



21 Jan 09

Thomas Z. Cooper, Chief  
Vehicle Integrity Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S. E., Room W46-409  
Washington, D.C. 20590

N080374 Supplement 1

NVS-212am  
PE08-062

Dear Mr. Cooper:

This is a supplement to General Motors' (GM) letter, dated 9 Jan 09, in response to your information request (IR), dated 29 Oct 08, regarding allegations of loss of turn signal function in MY 2004 Chevrolet Malibu and Malibu Maxx vehicles manufactured by General Motors Corporation (GM).

Since the IR response of 9 Jan 09, GM has identified an additional labor code (N6612) that may be related to the alleged defect, and we are therefore providing an update of our responses to questions 5 and 6.

- 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."**

For the subject vehicles, the regular warranty, goodwill warranty, and MIC service contract claims with loss of front turn signal function or failure of all exterior turn signal, stop lamp, DRL, and tail lamp bulbs or sockets are summarized by model and model year in Table 5-1 (front), Table 5-2 (rear), and Table 5-3 (could not be associated with front or rear). Of the regular warranty claims, 6.8% of the total front and 6.7% of the total rear claims were socket replacement claims. The front and rear UWC service contract claims are summarized by model and model year in Table 5-4 and Table 5-5, respectively. A summary of the regular warranty claims, MIC service contract claims, and UWC service contract claims, including the information requested in 5(a-k), is provided on the ATT\_1\_GM disk; folder labeled "Q\_05:" refer

to the Microsoft Access 2000 file labeled "Q\_05\_WARRANTY DATA." A list of the labor codes and trouble codes used to collect the warranty data is provided in response to item No. 6.

MAKE/ MODEL	Type	2004 MY
2004 Chevrolet Malibu and Malibu Maxx	Regular	25,675
2004 Chevrolet Malibu and Malibu Maxx	MIC	372

TABLE 5-1: REGULAR WARRANTY AND MIC SERVICE CONTRACT CLAIMS WITH LOSS OF FRONT TURN SIGNAL/DRL FUNCTION

MAKE/ MODEL	Type	2004 MY
2004 Chevrolet Malibu and Malibu Maxx	Regular	21,634
2004 Chevrolet Malibu and Malibu Maxx	MIC	208

TABLE 5-2: REGULAR WARRANTY AND MIC SERVICE CONTRACT CLAIMS WITH LOSS OF REAR STOP, TAIL, AND TURN SIGNAL FUNCTION

MAKE/ MODEL	Type	2004 MY
2004 Chevrolet Malibu and Malibu Maxx	Regular	273
2004 Chevrolet Malibu and Malibu Maxx	MIC	26

TABLE 5-3: REGULAR WARRANTY AND MIC SERVICE CONTRACT CLAIMS THAT COULD NOT BE ASSOCIATED WITH LOSS OF FRONT OR REAR STOP, TAIL, DRL, AND TURN SIGNAL FUNCTION

MAKE/ MODEL	Type	2005 MY
2004 Chevrolet Malibu and Malibu Maxx	UWC	8

TABLE 5-4: UWC SERVICE CONTRACT CLAIMS WITH LOSS OF FRONT TURN SIGNAL/DRL FUNCTION

MAKE/ MODEL	Type	2005 MY
2004 Chevrolet Malibu and Malibu Maxx	UWC	3

TABLE 5-5: UWC SERVICE CONTRACT CLAIMS WITH LOSS OF REAR STOP, TAIL, AND TURN SIGNAL FUNCTION

SOURCE SYSTEM	LAST DATE GATHERED
CARD - regular warranty	13 Jan 09
MIC - service contract claims	21 Jan 09
UWC - service contract claims	4 Nov 08

TABLE 5-6: DATES PULLED

GM searched the GM Claim Analysis Retrieval Database (CARD-regular warranty), the Motors Insurance Corporation (MIC- service contract claims), and the Universal Warranty Corporation (UWC- service contract claims) databases to collect the warranty data for this response.

GM's warranty database does not contain the following information: vehicle owner's name, telephone number, or customer concern statement. GM is providing a field labeled "Verbatim Text" in response to request 5K (dealer/technician comment). The verbatim text is an optional field in the GM warranty system for the dealer to enter any additional comments that may be applicable to the warranty claim. The verbatim text field is not required to be completed for every warranty claim.

The warranty data provided has limited analytical value in analyzing the field performance of a motor vehicle component. The warranty records do not contain sufficient information to establish the condition of the part at the time of the warranty correction; and service personnel may not consistently use the appropriate labor and trouble codes. Warranty numbers represent claims by our dealers for reimbursement for parts and labor costs incurred in performing warranty service for our customers.

A summary of warranty claims that may relate to the subject condition is provided on the ATT\_1\_GM disk; folder labeled "Q\_05:" refer to the Microsoft Access 2000 file labeled "Q\_05\_WARRANTY DATA."

- 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.**

All the labor codes listed in table 6-1 were searched, but only the labor codes listed in table 6-2 returned claims. From SOP (16 May 03) to Feb 04 the only codes related to bulb or socket replacement were N0528 and N0912. Additional labor codes N0680, N0681, N0760, and N0761 were added for bulb or socket replacement in Feb 04. Labor codes N9537 and N9538 were added on 10 Mar 06 with TSB 06-08-42-004.

The GM Claim Analysis Retrieval Database (CARD-regular warranty) regular warranty database and the Motors Insurance Corp (MIC) service contract claims database were searched using the labor codes that may be related to the alleged defect, listed in Table 6-1. Universal Warranty Corporation (UWC) does not use labor codes or trouble codes.

The warranty search identified claims only for the labor codes listed in Table 6-2. These claims were grouped into three sets of claims: one set of claims related to front lamps (consisting of claims with labor codes of N0680, N0681, and N9537), another set of claims related to rear lamps (consisting of claims with labor codes of N0760, N0761, and N9538), and another set of claims that could not be associated with front or rear lamps (consisting of claims with labor code of N6612). Claims with labor codes N0528 (Bulbs, lamp – Exterior – replace) and N0912 (Socket, lamp – exterior – replace) were added to the front or rear lamp grouping based on part number association. Claims with labor code N6612 (Exterior lighting wiring and/or connector repair or replace) were added based on the Trouble Codes listed in Table 6-3 and the verbatims.

Some of the VINs have multiple entries for various labor codes. The warranty claims reflect the number of labor operations used by dealers, which is higher than the number of actual visits to dealers for repairs.

LABOR CODE	DESCRIPTION:
N0528	BULBS, LAMP - EXTERIOR - REPLACE
N0680	BULBS, PARK AND TURN SIGNAL LAMP (RIGHT) - REPLACE
N0681	BULBS, PARK AND TURN SIGNAL LAMP (LEFT) - REPLACE
N0760	BULBS, STOP, TAIL AND TURN LAMP (RIGHT) - REPLACE
N0761	BULBS, STOP, TAIL AND TURN LAMP (LEFT) - REPLACE

N0766	STOP, TAIL & TURN BULB REPLACE
N0767	STOP SIGNAL BULB REPLACE
N0912	SOCKET, LAMP - EXTERIOR - REPLACE
N0990	LAMP SOCKET, RT STOP
N0991	LAMP SOCKET, LT STOP
N0996	STOP SIG SOCKET REPLACE
N0997	STOP SIGNAL SOCKET REPLACE
N1590	RT TURN SIGNAL LAMP REPLACE
N1591	LT TURN SIGNAL LAMP REPLACE
N1598	1PC TURN SIGNAL LAMP REPLACE
N9537	SOCKET, LAMP - EXTERIOR (FRONT) - REPLACE
N9538	SOCKET, LAMP - EXTERIOR (REAR) - REPLACE
N0687	TURN SIGNAL BULBS REPLACE
N6612	EXTERIOR LIGHTING WIRING AND/OR CONNECTOR REPAIR OR REPLACE

TABLE 6-1 LABOR CODES USED IN WARRANTY AND MIC SEARCH

LABOR CODE	DESCRIPTION:
N0528	BULBS, LAMP - EXTERIOR - REPLACE
N0680	BULBS, PARK AND TURN SIGNAL LAMP (RIGHT) - REPLACE
N0681	BULBS, PARK AND TURN SIGNAL LAMP (LEFT) - REPLACE
N0760	BULBS, STOP, TAIL AND TURN LAMP (RIGHT) - REPLACE
N0761	BULBS, STOP, TAIL AND TURN LAMP (LEFT) - REPLACE
N0912	SOCKET, LAMP - EXTERIOR - REPLACE
N9537	SOCKET, LAMP - EXTERIOR (FRONT) - REPLACE
N9538	SOCKET, LAMP - EXTERIOR (REAR) - REPLACE
N6612	EXTERIOR LIGHTING WIRING AND/OR CONNECTOR REPAIR OR REPLACE

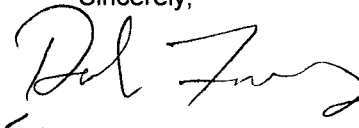
TABLE 6-2 LABOR CODES WITH ASSOCIATED CLAIMS

TROUBLE CODE	DESCRIPTION:
6S	LAMP (BULB)-DEFECTIVE
6W	SOCKET-BROKEN
6X	SOCKET-CORRODED
6Y	SOCKET-OPEN
6Z	SOCKET-SHORTED

TABLE 6-3 TROUBLE CODES USED IN LABOR CODE N6612 WARRANTY SORTING

Due to the small number of claims associated with labor code N6612, GM's overall assessment of the alleged defect described in question 13 has not changed, but there was a slight change in the percentage of bulb replacements claims. The vast majority of regular warranty claims remain bulb replacements; however bulbs replacements account for 92.9%, instead of 93.3%, of regular warranty claims.

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

Sincerely,  
  
 for Gay P. Kent  
 Director  
 Product Investigations

Attachments