

10) Provide a table with the following information regarding actual timing chain failure frequencies for each vehicle sub-population as defined in this letter:

- a. Vehicle production count;
- b. Total complaints;
- c. Total warranty claims;
- d. For each of the following service intervals state the number of each sub-population that have reached that time-in-service and the number of complaints and warranty claims received within each service interval: 12-, 24-, 36-, 48-, 60-, and 72-months;
- e. State GM's assessment of the percentages of timing chain complaints that involve stall while driving for each sub-population (alternatively, if GM does not believe that the percentages for the sub-populations are significantly different, state an approximate percentage that would apply to all);
- f. For complaints that GM does not believe involve stall while driving, provide a breakdown of the percentages associated with other conditions (e.g., no start, noise, driveability, check engine light);
- g. State GM's assessment of the percentages of timing chain warranty claims that involve stall while driving for each sub-population (alternatively, if GM does not believe that the percentages for the sub-populations are significantly different, state an approximate percentage that would apply to all); and
- h. For warranty claims that GM does not believe involve stall while driving, provide a breakdown of the percentages associated with other conditions (e.g., no start, noise, driveability, check engine light).

GM's response to your questions are as follows:

The tables/information/analysis for the alleged condition in the subject and peer vehicles provided in this response to questions 10 and 11 include unique reports and claims (regular warranty and extended service contract) for timing chain breakage that GM has submitted in response to PE06-006, EA06-009, DP08-002 and PE08-061.

- a) The production counts for the subject and peer vehicle sub-populations 1-5 are as follows:

	Sub-population				
	1	2	3	4	5
Production	20,418	68,819	82,195	71,357	127,159

TABLE 10-1 PRODUCTION: PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

- b) The number of GM reports for the subject and peer vehicle sub-populations 1-5 are as follows:

The table below includes reports for timing chain breakage in the subject and peer vehicles that GM has submitted in response to PE06-006, EA06-009, DP08-002 and PE08-061.

	Sub-population				
	1	2	3	4	5
GM Reports	363	498	513	12	1,010

TABLE 10-2 GM REPORTS: PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

- c) The number of total claims including regular warranty and extended service contract claims for the subject and peer vehicle sub-populations 1-5 are as follows:

The table below includes reports for timing chain breakage in the subject and peer vehicles that GM has submitted in response to PE06-006, EA06-009, DP08-002 and PE08-061.

	Sub-population				
	1	2	3	4	5
Claims (Regular & Extended Service)	1,107	1,009	1,022	75	3,025

TABLE 10-3 GM CLAIMS: PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

- d) Table 10-4 summarizes the number of vehicles within each service interval: 12, 24, 36, 48, 60, and 72 months.

	Sub-population				
Interval (months)	1	2	3	4	5
12	20,418	68,819	81,701	69,981	105,547
24	20,418	68,819	81,701	69,981	105,547
36	20,418	68,819	81,701	69,981	105,547
48	20,418	68,819	81,701	69,981	105,547
60	20,418	68,819	81,696	69,267	105,496
72	20,417	68,819	81,571	30,497	105,088
Unknown	-	-	494	1,376	21,612

TABLE 10-4 PRODUCTION BY SERVICE INTERVAL: PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

Table 10-5 summarizes the number of GM reports.

The table below includes reports for timing chain breakage in the subject and peer vehicles that GM has submitted in response to PE06-006, EA06-009, DP08-002 and PE08-061.

	Sub-population				
Interval (months)	1	2	3	4	5
0 to 12	11	4	5	1	10
13 to 24	56	32	26	2	161
25 to 36	95	88	103	1	267
37 to 48	85	110	147	4	250
49 to 60	103	104	105	2	129
61 to 72	13	89	30	2	77
>72	-	71	94	-	51
Unknown	-	-	3	-	65

TABLE 10-5 GM REPORTS BY SERVICE INTERVAL: PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

Table 10-6 summarizes the number of total claims including regular warranty and extended service contract claims for the timing chain breakage in the subject and peer vehicles for sub-populations 1-5 that GM has submitted in response to PE06-006, EA06-009, DP08-002 and PE08-061.

	Sub-population				
Interval (months)	1	2	3	4	5
0 to 12	55	22	14	4	21
13 to 24	256	128	112	12	235
25 to 36	317	271	260	22	691
37 to 48	172	233	269	15	829
49 to 60	123	149	178	15	560
61 to 72	38	67	78	7	331
>72	146	139	111	0	152
unknown	-	-	-	-	206

TABLE 10-6 CLAIMS BY SERVICE INTERVAL: PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

GM made the following assessments when calculating the percentages of reports and claims within each sub-populations in response to Questions 10e-h.

- e) For the GM reports summarized in Table 10-5 above, GM's assessment of the percentages of timing chain breakage that indicate stall while driving for each sub-population are shown in Table 10-7 below. The GM reports used for the calculations stated that the timing chain broke and that the vehicle stalled while driving.

	Sub-population				
	1	2	3	4	5
GM Reports	25.07%	15.06%	21.44%	8.33%	17.33%

TABLE 10-7 STALL WHILE DRIVING: GM REPORTS FOR PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

- f) GM reports that include driveability and noise concerns are for driveable vehicles and are not related to a stall while driving condition. GM used a previous Saturn L-series customer survey information and determined that 56% were not related to the stall while driving condition (such as: stall no-info, no start or no useful verbatim). Please refer to the response to Question 11 for additional analysis regarding these reports.
- g) For the GM claims summarized in Table 10-6 above, GM's assessment of the percentages of timing chain breakage that indicate stall while driving for each sub-population are shown in Table 10-8 below. The GM claims used for the calculations indicate that the timing chain broke and that the vehicle stalled while driving.

	Sub-population				
	1	2	3	4	5
Claims Total	13.27%	6.43%	12.98%	2.53%	2.24%

10-8 STALL WHILE DRIVING: CLAIMS FOR PEER AND SUBJECT VEHICLE SUB-POPULATIONS 1-5

- h) GM claims that include driveability and noise concerns are for driveable vehicles and are not related to a stall while driving condition. GM used a previous Saturn L-series customer survey information and determined that 56% were not related to the stall while driving condition (such as: stall no-info, no start or no useful verbatim). Please refer to the response to Question 11 for additional analysis regarding these reports.