

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



**OFFICE OF DEFECTS INVESTIGATION (ODI)**

**Defects - Search Results**

1 Record(s) Displayed.

Report Date : **July 6, 2009 at 01:56 PM**

NHTSA Action Number : **PE09016**

**NHTSA Action Number : PE09016**

**NHTSA Recall Campaign Number : 09V233000**

**Make / Models :**

SATURN / VUE

SATURN / VUE HYBRID

**Model/Build Years:**

2008

2008

**Manufacturer :** GENERAL MOTORS CORP.

**Component :**

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Date Investigation Opened :** March 10, 2009

**Date Investigation Closed :** July 2, 2009

**Summary:**

BY LETTER DATED JUNE 23, 2009, GENERAL MOTORS NOTIFIED THE AGENCY THAT IT WILL CONDUCT A SAFETY RECALL (NHTSA RECALL NUMBER 09V233) TO REPLACE THE OUTSIDE DOOR HANDLES ON CERTAIN MODEL YEAR 2008 SATURN VUE VEHICLES. THE EXTERIOR DOOR HANDLE ON CERTAIN MODEL YEAR 2008 SATURN VUE VEHICLES CAN STICK IN THE UNLATCHED POSITION. THE DOOR MAY OPEN WHILE THE VEHICLE IS IN MOTION. THE AGENCY OPENED ITS INVESTIGATION BASED ON TWO COMPLAINTS OF DOOR LATCH FAILURE THAT CAUSED THE DOOR TO OPEN WHILE THE VEHICLE WAS IN MOTION. THE AGENCY ALSO RECEIVED EARLY WARNING (EWR) REPORTS ON THIS ISSUE. CERTAIN MODEL YEAR 2008 SATURN VUE VEHICLES HAVE PAINTED BODY-COLOR OUTSIDE DOOR HANDLES THAT MAY STICK OR BIND. IF THIS WERE TO OCCUR, THE DOOR MAY NOT LATCH WHEN CLOSED. DRIVING WITH AN UNLATCHED DOOR COULD RESULT IN AN OCCUPANT FALLING PARTLY OR FULLY OUT OF THE VEHICLE, CAUSING INCREASED RISK OF INJURY. BASED ON THE ABOVE SAFETY RECALL, THIS INVESTIGATION IS CLOSED.

Telecon 6/30/09

LH → [REDACTED]

Questions:

- 1) Final # + dates of Saturn VUE subjects recall
- 2) " " " " other models " " "
- 3) Recall covers up to 7/08 production, but IR response refers to ~~6/08~~ production change that increased complaints. - Did that only last thru 7/08 - when was the end of production? 8/08? 11/08?
  - a) ~~What~~ What '09 production different?
  - b) what about 2/07 - 10/02 production - China?
  - c) what about production 2/07 prior to prod. change no painted handles MY08  
- only chrome or black molded

Telecon 7/1/09

[REDACTED] → LH (message)

Recalling all MY2008 Saturn Vues w/ painted door handles + built after 10/1/07.  
All other models being recalled were sold outside U.S. - only Canada, etc.

Telecon 7/2/09

LH → [REDACTED]

We closed our investigation today

5/5/09



re samples -  
watches from field but w/ attached  
cows (cows came from other samples)

some returns from field don't  
include cows.

some returns with no cows but for  
some reason a lot of them are empty.

some returns with cows but empty  
after some time.

some returns with cows but empty  
after some time.

some returns with cows but empty  
after some time.

some returns with cows but empty  
after some time.

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

Dale Furney  
General Motors  
Product Investigations  
phone: 248-255-7115  
fax: 586-492-1502

----- 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  
Product Investigations



# Driver's Side Front Door Handle

Through-hole  
in housing

Door Handle

Pivot End

Cover

Housing

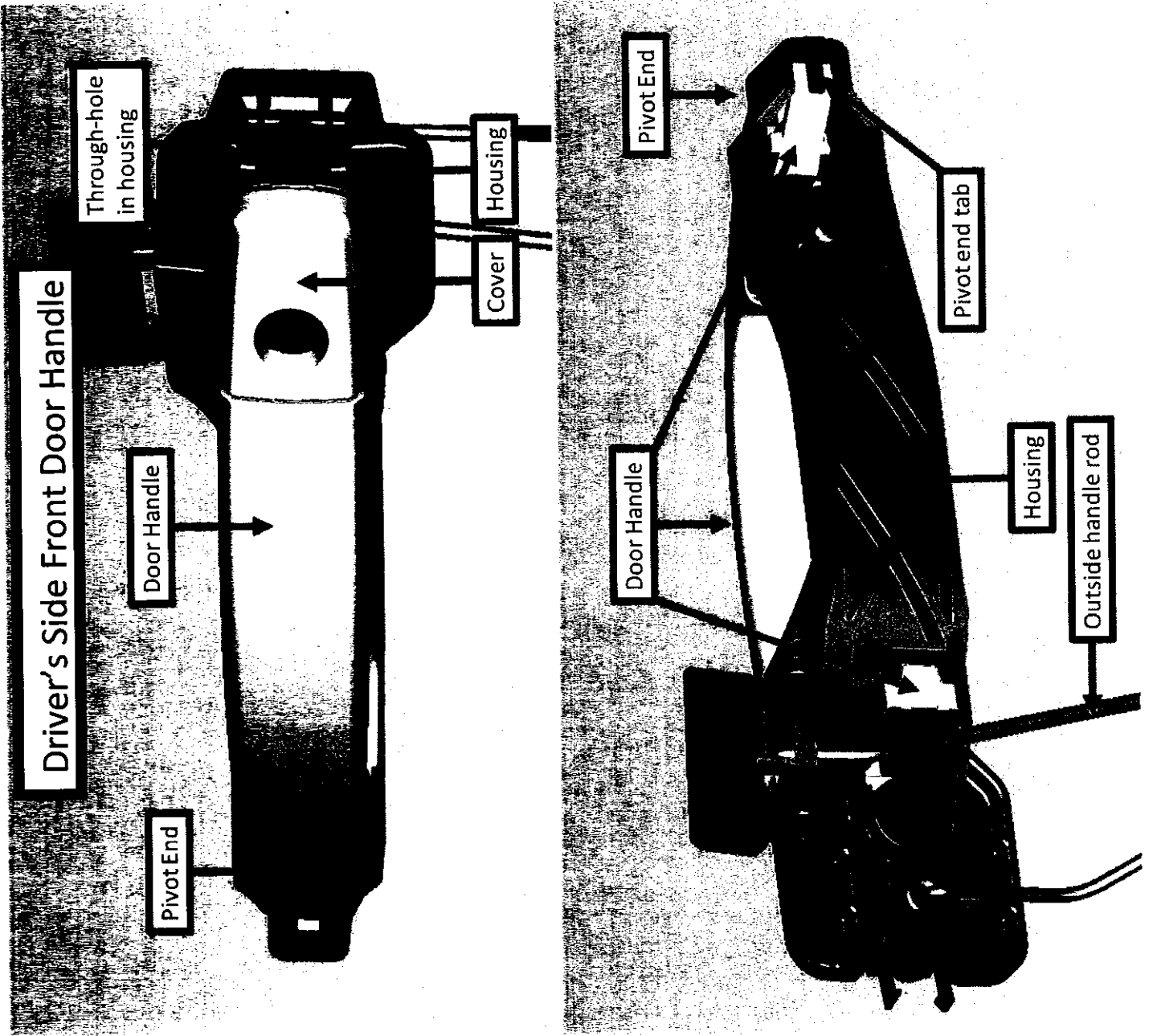
Door Handle

Pivot End

Pivot end tab

Housing

Outside handle rod





June 23, 2009

Mr. Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, D.C. 20590

Dear Mr. Smith:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect involving certain 2008 model year Saturn VUE vehicles.

573.6(c)(1): Saturn Brand of General Motors Corporation

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 model year Saturn VUE vehicles, with body-color outside door handles. On some of these vehicles, the outside door handles may stick or bind. If this were to occur, the door may not latch when closed. Driving with an unlatched door could result in an unbelted occupant falling out of the vehicle.

573.6(c)(6): On March 10, 2009, Product Investigations received a preliminary evaluation (PE), PE09-016, from the NHTSA inquiring about exterior door handles sticking in the unlatched position. GM responded to the PE on April 29, 2009 stating that General Motors is continuing its investigation of the alleged defect.

Initial investigation found that some painted handles that contracted in length during the painting process may stick and that chrome handles were not subject to the condition because they did not go through the painting process. Further warranty investigation found that short handles combined with dimensionally out of specification housings produced in Mexico and built into vehicles after October 1, 2007 create the potential for sticking or binding handles. All warranty and GM report verbatims with claims of the door coming open while the vehicle is moving, were associated with the vehicle's front door handle assemblies.

GM continued the investigation with a "read-across" of other models built in North America that used the same designs. Detailed warranty analysis continued during early May using the same analysis methodology developed for the PE response.

In late May it was found that the potential for a handle sticking was dependent on part temperature. This discovery contributed to understanding the affected population.

The issue was presented to the Field Performance Evaluation Review Committee and on June 17, 2009, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Retailers are to replace the outside door handles with chrome door handles.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

**Product Investigations**

Mail Code: 480-210-G11 • 30001 Van Dyke Road • Warren, MI 48090-9020  
N090086 573 Letter.docx



Letter to Mr. Daniel C. Smith  
N090066 573 Letter  
June 23, 2009  
Page 2

573.6(c)(9): The dealer bulletin and owner letter will be provided when available. GM anticipates having parts to support sending the dealer bulletin August 11, 2009 and owner letters August 18, 2009.

Sincerely,

A handwritten signature in black ink, appearing to read "G. P. Kent", written in a cursive style.

Gay P. Kent  
Director  
Product Investigations

N090066  
Attachment

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>	<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Saturn	R	2008	44,451	10/2007 07/2008	VUE	*

GM Total: 44,451

\* All involved vehicles will be corrected as necessary.

N090066



# Recall Bulletin

File In Section: Product Recalls  
 Bulletin No.: 09066  
 Date:  
 Draft: Final



## PRODUCT SAFETY RECALL

**SUBJECT:** Outside Door Handle Sticks/Binds – Door May Not Latch

**MODELS:** 2008 Chevrolet Captiva Sport  
 2009 Chevrolet Aveo Sedan  
 2009 Pontiac G3  
 2008 Saturn VUE  
 with Body-Color Outside Door Handles

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2008 model year Chevrolet Captiva Sport; Saturn VUE; and 2009 model year Chevrolet Aveo Sedan and Pontiac G3 vehicles, with body-color outside door handles. On some of these vehicles, the outside door handles may stick or bind. If this were to occur, the door may not latch when closed. Driving with an unlatched door could result in an unbelted occupant falling out of the vehicle, causing increased risk of injury.

### CORRECTION

Dealers/retailers are to replace the outside door handles with chrome door handles.

### VEHICLES INVOLVED

Involved are **certain** 2008 model year Chevrolet Captiva Sport; Saturn VUE; and 2009 model year Chevrolet Aveo Sedan and Pontiac G3 vehicles with body-color outside door handles, and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Chevrolet	Captiva Sport	8S623602	8S731243
2009	Chevrolet	Aveo	9L100300	9L114843
2009	Pontiac	G3	9L110288	9L113529
2008	Saturn	VUE	8S562839	8S732419

**Important:** Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.

- GM dealers and Canadian Saturn retailers should use GMVIS.

- Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For dealers/retailers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned.

- US and Canadian dealers/retailers – GM GlobalConnect Recall Reports
- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

**PARTS INFORMATION**

**GM, Saturn Canada Only:** Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Saturn US Only:** A pre-shipment of the required parts to perform this recall has been sent to involved Saturn US retailers from Saturn Service Parts Operations (SSPO).

Part Number	Description	Quantity/Vehicle
93744504	Handle Pkg, Frt & RR S/D O/S	1

**SERVICE PROCEDURE**

1. Remove all four outside door handles. Refer to *Front Side Door Outside Handle Replacement and Rear Side Door Outside Handle Replacement* in SI.
2. Install chrome door handles. Refer to *Front Side Door Outside Handle Replacement and Rear Side Door Outside Handle Replacement* in SI.

**COURTESY TRANSPORTATION** – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

**CLAIM INFORMATION** – GM, Saturn Canada Only

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC_FC	Labor Op	Labor Hours
Install Chrome Door Handles - Captiva and VUE - Aveo and G3	1	---	*	MA-96	V----	1.0 1.8
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	**	N/A

- \* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for door handle package needed to complete the repair.
- \*\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**CLAIM INFORMATION** – Saturn US Only

1. To receive credit, submit a claim with the information below:

Repair Performed	Parts Allow.	Sale Type	Case Type	Labor Op.	Labor Hrs.
Install Chrome Door Handles	*	WC	VC	V----	1.0

- \* The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.
2. Submit courtesy transportation as a net item using the appropriate net item code.

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

**DEALER RECALL RESPONSIBILITY** – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima

facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



Month 200X

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2008 model year Chevrolet Captiva Sport; Saturn VUE; and 2009 model year Chevrolet Aveo Sedan and Pontiac G3 vehicles, equipped with body-color outside door handles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in safety recall 09066.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The outside door handles on your vehicle may stick or bind. If this were to occur, the door may not latch when closed. Driving with an unlatched door could result in an unbelted occupant falling out of the vehicle, causing increased risk of injury.

### What will we do?

Your GM dealer/retailer will replace the outside door handles with chrome door handles. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer/retailer will need your vehicle longer than the actual service correction time of approximately 1 hour to 1 hour and 50 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on courtesy transportation.

### What should you do?

You should contact your GM dealer/retailer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer/retailer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about your vehicle can be found at the Owner Center at [www.gmownercenter.com](http://www.gmownercenter.com).

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	


If after contacting your dealer/retailer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.


Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson  
 Director,  
 Customer and Relationship Services

09066



 U.S. Department of Transportation  <b>National Highway          Traffic Safety          Administration</b>	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>			FOR AGENCY USE ONLY 100148		
	Date Received  28-MAY-2009		Repository <input type="checkbox"/>  Reference No. 10270213			
<b>OWNER INFORMATION (Type or Print)</b>					Daytime Telephone Number [REDACTED]	E-mail Address  
Name [REDACTED]					Evening Telephone Number  	
Address [REDACTED]						
City OKEANA		State OH	Zip Code [REDACTED]			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date ____/____/____						
<b>VEHICLE INFORMATION</b>						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5GZCZ63446S [REDACTED]			Make SATURN	Model VUE	Model Year 2006	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:	Incident Date(s) 14-MAY-2009	
	<input type="checkbox"/> Cruise Control					
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>						
Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 170000 LATCHES/LOCKS/LINKAGES				Failure Mileage 65000	Failure Speed 55	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>						
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code				Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>						
Make:		Date Manufactured:		Model No./Name:		
Seat Type:		Installation System:				
Child Seat Component Code:		Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b>						
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>						
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N		
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> <b>Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</b>						
TL*THE CONTACT OWNS A 2006 SATURN VUE. THE CONTACT STATED THAT THE REAR PASSENGER DOOR LOCK FAILED, WHICH CAUSED THE DOOR TO OPEN WHILE DRIVING 55 MPH. SHE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THERE WAS A DEFECT IN THE VEHICLE. THE DEALER REPLACED THE DOOR LATCH. THE CONTACT BELIEVES A RECALL SHOULD BE ISSUED. THE CURRENT AND FAILURE MILEAGES WERE 65,000.						
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.						

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received 24-MAR-2009		Repository <input type="checkbox"/> Reference No. 10262971	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Daytime Telephone Number		E-mail Address	
Address		[REDACTED]		NIKKIPICKY311@AOL.COM	
City CEDAR GROVE		State NJ	Zip Code [REDACTED]	[REDACTED]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date ____/____/____					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GSCL33P68S [REDACTED]		Make SATURN	Model VUE	Model Year 2008	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 20-NOV-2008	
	<input type="checkbox"/> Cruise Control				
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES			Failure Mileage 7500	Failure Speed 10	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> <b>Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</b>					
<p>I OWN A 2008 SATURN VUE AND MY DOOR LATCHES AND HANDLES HAVE FAILED ON NUMEROUS OCCASIONS. PASSENGER SIDE HANDLE STICKS AND CAN NOT BE OPENED FROM EITHER INSIDE OR OUTSIDE. PASSENGERS HAVE HAD TO CRAWL OVER THE SEATS TO EXIT. THE DRIVER SIDE DOOR LATCH AND HANDLE DOESN'T FULLY CATCH EVEN THOUGH IT APPEARS TO BE IN A LOCKED POSITION. THIS DOOR HAS OPENED WHILE I WAS DRIVING.</p> <p>THIS CAR HAS BEEN RETURNED TO THE DEALER SERVICE DEPARTMENT ON SEVERAL OCCASIONS AND THEY HAVE FAILED TO FIND OUT THE CAUSE. I WAS TOLD TO BRING THE CAR IN AS SOON AS THE PROBLEM OCCURS. I DID THAT LAST WEEK AND THEY FINALLY DIAGNOSED THE PROBLEM. FAULTY DOOR HANDLES. THEY INFORMED ME THAT GM HAS KNOWN ABOUT FAULTY DOOR HANDLES FOR SOME TIME EVEN THOUGH I HAVE HAD THIS PROBLEM FOR MONTHS AND SEVERAL TRIPS TO THE SERVICE DEPARTMENT.. NEW HANDLES ARE NOT AVAILABLE AT THIS TIME AND THEY DO NOT KNOW WHEN THE HANDLES WILL BE AVAILABLE.</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

**Angelo C. Morresi**  
Attorney at Law

New Jersey  
Professional Engineer

43 Bennett Avenue  
Cedar Grove, New Jersey 07009  
(973) 239-5626  
Fax (973) 857-9778  
e-mail amorresi@aol.com

**FAX COVER SHEET**

DATE: 4/5/09

TO: Larry H.

COMPANY: \_\_\_\_\_

FROM: ANGELO C. MORRESI, ESO. [REDACTED]

RE: Saturn Vue Complaint

COMMENTS: These are a few receipts from Saturn Dealership of Totowa service and also roadside assistance for a dead battery only 2 months after purchasing a new car.

Each time the car was brought in for a reason they were notified about the door handles.

RECIPIENT'S FAX NO: 202 3661767

NUMBER OF PAGES: 5 (INCLUDING THIS COVER PAGE)

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Saturn of Route 23  
 561 Route 23 South  
 Pompton Plains, NJ 07444  
 Service: (973) 839-6822  
 www.saturnofroute23.com

Saturn of Ramsey  
 815 Route 17 South  
 Ramsey, NJ 07446  
 Service: (201) 327-2844  
 www.saturnoframsey.com

400 Route 40 East  
 Totowa, NJ 07512  
 Service: (973) 890-7400  
 www.saturnoftotowa.com

# INVOICE

Maroon Automotive Group

Sold To: [Redacted]  
 [Redacted]  
 Cedar Grove NJ [Redacted]  
 Business Phone: [Redacted]  
 Home Phone: [Redacted]

Service Order Number		Service Advisor		VIN	
512304		Megan Knox		3GSCL33P68S [Redacted]	
Color	Year	Make/Model	License	Engine	Stk#
TECHNO GRAY	2008	SATURN VUEXE PWD		2.4L/3.6L	84511S
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
2275 / 2276		8/29/2008		1	
Tax Exempt		Date/Time In		Date/Time Out	
		10/27/2008 8:08		10/27/2008 9:08	

LINE 1 CUSTOMER STATES THE DRIVERS DOOR WILL NOT STAY SHUT INTERMITTENTLY  
 TECH COMM: CONCERN WAS DRIVERS DOOR WILL NOT STAY SHUT. TECH CHECKED DOOR AND WAS UNABLE TO VERIFY CONCERN AT THIS TIME. TECH LUBRICATED DOOR AND HANDLE. ALL OPERATING AS DESIGNED AT THIS TIME.

REPAIR 1 INFORMATION LINE SALE TYPE: CASH - GM \$ .00  
 OPCODE: M5300  
 PRIMARY TECH: 517

\*\*OUR GOAL IS FOR OUR CUSTOMERS TO DEFINITELY RECOMMEND US\*\*

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00



Saturn of Route 23  
 561 Route 23 South  
 Pompton Plains, NJ 07444  
 Service: (973) 839-6622  
 www.saturnofroute23.com

Saturn of Ramsey  
 815 Route 17 South  
 Ramsey, NJ 07446  
 Service: (201) 327-2844  
 www.saturnoframsey.com

Saturn of Totowa  
 400 Route 46 East  
 Totowa, NJ 07512  
 Service: (973) 890-7400  
 www.saturnoftotowa.com

**SERVICE INVOICE**

Maroon Automotive Group

<b>Sold To:</b>  [REDACTED] Cedar Grove NJ [REDACTED]  Business Phone: Home Phone: [REDACTED]	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	513335		Megan Knox		9GSCL33P68S [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	TECHNO GRAY	2008	SATURN VUEXE FWD			2.4L/3.6L	84511S
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	5768 / 5769			8/29/2008		1	
	<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>	
			1/19/2009 10:42		1/19/2009 15:46		

LINE 1 CUSTOMER STATES PASSENGER SIDE DOOR LOCKS WILL NOT UNLOCK...BUTTON ON DRIVERS SIDE DOOR DID NOT WORK..TRANSMITTER WORKED BUT LOCK STILL WOULD NOT STAY UP...

TECH COMM: TECH WAS UNABLE TO DUPLICATE CONCERN AT THIS TIME. EVERYTHING WORKING AS DESIGNED.TECH RECOMMENDS RETURNING WHEN CONCERN IS OCCURING.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 PRIMARY TECH: 523

SALE TYPE: CASH - GM \$ .00

\*\*OUR GOAL IS FOR OUR CUSTOMERS TO DEFINITELY RECOMMEND US\*\*

CUSTOMER SIGNATURE \_\_\_\_\_

CUSTOMER TOTAL ..... \$ .00



Saturn of Route 23  
581 Route 23 South  
Pompton Plains, NJ 07444  
Service: (973) 839-8622  
www.saturnofroute23.com

Saturn of Ramsey  
815 Route 17 South  
Ramsey, NJ 07446  
Service: (201) 327-2844  
www.saturnoframsey.com

Saturn of Totowa  
400 Route 46 East  
Totowa, NJ 07512  
Service: (973) 890-7400  
www.saturnofotowa.com

**SERVICE INVOICE**

Maroon Automotive Group

Sold To:  Cedar Grove NJ  Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	513876		Megan Knox		3GSCL33P68S	
	Color	Year	Make/Model	License	Engine	SKY
	TECHNO GRAY	2008	SATURN VUE XE FWD		2.4L/3.6L	84511S
	Mileage In/Out	Tip	Delivery Date	Rate	Doc. Count	Plan
	8165 / 8166		8/29/2008		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		3/16/2009 7:43		3/16/2009 13:51		

LINE 1 CUSTOMER STATES PASSENGER SIDE DOOR HANDLE IS INOP...  
TECH COMM: DOOR HANDLE ON ORDER - HAVE TO SEND OUT TO BE PAINTED.

REPAIR 1 PARTS ON ORDER-DOOR HANDLE  
OPCODE: X5050  
PRIMARY TECH: 517

SALE TYPE: CASH - GM \$ .00

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	25861951 HANDLE-FR N		1		CASH - GM	*SP.ORD*

\*\*OUR GOAL IS FOR OUR CUSTOMERS TO DEFINITELY RECOMMEND US\*\*

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00



---

**From:** Hershman, Larry <NHTSA>  
**Sent:** Thursday, April 09, 2009 9:36 AM  
**To:** [REDACTED]  
**Subject:** RE: Your Complaint about your 2008 Saturn Vue

Dear Ms. [REDACTED],

Thank you very much for the faxed copies of your receipts. Did the dealer finally replace your door handles? If so, how are the new ones working? By any chance did you keep the old door handles? If so, we'd like to collect them if that is OK with you.

Regards,  
Larry Hershman

---

**From:** [REDACTED]  
**Sent:** Sunday, April 05, 2009 6:52 PM  
**To:** Hershman, Larry <NHTSA>  
**Subject:** Re: Your Complaint about your 2008 Saturn Vue

Dear Mr. Hershman,

Thank you for taking time to help me with my complaint. I faxed the receipts over this weekend. I unfortunately was not able to take a picture of the problem. My dealership is replacing the outside handles with chrome tomorrow. My current handles are bodied color and the interior handles are the chrome color.

Thank You,  
[REDACTED]

---

**From:** Larry.Hershman@dot.gov  
**To:** [REDACTED]  
**Sent:** Fri, 3 Apr 2009 1:28 pm  
**Subject:** RE: Your Complaint about your 2008 Saturn Vue

Dear Ms. [REDACTED]

Thank you so much for answering all my questions. One new question came to me while I was reading your email. You mentioned a possible upgrade to chrome handles. Does that mean your current handles are body colored? I assume we're talking about the exterior handles. Is that correct? Are the interior handles chrome or plastic?

Also, if you faxed me copies of your receipts, I did not get them, so please try again. Any photos you're able to take would be helpful. Thanks again, and please keep me informed of further developments.

Thank you,  
Larry Hershman

Lawrence L. Hershman  
Vehicle Integrity Division (NVS-212)  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
Washington, DC 20590  
[larry.hershman@dot.gov](mailto:larry.hershman@dot.gov)  
(202) 366-4929



---

**From:** [REDACTED]  
**Sent:** Saturday, March 28, 2009 11:33 AM  
**To:** Hershman, Larry <NHTSA>  
**Subject:** Re: Your Complaint about your 2008 Saturn Vue

Dear Larry,

In response to your e-mail I will answer your questions as best as I can.

- How many times have you had the problem with the passenger side door and how many times with the driver side door?

The passenger side door has happened more frequently than the driver side door. The driver side door has not had any problems recently, but a couple times the problem had occurred when I first bought the car back in September. The passenger side door started acting up in late November, and has been giving me problems ever since this week. Every time the door is opened it is not properly closing.

- As best as you can, please provide dates or timeframes and the car's mileage when the problems occurred.

Though I cannot recall mileage on my vehicle I can tell you that's it has been happening for the last 6 months since I purchased my car on Aug. 28 and discovered the first problem in September.

- Did each problem start soon after you purchased the car or did one or both develop and worsen over time? Was there any correlation with weather?

As I said the driver door happened right after I bought the car, and the passenger side happened soon after that in November. The passenger side had seemed to be ok until February when I recognized the problem again and it's been happening every time that door is opened so it has gotten worse. I cannot correlate weather to the problem because it's not when it's been severely cold.

- Please provide more detail about the incident(s) when the driver side door opened. When it opened, was it right when you started driving or after you'd been on the road a bit? Did the door open when you were going straight or turning? What was your speed when it opened?

The first time my driver side door opened was when I was pulling out of my parking space from work, the door swung open and I immediately thought I didn't close the door. I then slammed my door shut and thought it was closed, so I pulled out of the parking lot and was on a residential street so my speed was not fast and it swung open again. I got out of the car to see if there was something wrong and I couldn't find anything, I proceeded to try shut the door from the outside and it would close but never be fully shut. I got back in my car and tried to drive further holding the door shut with my hand and realized there was no way I can drive on the highway like this so I stopped and continued to try shutting the door and what worked was holding the handle pulling it, and releasing it once it was closed. This incident happened one other time and when I brought it in to the dealership they couldn't find anything wrong, so nothing was fixed.

- When the driver side door swung open, what did you do to get it to stay closed? What seemed to work or not work?

I explained everything in the question above.

- When the passenger side door would not open, what did you do to finally get it open?

I would hit the "lock" "unlock" button several times, I even had the passenger try to hold the door lock in the unlock position and that was unable to happen because the lock kept going down. I literally don't know of anything that worked because that method didn't work in every case. It somehow just eventually opened hours later, after the passengers climbed in and out of the car using other doors.

- Have you seen any visible signs of a problem on the door handle? For example is the handle or a part of the handle stuck in a certain position? What about sounds or squeaks or a different feel to the handle mechanism?

Yes the door handle is stuck in a certain position it doesn't completely close it sticks out on the outside of the door.

- Did you get any warning lights or sounds with either malfunction?

Not at all.

- Have you since received any word from your dealer when the new handles will be available? Would you mind providing us with your dealer's name and address? Can you send or fax me copies of your receipts from your attempts to get the problems fixed?

I am told there are not certain when the new handles would be shipped because the shipment the just received, the handles were still defected. They did offer to upgrade my handles to chrome, which they said would fix the problem. I am considering accepting the offer with the assurance that the chrome handles will not fail. If you have any information on the integrity of the chrome handles I would appreciate you advise me before I have the exchange done.

Saturn of Totowa on Rte 46. Totowa, NJ

I will fax you copies of the receipts I have on Wed. to assure you receive them when you're in. As for the pictures I can take pictures of the handle in the position it's in when the problems occur. However for the driver side door I can't guarantee proof because like I said before, it fortunately hasn't been happening recently.

Thank You,

[REDACTED]

---

-----Original Message-----

From: [Larry.Hershman@dot.gov](mailto:Larry.Hershman@dot.gov)

To: [REDACTED]

Sent: Fri, 27 Mar 2009 4:09 pm

Subject: Your Complaint about your 2008 Saturn Vue

Dear Ms. [REDACTED]

I am writing you to follow up the telephone message I left you earlier today. My name is Larry Hershman and I investigate potential safety defects for the National Highway Traffic Safety Administration, part of the United States Department of Transportation. We are in receipt of your complaint from March 24 about the door handle on your 2008 Saturn Vue. Thank you for submitting your complaint, which is in our records as Vehicle Owner's Questionnaire (VOQ) #10262971. We are very interested in your complaint and I am contacting you to find out if you can help our investigation by providing additional information.

In your complaint you mentioned that the passenger side handle sticks and cannot be opened from either the inside or outside of the vehicle, and the driver side door does not latch even when it appears closed and that it has opened while you were driving:

1. How many times have you had the problem with the passenger side door and how many times with the driver side door?
2. As best as you can, please provide dates or timeframes and the car's mileage when the problems occurred.
3. Did each problem start soon after you purchased the car or did one or both develop and worsen over time? Was there any correlation with weather?
4. Please provide more detail about the incident(s) when the driver side door opened. When it opened, was it right when you started driving or after you'd been on the road a bit? Did the door open when you were going straight or turning? What was your speed when it opened?

5. When the driver side door swung open, what did you do to get it to stay closed? What seemed to work or not work?
6. When the passenger side door would not open, what did you do to finally get it open?
7. Have you seen any visible signs of a problem on the door handle? For example is the handle or a part of the handle stuck in a certain position? What about sounds or squeaks or a different feel to the handle mechanism?
8. Did you get any warning lights or sounds with either malfunction?
9. Have you since received any word from your dealer when the new handles will be available? Would you mind providing us with your dealer's name and address? Can you send or fax me copies of your receipts from your attempts to get the problems fixed?

Here's where you really can help us the most: Do you own or can you borrow a video camera to videotape the problems? Ideally, someone would videotape you driving and show the door swinging open (in a safe environment and with you safely buckled in, of course). Also, it would be very helpful if you could show a close-up (or take a photograph) of what the handle looks like when each problem occurs. If you are able to make such a videotape and then could email it to me, it would greatly assist our investigation and possibly strengthen the case for a safety recall. I cannot predict or promise a recall, but the information and videotapes I am requesting could help a lot.

Please feel free to email me or telephone me with questions or additional information. One note: I will be unavailable after today until next Wednesday. Again, I want to thank you for bringing your Saturn door problems to our attention, and express our added appreciation if you can provide the additional information we are requesting.

Sincerely,  
Lawrence L. Hershman  
Vehicle Integrity Division (NVS-212)  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
Washington, DC 20590  
larry.hershman@dot.gov  
(202) 366-4929  
(202) 366-1767 - fax



Telecon 3/22/09

LH →



re VOQ 10262971

2008 Saturn VUE door handle

Left phone message & followed up with  
an email

MAR 13 2009

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Ms. Gay P. Kent  
Director, Product Investigations  
Structure & Safety Integration  
General Motors Corporation  
30001 Van Dyke – Mail Code 480-210-G11  
Warren MI 48090-9055

NVS-2121lh  
PE09-016

Dear Ms. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE09-016) to investigate allegations of door latch failure on vehicles manufactured by General Motors Corporation, and to request certain information.

This office has received two reports from owners of model year (MY) 2008 Saturn VUE vehicles that experienced door latch failure. In these reports, a door was closed but did not latch closed. The unlatched position may not be evident to vehicle occupants, and a closed but unlatched door may open while the vehicle is in motion. Copies of both Vehicle Owner Questionnaire (VOQ) reports have been emailed to you for your information and both VOQ numbers are listed at the end of this letter. ODI also has received Early Warning Reports (EWR) from General Motors that allege operational problems with 2008 VUE door handles.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All MY 2008 Saturn VUE vehicles manufactured for sale or lease in the United States.
- **Subject component:** The exterior side door handles, latches and related components.
- **General Motors (GM):** General Motors Corporation, Saturn Corporation, and all predecessor corporations, and all of its past and present officers and employees, whether assigned to principal offices or any field or other location, including all divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or

indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, on or after July 1, 2006, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** The exterior door handle sticks in the unlatched position. Any failure or malfunction of the exterior door handle, the door latch, or other components that could prevent a door from properly latching closed.
  - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including, but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any

document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by GM or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year (MY)," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles GM has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by GM, state the following:
  - a. Vehicle identification number (VIN);
  - b. Make;
  - c. Model;
  - d. Model year;
  - e. Date of manufacture;
  - f. Date warranty coverage commenced;
  - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA."

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
  - 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 each of subparts "a" through "f," include the following scenarios: unexpected door opening, door handle or latch failure, door latch or handle inoperability or malfunction, door handle sticking or squeaking, or excessive effort required to operate the door handle.

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 "c through 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.

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."

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.



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."

6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 6, 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.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.
8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, GM. For each such action, provide the following information:
  - a. Action title or identifier;

- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject component(s)/assembly or components that may impinge on or affect the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components;
  - i. The models and model years of vehicles affected by the modification.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

10. Produce or provide one of each of the following:
  - a. Any kits that have been released, or developed, by GM for use in service repairs to the subject or related components/assemblies which relate, or may relate, to the alleged defect in the subject vehicles;
  - b. Engineering drawings of the front and rear exterior side door handles, door latch system(s), and their components.
  - c. One sample of each different exterior side door handle used for the subject vehicles (whether the differences are due to design, materials, supplier or production).
11. Describe the operational functioning of the subject component and its interaction with the systems and operations potentially affected by the alleged defect as described on page 2.

12. State the number of each of the following that GM has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used, and month/year of sale (including the cut-off date for sales, if applicable):
  - a. Subject component(s)/assemblies; and
  - b. Any kits that have been released, or developed, by GM for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which GM is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

13. Furnish GM's assessment of the alleged defect in the subject vehicles, including:
  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
  - f. The reports included with this inquiry.

This letter is being sent to GM pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. GM's failure to respond promptly and fully to this letter could subject GM to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$6,000 per day, with a maximum of \$16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6 (as amended by 71 Fed. Reg. 28279 (May 16, 2006)). This includes failing to respond to ODI information requests.

If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information request, GM must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

GM's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by April 29, 2009. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE09-016 in GM's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel. If GM finds that it is unable to provide all of the information requested within the time allotted, GM must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If GM is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information GM then has available, even if an extension has been granted.

If GM claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, GM must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. GM is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the word "CONFIDENTIAL" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6.

Please send email notification to Lawrence L. Hershman ([larry.hershman@dot.gov](mailto:larry.hershman@dot.gov)) and to [ODI\\_IRresponse@dot.gov](mailto:ODI_IRresponse@dot.gov) when GM sends its response to this office and indicate whether there is confidential information as part of GM's response.

If you have any technical questions concerning this matter, please call Lawrence L. Hershman of my staff, at (202) 366-4929.

Sincerely,

TS

Thomas Z. Cooper, Chief  
Vehicle Integrity Division  
Office of Defects Investigation

VOQs #

10257282	10256567
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NHTSA:NVS:ODI

NVS212:LHershman:cab:x64929:03/11/09

cc: NVS200 Chron

NVS21 Subj/Chron

Filename: U:/HERSHMAN/PE09016/IR Letter PE09016.doc

MAR 13 2009

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Ms. Gay P. Kent  
Director, Product Investigations  
Structure & Safety Integration  
General Motors Corporation  
30001 Van Dyke – Mail Code 480-210-G11  
Warren MI 48090-9055

NVS-2121lh  
PE09-016

Dear Ms. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE09-016) to investigate allegations of door latch failure on vehicles manufactured by General Motors Corporation, and to request certain information.

This office has received two reports from owners of model year (MY) 2008 Saturn VUE vehicles that experienced door latch failure. In these reports, a door was closed but did not latch closed. The unlatched position may not be evident to vehicle occupants, and a closed but unlatched door may open while the vehicle is in motion. Copies of both Vehicle Owner Questionnaire (VOQ) reports have been emailed to you for your information and both VOQ numbers are listed at the end of this letter. ODI also has received Early Warning Reports (EWR) from General Motors that allege operational problems with 2008 VUE door handles.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All MY 2008 Saturn VUE vehicles manufactured for sale or lease in the United States.
- **Subject component:** The exterior side door handles, latches and related components.
- **General Motors (GM):** General Motors Corporation, Saturn Corporation, and all predecessor corporations, and all of its past and present officers and employees, whether assigned to principal offices or any field or other location, including all divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or

CONCURRENCES	
RTG SYMBOL	NVS-212
INITIALS/SIG	LH
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indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, on or after July 1, 2006, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** The exterior door handle sticks in the unlatched position. Any failure or malfunction of the exterior door handle, the door latch, or other components that could prevent a door from properly latching closed.
  - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including, but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any

document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by GM or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year (MY),” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM’s response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles GM has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by GM, state the following:
  - a. Vehicle identification number (VIN);
  - b. Make;
  - c. Model;
  - d. Model year;
  - e. Date of manufacture;
  - f. Date warranty coverage commenced;
  - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled “PRODUCTION DATA.”

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
  - 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 each of subparts "a" through "f," include the following scenarios: unexpected door opening, door handle or latch failure, door latch or handle inoperability or malfunction, door handle sticking or squeaking, or excessive effort required to operate the door handle.

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 "c through 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.
- 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."

- 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.

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."

6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 6, 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.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.
8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, GM. For each such action, provide the following information:
  - a. Action title or identifier;

- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject component(s)/assembly or components that may impinge on or affect the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components;
  - i. The models and model years of vehicles affected by the modification.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

10. Produce or provide one of each of the following:
- a. Any kits that have been released, or developed, by GM for use in service repairs to the subject or related components/assemblies which relate, or may relate, to the alleged defect in the subject vehicles;
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  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
  - f. The reports included with this inquiry.

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Please send email notification to Lawrence L. Hershman ([larry.hershman@dot.gov](mailto:larry.hershman@dot.gov)) and to [ODI\\_IRresponse@dot.gov](mailto:ODI_IRresponse@dot.gov) when GM sends its response to this office and indicate whether there is confidential information as part of GM's response.

If you have any technical questions concerning this matter, please call Lawrence L. Hershman of my staff, at (202) 366-4929.

Sincerely,



Thomas Z. Cooper, Chief  
Vehicle Integrity Division  
Office of Defects Investigation

VOQs #

10257282	10256567
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NHTSA:NVS:ODI

NVS212:LHershman:cab:x64929:03/11/09

cc: NVS200 Chron

NVS21 Subj/Chron

Filename: U:/HERSHMAN/PE09016/IR Letter PE09016.doc



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

Investigation: PE09-016  
Date Opened: 03/10/2009  
Principal Investigator: Lawrence Hershman  
Subject: Saturn Vue Door Latch

Manufacturer: General Motors Corp.  
Products: 2008 Saturn Vue  
Population: 114,000 (estimated)

Problem Description: The exterior door handle sticks in the unlatched position. The door may open while the vehicle is in motion.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	2		
Crashes/Fires:	0		
Injury Incidents:	0		
# Injuries:	0		
Fatality Incidents:	0		
# Fatalities:	0		
Other:	0		

Description of Other:

Action: Open a Preliminary Evaluation (PE).

Engineer: Lawrence L. Hershman LH

Date: 03/10/2009

Div. Chief: Thomas Z. Cooper

Date: 03/10/2009

Office Dir.: Kathleen C. DeMeter

Date: 03/10/2009

Summary:

ODI received two complaints that the exterior door handle stuck in the unlatched position and the door opened while the vehicle was in motion. If an occupant is unaware the door is not properly closed, the door could open while the vehicle is in motion and place occupants at risk of partial or full ejection from the vehicle.

The manufacturer has provided reports concerning door handle problems in its EWR submission to the agency.

## Hershman, Larry <NHTSA>

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**Subject:** Updated: DAD Panel  
**Location:** NHTSA-CR W43-102

**Start:** Wed 3/4/2009 1:30 PM  
**End:** Wed 3/4/2009 2:30 PM

**Recurrence:** (none)

**Meeting Status:** Accepted

**Required Attendees:** Berry, Kristin <NHTSA>; Borris, Frank <NHTSA>; Boyd, Richard <NHTSA>; Collins, Bill <NHTSA>; Cooper, Thomas <NHTSA>; Demeter, Kathleen <NHTSA>; Guerci, Lloyd <NHTSA>; Magno, Gregory <NHTSA>; Morgan, Tina <NHTSA>; Pearse, Dan <NHTSA>; Reid, Randolph <NHTSA>; Smith, Daniel <NHTSA>; Willke, Don <NHTSA>; Quandt, Jeff <NHTSA>; Magno, Gregory <NHTSA>

**Optional Attendees:** Alkondon, Ajit <NHTSA>; Berry, Kristin <NHTSA>; Butterfield, Jessica <NHTSA>; Hillman, Daniel <NHTSA>; Jackson, Angel <NHTSA>; Long, Larry <NHTSA>; Noel, Andrea <NHTSA>; Swanson, Mark <NHTSA>; Matheke, Otto <NHTSA>; Hershman, Larry <NHTSA>

### Agenda:

IE09-015 *BMW 3 2006-7 - door lock*

IE09-016 *2006 Dodge Durango - fuel spit back*

IE09-018

IE09-019



# Issue Evaluation

Presented to the Office of Defects Investigation

By

The Defects Assessment Division

Contains Pre-Decisional Material For Official Use Only

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Issue:	IE09-018
Date Submitted:	10-Feb-09
Subject:	Front Door Latch
Prompted by:	Consumer Complaints
Supported by:	Field reports, video, pictures
Investigator:	Steve Chan
Subject Vehicles:	MY 2008 Saturn VUE
Population:	114,000 (Estimated)
Problem Description	Front door exterior handle sticks in the unlatched position. The door may open while the vehicle is in motion.
Complaints	2
Fire	0
Crashes	0
Injury Crashes	0
Injuries	0
Deaths	0
Other (Describe "Other")	14 EWR Field reports concerning door handle sticking, squeaking, or requiring excessive effort to operate.
Additional Comments	A complainant video documented the door handle/latch problem.

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## ISSUE EVALUATION MEMORANDUM

TO: OFFICE OF DEFECTS INVESTIGATION  
FROM: DEFECTS ASSESSMENT DIVISION

### I. Issue Identification

#### Vehicle/System Description:

The exterior door handles for the front doors on model year 2008 Saturn VUE.



#### Alleged Defect:

Both complainants alleged that the exterior handles for the front doors have stuck in the open position and that a door had opened while the vehicle was in motion.



Exterior front door handles stuck in the "opened" positions (Mr. Ferguson's '06 Saturn VUE)

**Risk Assessment:**

**Judgment:** An unlatched door endangers the vehicle occupants.

**Frequency:** High, considering that, the subject vehicle is new, repeated failures, and the parts are allegedly on a long back-order wait.

**Severity:** Both complainants alleged that while driving, a door flung open.

**ODI History:** 07V104 & 07V414: 2007-2008 Dodge Avenger vehicles for front door latch cable.

**II. Problem Experience****Consumer complaints:**

ODI has received two consumer complaints concerning front door latch failure on 2008 Saturn VUE. The table below summarizes the complaints. See Attachment 1 for the complaints.

VOQ	Date	Door	Miles	Comment
Patterson	2/09	L	100,7500	Repeated failures – door won't open, won't close, flung open Dealer said others waited 2 months for the part
Ferguson	1/09	L & R	200,2000	Repeated failures on both front doors Ten year old daughter screamed when the door flung opened.

**EWR Materials:**

There are fourteen EWR field reports concerning door handle sticking, squeaking, or requiring excessive effort to operate. See Attachment 2.

**Technical Service Bulletins:**

None found in the Artemis database.

**III. Precedent****Investigative/Recall History:**

The table below compares the subject vehicles' complaint rates with 2 recent inadvertent door opening investigations at case opening:

Case	Vehicle model(s)	No. of VOQ	C. Rate (100K)	E. Rate (100K-Yr)	Resolution
IE09-018	2008 Saturn VUE	2	1.8	1.6	Pending
PE05-042	'04-'05 VW Touareg	1	1.9	1.6	Closed
PE04-033	2000 Ford Focus	17	6.5	1.5	05V030

*DOOR LATCH CORROSION*

The subject vehicle's exposure complaint rate is similar to those of two recent inadvertent door opening investigations at case opening.

**Vehicle Make / Model:**

FORD / FOCUS

**Manufacturer:** FORD MOTOR COMPANY  
**NHTSA CAMPAIGN ID Number:** 05V030000

**Model Year(s):**

2000-2005

**Mfr's Report Date:** JAN 31, 2005  
**NHTSA Action Number:** EA04023

**Component:** LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Potential Number of Units Affected:** 589932

**Summary:**

CERTAIN PASSENGER VEHICLES WITH FOUR OR FIVE DOORS AND ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THESE STATES: CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, WISCONSIN, AND THE DISTRICT OF COLUMBIA. A BUILD-UP OF CORROSION AT THE PAWL PIVOT AREA OF THE REAR DOOR LATCH CAN CAUSE A BINDING CONDITION OF THE PAWL THAT MAY AFFECT PROPER ENGAGEMENT OF THE PAWL INTO THE CATCH. THE OCCUPANT MAY EXPERIENCE DIFFICULTY OPENING OR CLOSING A REAR DOOR, AND EVENTUALLY THE REAR DOOR MAY NOT LATCH PROPERLY.

**Remedy:**

DEALERS WILL HAVE A LOWER ROCKER SEAL ADDED TO THE DOOR AND HAVE THE REAR DOOR LATCHES EVALUATED FREE OF CHARGE. A LATCH THAT PASSES THE EVALUATION WILL BE LUBRICATED TO PREVENT FUTURE CORROSION. A LATCH THAT DOES NOT PASS THE EVALUATION WILL BE REPLACED.

**Vehicle Make / Model:**

CHRYSLER / SEBRING

DODGE / AVENGER

**Manufacturer:** DAIMLERCHRYSLER CORPORATION  
**NHTSA CAMPAIGN ID Number:** 07V414000

**Model Year(s):**

2007-2008

2007-2008

**Mfr's Report Date:** SEP 11, 2007  
**NHTSA Action Number:** N/A

**Component:** LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Potential Number of Units Affected:** 72333

**Summary:**

ON CERTAIN VEHICLES, THE FRONT DOOR LATCH CABLE MAY BECOME PARTIALLY UNSEATED FROM THE INTERIOR RELEASE HANDLE HOUSING POSSIBLY CAUSING THE LATCH TO STICK IN THE UNLATCHED POSITION OR THE LOCK FUNCTION TO BECOME INOPERATIVE.

**Consequence:**

DRIVING A VEHICLE WITH AN UNLATCHED DOOR CAN RESULT IN AN UNBELTED FRONT SEAT OCCUPANT FALLING OUT OF THE VEHICLE OR BEING EJECTED IN A CRASH, CAUSING INCREASED RISK OF INJURY.

**Remedy:**

DEALERS WILL ADD A SECONDARY RETENTION FEATURE TO BOTH FRONT DOORS. THIS ACTION WILL SUPERSEDE AND EXPAND A PREVIOUS SAFETY RECALL (PLEASE SEE 07V-104).

**Vehicle Make / Model:**

DODGE / AVENGER

**Model Year(s):**

2007-2008

**Manufacturer:** DAIMLERCHRYSLER CORPORATION

**NHTSA CAMPAIGN ID Number:** 07V104000

**Mfr's Report Date:** MAR 06, 2007

**NHTSA Action Number:** N/A

**Component:** LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Potential Number of Units Affected:** 11191

**Summary:**

ON CERTAIN PASSENGER VEHICLES, THE FRONT DOOR LATCH CABLE MAY BECOME PARTIALLY UNSEATED FROM THE INTERIOR RELEASE HANDLE HOUSING CAUSING THE DOOR LATCH TO STICK IN THE OPEN POSITION AND NOT BE SECURED TO THE STRIKER.

**Consequence:**

DURING CERTAIN CRASH CONDITIONS, THE POSSIBILITY OF A DOOR OPENING COULD CAUSE AN UNBELTED PASSENGER TO BE EJECTED, INCREASING THE RISK OF INJURIES.

**Remedy:**

THIS ACTION IS SUPERSEDED (PLEASE SEE 07-V414.) DEALERS WILL ADD FREE OF CHARGE A SECONDARY FEATURE TO BOTH FRONT DOORS TO PREVENT THE DOOR LATCH CABLE FERRULE FROM BECOMING UNSEATED AT THE INTERIOR FRONT DOOR RELEASE HANDLE HOUSING.

#### IV. Discussion

When the door handle does not return to its stowed position and remains open, the door likely is unlatched. Both complainants alleged that the door handle/latch problem occurred when the vehicles were practically new, affected both front doors and manifested repeatedly. In addition, both complainants' dealers told them that the problem is very common and that there is a long wait for replacement parts.

The many EWR field reports also indicate that the subject door handles could stick and require high effort to operate.

As both complainants have experienced and video documented (Attachment 3) by Mrs. Ferguson, the aforementioned door handle/latch problem could cause unintended opening of the affected door to open when the vehicle is in motion.

#### V. Email/Telephone Log

**From:** [REDACTED]

**Sent:** Mon 2/9/2009 9:58 AM

**To:** Chan, Steve <NHTSA>

**Subject:** Re: 2008 Saturn Vue Door Latch: Report to the National Highway Traffic Safety Administration

The problem actually occurred for the first time the first week I bought in September 2008, and the mileage was probably at 100. At that time, the handle would remain in the open position and you could not open the door from the inside of the car. Saturn replaced the handle. After the handle was replaced, the new handle would be stuck in the open position and you could not close the door. I again took it in for service; they looked at it and said they would check with their region to see if other people were reporting the same problems and if they had come up with a solution. At this

point, the door would now close with the handle in the open position (which you do not realize since you are in the car and cannot see it) and the door has opened on two occasions while I was driving. On one of the occasions, my daughter was sitting in the passenger seat.

My car is in the shop again today for them to repair the problem. I will send you the VIN number tomorrow. Let me know if you need any further info.

**From:** [REDACTED]  
**Sent:** Mon 2/9/2009 4:44 PM  
**To:** Chan, Steve <NHTSA>  
**Subject:** Re: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

Just and update. My car is in the shop and the parts they need are on back order and have been since we made the appointment over three weeks ago. They have no idea when the parts will come in and have said others have waited over two months.

The dealer also admits to having other cars with the same issue.

[REDACTED]

Mr. [REDACTED] said that he does not believe weather elements causes the exterior handles of the front doors to stick. The problem started on the second day he and his wife Tiaat own the vehicle. Both exterior handles of the front doors of their 2008 Saturn VUE (four doors) could stick open instead of retract back to their stowed positions. If a vehicle occupant is not aware of it, the door could open while the vehicle is in motion. Mr. Jeremy said that on one occasion, her ten years old daughter cried out to him when the passenger side door flung opened.

**From:** [REDACTED]  
**Sent:** Sat 2/7/2009 1:51 PM  
**To:** Chan, Steve <NHTSA>  
**Subject:** 2008 Saturn VUE Door Latch

Mr. Chan,

I am going to try to email the pictures and video to you. We only have dial up so I hope this works. I am going to email the two pictures first one is the driver's door and one is the passenger's door. The pictures shows the latches hung up.

**From:** [REDACTED]  
**Sent:** Sat 2/7/2009 2:31 PM  
**To:** Chan, Steve <NHTSA>  
**Subject:** 2008 Saturn Vue Door Latch

I am now going to try to send the video. The video shows the passenger door latch hanging up and the door swinging open. The driver's door does the same thing. We did not want to put ourselves in danger so, we did not video the drivers door but, we can if need be.

**From:** [REDACTED]  
**Sent:** Mon 2/9/2009 3:08 PM  
**To:** Chan, Steve <NHTSA>  
**Cc:** jjayferg@yahoo.com  
**Subject:** Re: 2008 Saturn Vue Door Latch

I just went and checked the light does come on but no sound. When you get in the car the light comes on then too so, it is easy to miss the fact that it is still on when you go to drive. The light did come and go off depending on how shut the door is even with the latch hung open.

## VI. Attachments

1. Consumer complaints
2. EWR field reports
3. Video from Mrs. [REDACTED]



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
28-JAN-2009	Reference No. 10256567

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	MEMPHIS	State	TN
Zip Code	[REDACTED]		
Daytime Telephone Number	[REDACTED]		E-mail Address
Evening Telephone Number	[REDACTED]		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3G5CL33P88S [REDACTED]	Make SATURN	Model VUE	Model Year 2008
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 17-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES	Failure Mileage 200	Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2008 SATURN VUE. WHENEVER THE CONTACT OPENS THE FRONT PASSENGER SIDE DOOR HANDLE TO ENTER THE VEHICLE, THE DOOR HANDLE WILL REMAIN OPEN. IF YOU ARE UNAWARE OF THE FAILURE, THE DOOR COULD OPEN WHILE DRIVING BECAUSE IT IS NOT FULLY LOCKED. THE DEALER STATED THAT ALL OF THE VEHICLES OF THIS MODEL HAVE THE SAME ISSUE. IF THEY WERE TO REPLACE THE PART, IT WOULD BE WITH ANOTHER DEFECTIVE PART, WHICH WOULD NOT REMEDY THE FAILURE. THE CONTACT BELIEVES THAT THE MANUFACTURER SHOULD ISSUE A RECALL. THE FAILURE MILEAGE WAS 200 AND CURRENT MILEAGE WAS 2,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.





U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

03-FEB-2009

Repository Reference No.  
10257282**OWNER INFORMATION (Type or Print)**

Name

Address

City PLAINFIELD

State IL

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

MARYKAYPATTERSON@  
COMCAST.NET

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

SATURN

Model

VUE

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

23-JAN-2009

 Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

Failure Mileage

7500

Failure Speed

20

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THE FRONT PASSENGER DOOR ON THE VEHICLE DOES NOT LATCH AND FLEW OPEN WHILE DRIVING WITH MY DAUGHTER IN THE PASSENGER SEAT. THIS HAS OCCURED TWICE AS OF THIS DATE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Hershman, Larry <NHTSA>**


---

**From:** Cooper, Thomas <NHTSA>  
**Sent:** Thursday, March 26, 2009 10:45 AM  
**To:** Hershman, Larry <NHTSA>  
**Subject:** FW: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration  
**Attachments:** 2008 Vue.pdf

Hi Larry,  
 I am not sure if I had forwarded this to you earlier.

**Tom Cooper**

Chief, Vehicle Integrity Division  
 Office of Defects Investigation

---

**From:** Chan, Steve <NHTSA>  
**Sent:** Thursday, February 12, 2009 10:44 AM  
**To:** Cooper, Thomas <NHTSA>  
**Subject:** FW: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

Tom,

Please see the attached repair invoice from Ms. Patterson.

---

**From:** [REDACTED]  
**Sent:** Thursday, February 12, 2009 9:47 AM  
**To:** Chan, Steve <NHTSA>  
**Subject:** Re: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

Here are copies of a couple of the repair orders. The VIN number is included on the order. They seem to have fixed the car. They took a part off of a car in the lot since the parts are on back order. I do not have the service ticket, they will be mailing it to me.

----- Original Message -----

**From:** "Steve Chan" <Steve.Chan@dot.gov>  
**To:** [REDACTED]  
**Sent:** Tuesday, February 10, 2009 1:32:43 PM GMT -06:00 US/Canada Central  
**Subject:** RE: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

Ms. Patterson,

Could you provide the VIN? I want to see how early in the production your vehicle was manufactured. There is a possibility that the door handle issue may be limited to the early phase of vehicle production. The VIN may also be found on your insurance document or vehicle registration. Thanks.

---

3/26/2009

**From:** [REDACTED]  
**Sent:** Monday, February 09, 2009 4:45 PM  
**To:** Chan, Steve <NHTSA>  
**Subject:** Re: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

Just and update. My car is in the shop and the parts they need are on back order and have been since we made the appointment over three weeks ago. They have no idea when the parts will come in and have said others have waited over two months.

The dealer also admits to having other cars with the same issue.

----- Original Message -----

**From:** "Steve Chan" <Steve.Chan@dot.gov>  
**To:** [REDACTED]  
**Sent:** Monday, February 9, 2009 10:04:10 AM GMT -06:00 US/Canada Central  
**Subject:** RE: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

Ms. [REDACTED]

Thank you for your prompt reply. If you could either email, fax, or regular mail me the repair invoices pertaining to the door latch, that would be great.

Steve Chan  
Safety Defects Engineer  
Office of Defects Investigation, NVS-211  
Room 48W335  
National Highway Traffic Safety Administration  
Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
(202) 366-8537  
Fax (202) 366-1767

---

**From:** [REDACTED]  
**Sent:** Mon 2/9/2009 9:58 AM  
**To:** Chan, Steve <NHTSA>  
**Subject:** Re: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

The problem actually occurred for the first time the first week I bought in September, 2008, and the mileage was probably at 100. At that time the handle would remain in the open position and you could not open the door from the inside of the car. Saturn replaced the handle. After the handle was replaced the new handle would get stuck in the open position and you could not close the door. I again took it in for service, they looked at it and said they would check with their region to see if other people were reporting the same problems and if they had come up with a solution. At this point the door would now close with the handle in the open position (which you do not realize since you are in the car and cannot see it) and the door has

3/26/2009

opened on two occasion while I was driving. On one of the occasions my daughter was sitting in the passenger seat.

My car is in the shop again today for them to repair the problem. I will send you the VIN number tomorrow.

Let me know if you need any further info.

----- Original Message -----

From: "Steve Chan" <Steve.Chan@dot.gov>

To: [REDACTED]

Sent: Friday, February 6, 2009 4:33:38 PM GMT -06:00 US/Canada Central

Subject: 2008 Saturn Vue Door Latch: Your Report to the National Highway Traffic Safety Administration

Dear Ms. [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning inadvertent door opening on your 2008 Saturn Vue.

A few questions:

1. Another 2008 Saturn Vue owner indicated to us that after he opened the passenger side front door, the outside door handle sometimes will remain open. Have you noticed that? If not, could you try to open the problematic door several times by pulling the handle in various angles to see if the handle will get hung-up? If you can duplicate the door handle hung-up, could you take a few pictures, and if possible, take a video and email them to me? (For show-and-tell to my office management if I were to recommend a formal investigation with the manufacturer).
2. Have you had the problem repaired or diagnosed yet and what was the cause? Please email a copy of the repair invoice when available.
3. The "Failure Mileage" on the record shows 7,500 hundred miles. Was it the mileage at the first or the second incident? And if it was the second, what was the approximate vehicle mileage at the first incident?
4. Please provide the VIN (vehicle identifical number) which can be found on the driver side dashboard under the windshield and on the driver door edge/post.

Thank you!

3/26/2009

Steve Chan  
Safety Defects Engineer  
Office of Defects Investigation, NVS-211  
National Highway Traffic Safety Administration  
Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
(202) 366-8537  
Fax (202) 366-1767



SATURN OF JOLIET

2881 West Jefferson St.  
Joliet, IL 60435  
(815) 773-7200

**SERVICE INVOICE**

Co.# 0

Sold To: [Redacted]  
 [Redacted]  
 PLAINFIELD IL [Redacted]  
 Business Phone: [Redacted]  
 Home Phone: [Redacted]

Service Order Number		Service Advisor		VIN	
5089836		CINDY KOREN		3GSCL33P48S [Redacted]	
Color	Year	Make/Model	License	Engine	Stk #
	2008				
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
3268 /				1	
Tax Exempt		Date/Time In		Date/Time Out	
		10/25/2008 10:40		10/25/2008 11:08	

LINE 1 CUSTOMER STATES THAT RIGHT FRONT OUTER DOOR HANDLE STICKS WHEN OPENING  
 TECH COMM: RIGHT FRONT OUTER DOOR HANDLE ON ORDER PART #25861951

REPAIR 1 PARTS ON ORDER  
 OPCODE: X5050

SALE TYPE: INTERNAL - INT

PRIMARY TECH: 092

LINE 2 3000 MILE MAINTENANCE

REPAIR 1 CHANGE ENGINE OIL AND FILTER

OPCODE: M5010

SALE TYPE: cash \$9.00

HRS: .30

PRIMARY TECH: 092

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	89017524 FILTER AS	N	1	8.580	cash	\$8.58
OT	OIL OIL	N	5	2.240	cash	\$11.20
OT	21009999 WPSBF	N	1	1.000	cash	\$1.00
LINE TOTAL						\$29.78

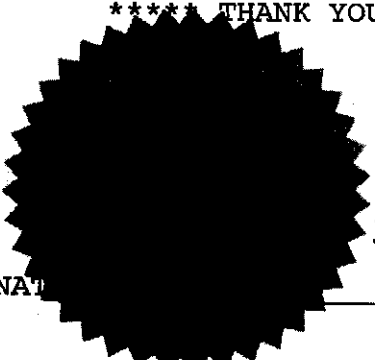
PAID

\*\*\*\*\* THANK YOU FROM YOUR SATURN SERVICE TEAM \*\*\*\*\*

OCT 25 2008

check

3549



CUSTOMER SIGNATURE

LABOR	\$9.00
PARTS	\$20.78
MISC MATERIALS	\$1.45
HAZD MATERIALS	\$1.50
TAX (ILLINOIS SALES)	\$1.71
CUSTOMER TOTAL	\$33.44
PAYMENT (cash)	\$33.44

Disclaimer of Warranties

Saturn of Joliet expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





SATURN OF JOLIET

2861 West Jefferson St.  
Joliet, IL 60435  
(815) 773-7200

**SERVICE INVOICE**

Co.# 0

Sold To: [Redacted]  
 [Redacted]  
 PLAINFIELD IL [Redacted]  
 Business Phone: [Redacted]  
 Home Phone: [Redacted]

Service Order Number		Service Advisor		VIN	
5069838		CINDY KOREN		3G5CL33P48S [Redacted]	
Color	Year	Make/Model	License	Engine	Stk. #
	2008				
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
3270 /				1	
Tax Exempt		Date/Time In		Date/Time Out	
		10/25/2008 11:06		11/08/2008 11:13	

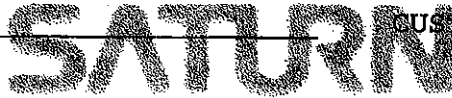
LINE 1 490 CUST SAYS THE RIGHT FRONT OUTER DOOR HANDLE IS  
 CRACKED ON INSIDE OF HANDLE PART #25861951  
 TECH COMM: RIGHT FRONT OUTSIDE DOOR HANDLE CRACKED  
 PAINTED AND REPLACED WITH NEW HANDLE

REPAIR 1 HANDLE, FRONT DOOR OUTSIDE - REPLACE RIGHT  
 OPCODE: B4120 SALE TYPE: WARRANTY - WTY  
 HRS: .20 OTH HRS: .50  
 PRIMARY TECH: 092  
 WARR PARTS: 1

PARTS	DESC	FR	QTY	PRICE	SALE TYPE	WTY
SN	25861951 HANDLE-FR	Y	1		WARRANTY - GM	WTY
NET ITEM: S	FINAL INSPECTION				SALE TYPE WARRANTY - GM	WTY

\*\*\*\*\* THANK YOU FROM YOUR SATURN SERVICE TEAM \*\*\*\*\*

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00



**Disclaimer of Warranties**

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





SATURN OF JOLIET

2861 West Jefferson St.  
Joliet, IL 60435  
(815) 778-7200

WORK ORDER



DATE 01/17/09 VIN 3GSL33P48S [REDACTED] MILEAGE 7668  
 IN-SERV-DATE 00/00/00 MILES 0  
 LICENSE NO. [REDACTED] YEAR 08 MAKE MODEL  
 ENG HOME TAG # 2920  
 TRANSMISSION 75 SA # 5071781  
 CUSTOMER NUMBER [REDACTED] STOCK # [REDACTED] LABOR RATE .00  
 BUSINESS PHONE [REDACTED]  
 PAYMENT TYPE 01 PROMISE DATE / TIME 01/17/09  
 CITY / STATE / ZIP PLAINFIELD IL

**Disclaimer of Warranties**  
 Any warranties on the products sold hereby are those made by the manufacturer. This seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PRINTED: 9:27:05 ATTENTION:

COMMENTS:

L # 1 CODES  
 CUST SAYS THE FRONT OUTSIDE DOOR HANDLE STICKS AND DOOR WILL FLY OPEN  
 - 23.09 - part not in  
 - Ralph Swap doors & part was  
 - 1) 4/m - 127-09  
 - 2) advised Back order 1-30-09  
 - 3)

DIAG CODES: \*\*\*\*\* ESTIMATE \*\*\*\*\*  
 ST W Hrs LABOR PARTS TOTAL  
 DOC CNT: 1  
 PRK LOT:

SA: CINDY KOREN  
 HOURS LABOR  
 HAZDS DISC  
 PARTS DEDCT  
 TAXES  
 ESTIMATE TOTAL: MISC TOTAL

Part Good 2008-2010  
 1/17/09  
 WAPLES

I hereby authorize the repair work herein set forth to be done, along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond your control or for any delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or freeways for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of the repairs herein. The dealer ship is not responsible for damage from freezing due to lack of air-locks.



# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	34136	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSDL43N58S [REDACTED]	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	rt frt		
<b>Complaint:</b>	Hard to open		
	-rt frt-Hard to open		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>			

### - Affected Vehicles -

Mileage (mi)	Build Date
1460	08-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	Hard to open

### Symptoms/Complaints:

Rt frt door latch hard to release

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	23-MAR-07
<b>Last Modified BY:</b>	Author	01-JAN-00
<b>Last Accessed ON:</b>		

# Field Performance Report

## GM Aftersales

*Bad VIN*

<b>FPR Case No:</b>	32701	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCCL53708		
	<b>Model Year:</b>	2008	
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Exterior		
<b>Complaint:</b>	Squeak when using		
	-Exterior-Squeak when using		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Daniel		

### - Affected Vehicles -

Mileage (mi)	Build Date
1035	

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	Squeak when using

### Symptoms/Complaints:

Exterior door handles squeak when using front doors both passenger and driver's sides

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	15-FEB-07
<b>Last Modified BY:</b>	Author	01-JAN-00
<b>Last Accessed ON:</b>		

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	36796	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL33P98S	<b>Model Year:</b>	2008
		<b>Make:</b>	Saturn
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	exterior		
<b>Complaint:</b>	hard to open		
	-exterior-hard to open		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Jennif		

### - Affected Vehicles -

Mileage (mi)	Build Date
4312	20-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4
<b>Trouble Category:</b>	<b>Trouble:</b>		
JDPVQS-Ext	hard to open		

### Symptoms/Complaints:

All the doors are hard to open from the outside at all times

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	21-MAY-07
<b>Last Modified BY:</b>	Author	01-JAN-00
<b>Last Accessed ON:</b>		

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	36458	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL33P78S	<b>Model Year:</b>	2008
		<b>Make:</b>	Saturn
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Driver's front door		
<b>Complaint:</b>	High effort		
	-Driver's front door-High effort		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	JAMES		

### - Affected Vehicles -

Mileage (mi)	Build Date
1850	19-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	High effort

### Symptoms/Complaints:

Driver's front exterior door handle opening effort is high. Seem more frequent than when vehicle was new.

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	14-MAY-07
<b>Last Modified BY:</b>	Author	01-JAN-00

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	34821	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSDL43N08S [REDACTED]	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Door Asm		
<b>Complaint:</b>	Driver OS rear handle squeaks		
	-Door Asm-Driver OS rear handle squeaks		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Laredo		

**- Affected Vehicles -**

Mileage (mi)	Build Date
1800	08-FEB-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

**- Functional Group -**

<b>LEVEL 1:</b>	<b>LEVEL 2:</b>	<b>LEVEL 3:</b>	<b>LEVEL 4:</b>
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	Driver OS rear handle squeaks

**Symptoms/Complaints:**  
Driver OS rear handle squeaks

**Probable Cause:**

**Correction:**

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

**Remark/Location OF Parts:**

<b>Attachment:</b>		
<b>Document Author:</b>	Author	10-APR-07
<b>Last Modified BY:</b>	Author	01-JAN-00

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	34811	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSDL43N28S [REDACTED]	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Door Asm		
<b>Complaint:</b>	Driver ext door handle high effort		
	-Door Asm-Driver ext door handle high effort		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Laredo		

### - Affected Vehicles -

Mileage (mi)	Build Date
1800	09-FEB-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	Driver ext door handle high effort

**Symptoms/Complaints:**  
~~Driver ext door handle high effort~~

**Probable Cause:**

**Correction:**

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

**Remark/Location OF Parts:**

**Attachment:**

<b>Document Author:</b>	Author	10-APR-07
<b>Last Modified BY:</b>	Author	01-JAN-00

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	34814	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSDL43N28S	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Door Asm		
<b>Complaint:</b>	Pass door handle rubs pocket		
	-Door Asm-Pass door handle rubs pocket		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Laredo		

### - Affected Vehicles -

Mileage (mi)	Build Date
1800	09-FEB-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	Pass door handle rubs pocket

### Symptoms/Complaints:

Pass door handle rubs pocket

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	10-APR-07
<b>Last Modified BY:</b>	Author	01-JAN-00

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	33295	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL33P88S	<b>Model Year:</b>	2008
		<b>Make:</b>	Saturn
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Passenger Side		
<b>Complaint:</b>	Stiff to operate/pivot		
	-Passenger Side-		
	Stiff to		
	operate/pivot		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Laredo		

### - Affected Vehicles -

Mileage (mi)	Build Date
450	

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

<b>LEVEL 1:</b>	<b>LEVEL 2:</b>	<b>LEVEL 3:</b>	<b>LEVEL 4:</b>
40	3	3	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Int	Stiff to operate/pivot

### Symptoms/Complaints:

~~Pass side stiff to operate/pivot~~

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	05-MAR-07
<b>Last Modified BY:</b>	Author	01-JAN-00



# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	38258	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL33PX8S	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Outside doors		
<b>Complaint:</b>	The outside door handles are sticking		
	-Outside doors-		
	The outside door handles are sticking		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Donald		

### - Affected Vehicles -

Mileage (mi)	Build Date
5377	19-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

<b>LEVEL 1:</b>	<b>LEVEL 2:</b>	<b>LEVEL 3:</b>	<b>LEVEL 4:</b>
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Int	The outside door handles are sticking

### Symptoms/Complaints:

The door handles on the outside of the vehicle are sticking, they do not open as smoothly as they should. It means like the latch is catching, but it does open.

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	15-JUN-07
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# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	39381	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL33P48S	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Exterior - Driver's Door		
<b>Complaint:</b>	Exterior door handle difficult to open door		
	-Exterior - Driver's Door- Exterior door handle difficult to open door		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Carol		

**- Affected Vehicles -**

Mileage (mi)	Build Date
5815	22-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

**- Functional Group -**

<b>LEVEL 1:</b>	<b>LEVEL 2:</b>	<b>LEVEL 3:</b>	<b>LEVEL 4:</b>
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	Exterior door handle difficult to open door

**Symptoms/Complaints:**

The driver's door exterior handle is difficult to operate the door. The door does not pop open when the handle is operated. It doesn't seem to release properly. The interior handle operates the door properly and easily. It seems like a possible linkage issue. Locks work.

**Probable Cause:**

**Correction:**

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	37410	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL33P78S	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Drivers Door		
<b>Complaint:</b>	High Effort		
	-Drivers Door- High Effort		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Herber		

### - Affected Vehicles -

Mileage (mi)	Build Date
4722	19-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4

**Trouble Category:** JDPVQS-Ext  
**Trouble:** High Effort

### Symptoms/Complaints:

handle effort is very high on driver door. Mechanical issue related

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	04-JUN-07
<b>Last Modified BY:</b>	Author	01-JAN-00
<b>Last Accessed ON:</b>		

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	35297	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL53728S	<b>Model Year:</b>	2008
	<b>Make:</b> Saturn		
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	Driver's side front door		
<b>Complaint:</b>	Squeak		
	-Driver's side front door- Squeak		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Ronald		

### - Affected Vehicles -

Mileage (mi)	Build Date
920	08-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4
<b>Trouble Category:</b>	<b>Trouble:</b>		
JDPVQS-Ext	Squeak		

### Symptoms/Complaints:

The exterior release handle for the driver's side front door squeaks when pulled on. This mostly occurs in the middle of the travel of the handle. Although it felt like it dragged a bit while it was squeaking, the handle operated properly. Visually, the handle seems to be assembled properly, with proper alignment. This may have been temperature related, because it seems to be getting quieter, now that the ambient temperature is around

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	40314	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSCL33PX8S [REDACTED]	<b>Model Year:</b>	2008
	<b>Make:</b>	Saturn	
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	all doors		
<b>Complaint:</b>	excessive effort to release -all doors- excessive effort to release		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	Don Jo		

### - Affected Vehicles -

Mileage (mi)	Build Date
6658	19-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4
<b>Trouble Category:</b>	<b>Trouble:</b>		
JDPVQS-Ext	excessive effort to release		

### Symptoms/Complaints:

Door handles stick when you pull on them. The latch does not release right away when you pull. The handle feels like its sticking, drivers door is the worst other doors have it to a slight extent.

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	14-JUL-07
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# Field Performance Report

## GM Aftersales

<b>FPR Case No:</b>	40004	<b>Status:</b>	Saved
<b>Type:</b>	Captured Test Fleet		
<b>VIN:</b>	3GSDL43N38S	<b>Model Year:</b>	2008
	<b>Make:</b> Saturn		
<b>Model:</b>	08T319		
<b>Part Name:</b>			
<b>Location:</b>	All Doors		
<b>Complaint:</b>	Binding		
	-All Doors- Binding		
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal		
<b>Dealer Code:</b>			
<b>GM Rep ID No:</b>	David		

### - Affected Vehicles -

Mileage (mi)	Build Date
7811	22-MAR-07

No OF Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer CASE:</b>
			3

### - Functional Group -

LEVEL 1:	LEVEL 2:	LEVEL 3:	LEVEL 4:
55	1	1	4

<b>Trouble Category:</b>	<b>Trouble:</b>
JDPVQS-Ext	Binding

### Symptoms/Complaints:

007811: when picked up vehicle The outside door pull handles are binding or are giving the impression of the doors are locked occurring on all doors.

### Probable Cause:

### Correction:

<b>Sample Parts Available:</b>	<b>Part No:</b>
<input type="radio"/> Yes <input checked="" type="radio"/> No	No

### Remark/Location OF Parts:

### Attachment:

<b>Document Author:</b>	Author	09-JUL-07
<b>Last Modified BY:</b>	Author	01-JAN-00



SATURN OF JOLIET

2861 West Jefferson St.  
Joliet, IL 60435  
(815) 773-7200

**SERVICE INVOICE**

Co.# 0

<b>Sold To:</b>  PLAINFIELD IL Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	5069836		CINDY KOREN		3GSCL33P48S		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>	<b>License</b>	<b>Engine</b>	<b>Stk.#</b>	
		2008					
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	3268 /					1	
<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>		
			10/25/2008 10:40		10/25/2008 11:08		

LINE 1 CUSTOMER STATES THAT RIGHT FRONT OUTER DOOR HANDLE STICKS WHEN OPENING  
 TECH COMM: RIGHT FRONT OUTER DOOR HANDLE ON ORDER PART #25861951

REPAIR 1 PARTS ON ORDER  
 OPCODE: X5050

SALE TYPE: INTERNAL - INT

PRIMARY TECH: 092

LINE 2 3000 MILE MAINTENANCE

REPAIR 1 CHANGE ENGINE OIL AND FILTER  
 OPCODE: M5010  
 HRS: .30  
 PRIMARY TECH: 092

SALE TYPE: cash \$9.00

PARTS	SN	DESC	FP	QTY	PRICE	SALE TYPE	
	89017524	FILTER AS	N	1	8.580	cash	\$8.58
		OIL OIL	N	5	2.240	cash	\$11.20
	21009999	WWPSBF	N	1	1.000	cash	\$1.00
<b>LINE TOTAL</b>							<b>\$29.78</b>

PAID

\*\*\*\*\* THANK YOU FROM YOUR SATURN SERVICE TEAM \*\*\*\*\*

OCT 25 2008  
 check  
 3549

**IMPORTANT**

You will receive a survey from Saturn shortly. Your Complete Satisfaction is our goal. If for any reason you cannot give us a "Completely Satisfied" please contact Mike Lewis before mailing survey.

Saturn of Joliet  
 815-773-7200  
 Mike Lewis

LABOR	\$9.00
PARTS	\$20.78
MISC MATERIALS	\$1.45
HAZD MATERIALS	\$ .50
TAX (ILLINOIS SALES)	\$1.71
CUSTOMER TOTAL	\$33.44
PAYMENT (cash)	\$33.44

CUSTOMER SIGNATURE

**Disclaimer of Warranties**

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





SATURN OF JOLIET

2861 West Jefferson St.  
Joliet, IL 60435  
(815) 773-7200

SERVICE INVOICE

Co.# 0

<b>Sold To:</b>   PLAINFIELD IL Business Phone: Home Phone: -----	Service Order Number		Service Advisor		VIN		
	5069838		CINDY KOREN		3G5CL33P48S		
	Color	Year	Make/Model	License	Engine	Stk #	
		2008					
	Mileage In/Out		Tag	Delivery Date	Rate	Doc. Count	Plan
	3270 /					1	
Tax Exempt			Date/Time In		Date/Time Out		
			10/25/2008 11:06		11/08/2008 11:13		

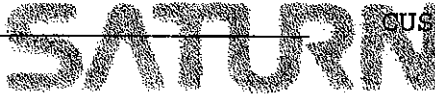
LINE 1 490 CUST SAYS THE RIGHT FRONT OUTER DOOR HANDLE IS  
 CRACKED ON INSIDE OF HANDLE PART #25861951  
 TECH COMM: RIGHT FRONT OUTSIDE DOOR HANDLE CRACKED  
 PAINTED AND REPLACED WITH NEW HANDLE

REPAIR 1 HANDLE, FRONT DOOR OUTSIDE - REPLACE RIGHT  
 OPCODE: B4120 SALE TYPE: WARRANTY - WTY  
 HRS: .20 OTH HRS: .50  
 PRIMARY TECH: 092  
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25861951 HANDLE-FR Y		1		WARRANTY - GM	WTY
NET ITEM: S	FINAL INSPECTION				SALE TYPE WARRANTY - GM	WTY

\*\*\*\*\* THANK YOU FROM YOUR SATURN SERVICE TEAM \*\*\*\*\*

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00



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SATURN OF JOLIET

2861 West Jefferson St.  
Joliet, IL 60435  
(815) 773-7200

WORK ORDER



DATE 01/17/09 3GSCL33P48S VIN [REDACTED] MILEAGE 7668  
 DEL. DATE 00/00/00 NAME [REDACTED]  
 IN-SERV-DATE 00/00/00 MILES 0 CITY / STATE / ZIP [REDACTED]  
 LICENSE NO. [REDACTED] YEAR 08 PLAINFIELD IL  
 MAKE [REDACTED] MODEL [REDACTED]  
 TAG # 2920  
 SA # 75  
 COLOR [REDACTED]  
 TRANSMISSION [REDACTED]  
 BUSINESS PHONE [REDACTED]  
 HOME [REDACTED]  
 CUSTOMER NUMBER [REDACTED] STOCK # [REDACTED]  
 LABOR RATE .00  
 PROMISE DATE / TIME 01/17/09  
 PAYMENT TYPE [REDACTED]

**Disclaimer of Warranties**  
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PRINTED: 9:27:05  
 COMMENTS:  
 L # 1  
 CODES  
 CUST SAYS THE FRONT OUTSIDE DOOR HANDLE STICKS AND DOOR WILL FLY OPEN

DIAG CODES: \*\*\*\*\* ESTIMATE \*\*\*\*\*  
 ST W  
 Hrs LABOR PARTS TOTAL  
 -1) 4/m - 127-09  
 -2) advised Back order 1-30-09  
 -3)

✓ 2.3.09 - part not in  
 - Ralph Swap doors & 1 part was  
 1/17/09  
 marks  
 Part Good 2008 - 2010

SA: CINDY KOREN  
 HOURS LABOR  
 HAZDS DISC  
 PARTS DEDCT  
 ESTIMATE TOTAL: MISC TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of the repairs hereto. The dealer-ship is not responsible for damage from freezing due to lack of anti-freeze.

X