information contained in this response reinforces GM's assessment of this issue, as stated in our January 11, 2008 response to PE07-051:

- Low rate of stuck throttle is consistent with the rare coincidence of all of the conditions and sequence of events needed to create a stuck open throttle while driving.
- Most stuck throttle cases will be seen during vehicle start up and not a failure to return-to-idle while driving.
- GM knows of only one minor crash and no injuries resulting from an alleged stuck throttle at a time when the ambient conditions might have allowed ice to form.
- Any US vehicles that have a performance issue due to icing will be able to be serviced by GM dealers using the same service procedure as in the Canadian recall.
- NHTSA has not identified any VOQs related to this condition.

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.

Only one additional report was found in response to this request. As was done in GM's previous responses, weather data was evaluated in the zip code where the repair was made and the lowest temperature for the 14 days prior to the repair was recorded. That temperature was below 32°F, and therefore the case was included on Table 2-1. No additional reports were found to be included on Table 2-2.

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 2-1: 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	0	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)	0	0	0	0	0
Total Vehicles with Reports (Unique VIN)	0	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 of the incident responsive to Request No. 2. The incident report may not contain sufficient reliable information to assess the cause accurately.

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	May 13, 2008
Technical Assistance Center	May 13, 2008
Field Information Network Database (FIND)	May 15, 2008
Field Product Report Database (FPRD)	May 15, 2008
Company Vehicle Evaluation Program (CVEP)	February 15, 2008*
Captured Test Fleet (CTF)	February 15, 2008*
Early Quality Feedback (EQF)	February 15, 2008*
Legal/Employee Self Insured Services (ESIS)/Product Liability Claims/Lawsuits	May 14, 2008

TABLE 2-3: LAST DATE OF DATA SEARCHES

* New data is not generated for '04 - '05 MY vehicles in these databases. All data sent in previous responses.

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:
- GM's file number or other identifier used;
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - Vehicle's VIN;
 - Vehicle's make, model and model year;
 - Vehicle's mileage at time of incident;
 - Incident date;
 - Report or claim date;
 - Whether a crash is alleged;
 - Whether property damage is alleged;
 - Number of alleged injuries, if any; and
 - 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 report tabulated in Table 2-1, is 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:
- GM's claim number;
 - Vehicle owner or fleet name (and fleet contact person) and telephone number;
 - VIN;
 - Repair date;
 - Vehicle mileage at time of repair;
 - Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
 - Labor operation number;
 - Problem code;
 - Replacement part number(s) and description(s);
 - Concern stated by customer; and
 - 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.

The regular warranty claims of an alleged stuck throttle that have occurred since our last search on March 14, 2008 are summarized in Tables 5-1 through 5-3. For some labor codes, additional customer codes were also used to sort the data. Since the warranty system does not always provide sufficient information to determine the cause, a call was made to dealers to gather additional information on all of the new claims identified in Tables 5-1 through 5-3. Also, as was done in GM's previous responses, weather data was evaluated in the zip code where the repairs were made and the lowest temperature for the 14 days prior to the repair was recorded.

Table 5-1 summarizes all regular warranty claims that used the labor codes J7604 (Install New PCV Kit) or J7922 (Complete installation of new PCV kit). The bulletin corresponding to labor code J7922 was issued on February 8, 2008 and replaced the bulletin corresponding to J7604. Table 5-1 shows 4 claims where a customer complained of a condition that may correspond to a stuck throttle during a period when ambient conditions existed that could permit ice. The table also includes the customer complaints from the other claims.

MAKE/MODEL	CUSTOMER COMPLAINT	2004 MY	2005 MY	TOTAL
Chevrolet Aveo				
Temp. < 32°F				
	Stuck Throttle	1	3	4*
	Hard start/no start	1	0	1
	Stalled engine	2	1	3
	Check engine light	1	0	1
	Engine oil leak	0	0	0
	Engine runs rough	1	1	2
	Unknown	1	0	1
Temp. > 32°F				
	Stuck Throttle	0	0	0
	Hard start/no start	0	0	0
	Stalled engine	0	0	0
	Check engine light	0	0	0
	Engine oil leak	0	0	0
	Engine runs rough	0	0	0
	Unknown	0	0	0
			Total	12

TABLE 5-1 REGULAR WARRANTY CLAIMS FOR J7604 AND J7922

* 1 of these cases is a duplicate with the field report shown on Table 2-1.

Table 5-2 summarizes warranty claims that used the labor codes:

- J5490 (Body Unit, Throttle – Replace) , or
- J5492 (Gasket, Throttle Body – R&R);

And which also used a customer code that may correspond to a stuck throttle:

- OA – Operation binds, or
- PV – Performance: Surge

Table 5-2 shows 2 claims where the customers complained of a condition that may correspond to a stuck throttle, during a period when ambient conditions existed that could permit ice.

MAKE/MODEL			TOTAL
CHEVROLET AVEO	2004MY	2005 MY	
< 32°F	0	2	2
> 32°F	0	0	0

TABLE 5-2 REGULAR WARRANTY CLAIMS FOR LABOR CODES J5490 & J5492

Table 5-3 summarizes warranty claims that used the labor code:

- J5331 (Cable, accel cont (lvr to tbi)-repl);

And which also used a customer code that may correspond to a stuck throttle:

- OA – Operation binds, or
- PV – Performance: Surge, or
- O8 – Operation: Won't turn off

Table 5-3 shows 1 claim where a customer complained of a condition that may correspond to a stuck throttle, during a period when ambient conditions existed that could permit ice.

MAKE/MODEL			TOTAL
CHEVROLET AVEO	2004MY	2005 MY	
< 32°F	0	1	1
> 32°F	0	0	0

TABLE 5-3 REGULAR WARRANTY CLAIMS FOR LABOR CODES J5331

The search of the extended warranty data (Moters Insurance Corporation (MIC) and Universal Warranty Corporation (UWC)) found no additional claims of an alleged stuck throttle that have occurred since our last search on March 14, 2008.

6. **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 Moters Insurance Corp (MIC) extended warranty database were searched using the labor codes listed in Table 6-1. Universal Warranty Corporation (UWC) does not use labor codes or trouble codes. The labor codes and customer codes listed in Table 6-1 are those that may be related to the alleged defect.

Regular Warranty		
LABOR CODE DESCRIPTION	AND CUSTOMER CODE(S)	LAST DATE SEARCHED
J7604 - Install New PCV Kit	All Customer Codes	5/13/08
J7922 - Complete Installation of New PCV Kit	All Customer Codes	5/13/08
J5490 - Body Unit, Throttle - Replace	OA - Operation Binds PV- Performance Surge	5/13/08
J5492 - Gasket, Throttle Body - R&R	OA - Operation Binds PV- Performance Surge	5/13/08
J5331 - Cable, accel cont (lvr to tbi)-repl	OA - Operation Binds PV - Performance Surge O8 - Operation won't turn off	5/13/08
Z1241 - Personal Property Damage (Goodwill)	Cust. Codes Not Available	5/13/08
Z1242 - Rpr/Reimbursement - Product allegation (Goodwill)	Cust. Codes Not Available	5/13/08
Z1243 - Inspection Product Allegation Resolution (Goodwill)	Cust. Codes Not Available	5/13/08
Extended Warranty (MIC)		
LABOR CODE DESCRIPTION	AND CUSTOMER CODE(S)	LAST DATE SEARCHED
J7604 - Install New PCV Kit	All Customer Codes	5/19/08
J7922 - Complete Installation of New PCV Kit	All Customer Codes	5/19/08
J5490 - Body Unit, Throttle - Replace	OA - Operation Binds PV- Performance Surge	5/19/08
J5492 - Gasket, Throttle Body - R&R	OA - Operation Binds PV- Performance Surge	5/19/08
J5331 - Cable, accel cont (lvr to tbi)-repl	OA - Operation Binds PV- Performance Surge O8 - Operation won't turn off	5/19/08
Z1241 - Personal Property Damage (Goodwill)	Cust. Codes Not Available	5/19/08
Z1242 - Rpr/Reimbursement-Product allegation (Goodwill)	Cust. Codes Not Available	5/19/08
Z1243 - Inspection Product Allegation Resolution (Goodwill)	Cust. Codes Not Available	5/19/08
Extended Warranty (UWC)		
LABOR CODE DESCRIPTION	AND CUSTOMER CODE(S)	LAST DATE SEARCHED
Does not use GM labor codes - Reviewed 24 claims - none related to alleged defect	Cust. Codes Not Available	5/16/08

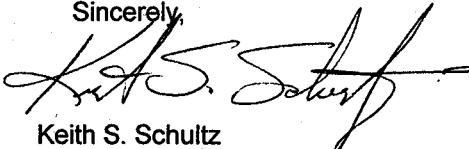
TABLE 6-1

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 April 25, 2008 is contained in Table 6-2.

MAKE/MODEL	STATUS	2004 MY	2005MY	TOTAL
Chevrolet Aveo	In Force	8754	10405	19159

TABLE 6-2: MIC EXTENDED WARRANTY COVERAGE CONTRACTS

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

Sincerely,

 Keith S. Schultz
 Manager
 Product Investigations

Attachment

A070047 SUPPLEMENT 3
PE07-051

ATTACHMENT "1"

GM NON-CONFIDENTIAL MATERIAL