

Dale A. Furney/US/GM/GMC
06/22/2009 11:33 AM

To Brian H. Frantz/US/GM/GMC@GM
cc
bcc
Subject Fw: Painted Door Handle Information

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----- Forwarded by Dale A. Furney/US/GM/GMC on 06/22/2009 11:33 AM -----

Dale A. Furney/US/GM/GMC
06/22/2009 10:27 AM

To Thomas.Cooper@dot.gov
cc Eric A. Buddrius/US/GM/GMC@GM
Subject Painted Door Handle Information

Tom,

As a follow-up to our conversation on Friday, attached are 2 files to answer your questions on the painted door handles on the 2008 Saturn VUE.

The first file is a duplicate of the 2008 production data file with an additional column added that shows whether the vehicle has painted door handles or chrome door handles.



Q_01_PRODUCTION DATA.piz

The second file is a duplicate of the warranty claims that we submitted with our response, with 2 additional columns added. The first additional column shows whether the vehicle has painted door handles or chrome door handles. The second additional column shows the category of that warranty claim (such as: handle sticks, etc.). Since the IR asked for more than door handle sticking, there are other claims also included, but most fall into the category of the handle sticks.



Q_05_WARRANTY DATA.piz

As you will see in the warranty data, 96% of the "handle sticks" claims are on vehicles with painted door handles.

NOTE: Both of these are Microsoft Access files that have been zipped because of the size. Change the suffix to "zip" and then unzip them. We are also sending these files on a CD overnight in case you have trouble opening the files.

Let me know if you have any additional questions.

Dale Furney
General Motors
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