



GENERAL MOTORS LLC
Global Interior and Safety Center

February 1, 2011

Jennifer T. Timian, Chief
Recall Management Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S. E., Room W46-409
Washington, D.C. 20590

N100401 - Supplement

NVS-215jt
AQ10-001

Dear Ms. Timian:

This letter is a supplement to General Motors (GM) response, dated January 14, 2011, to your audit query (AQ10-001).

In that response, recall 09V-073 included non daily rental vehicles in part of the reporting population. General Motors is sending a revised excel file for recall 09V-073. In this revised file, the "top ten rental car companies" were identified after the non daily rental vehicles were removed and then the completion rates were revised.

The revised information to 09V-073 is in the attached excel file, AQ10-001 Results 09V-073 Revised.xlsx.

Please contact me if you require further information about this response or the nature or scope of our searches.

Sincerely,

M. Carmen Benavides
Director, Product Investigations
and Safety Regulations

Attachments



NHTSA Recall 09V-073



Shift Lever Indicator

2009 Buick Enclave; Chevrolet Cobalt, HHR,
Malibu, Traverse; GMC Acadia; Pontiac G6;
Saturn Aura, Outlook

Recall Launch Date(s): March 9, 2009 & June 25, 2009

Total Recall Launch Count: 378,583 (March 9, 2009 = 276,857 / June 25, 2009 = 101,726)

Launch count for all rental car companies with greater than 25 vehicles: March 9, 2009 = 0 / June 25, 2009 = 47,722

Launch count for all other owners: March 9, 2009 = 276,857 / June 25, 2009 = 54,004

Rental Car Companies	Total Vehicles in 09V-073	Launch March 9, 2009	Launch June 25, 2009
Avis Budget Group (ABG)	11,018		11,018
Ace Car Rental (ACE)	60		60
Arelco Inc.	59		59
Camrac	181		181
Coates Motor Rental Inc.	47		47
Enterprise Rent-A-Car (ERAC)	29,240		29,240
Hertz	5,852		5,852
Midwest Car Corp.	1,181		1,181
New Hanover Rent A Car Inc.	48		48
Ruan	36		36
Non Rental	330,861	276,857	54,004
Total	378,583	276,857	101,726

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu,
 Traverse; GMC Acadia; Pontiac G6;
 Saturn Aura, Outlook

Rental Car Company: Avis Budget Group (ABG)

Launch Date: June 25, 2009 / Launch Count: 11,018

	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by ABG	11,018	10,297	9,620	9,093	8,543	2,448
Total ABG Launch Count Vehicles Remedied by ABG		1,414	1,200	268	87	153
Percentage of ABG launch count remedied by ABG		13%	24%	26%	27%	35%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu,
 Traverse; GMC Acadia; Pontiac G6;
Saturn Aura, Outlook

Rental Car Company: Ace Rent A Car
Launch Date: June 25, 2009 / Launch Count: 60

	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by Ace	60	60	60	56	53	25
Total Ace Launch Count Vehicles Remedied by Ace		5	3	8	1	0
Percentage of Ace launch count remedied by Ace		8%	13%	27%	28%	47%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu,
 Traverse; GMC Acadia; Pontiac G6;
Saturn Aura, Outlook

Rental Car Company: ARELCO Inc
Launch Date: June 25, 2009 / Launch Count: 59

	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by ARELCO	59	54	48	43	38	13
Total ARELCO Launch Count Vehicles Remedied by ARELCO		4	7	12	3	0
Percentage of ARELCO launch count remedied by ARELCO		8%	19%	39%	44%	53%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, <input type="checkbox"/> Traverse; GMC Acadia; Pontiac G6; Saturn Aura, Outlook						
Rental Car Company: Camrac Launch Date: June 25, 2009 / Launch Count: 181						
	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by Camrac	181	173	163	152	95	38
Total Camrac Launch Count Vehicles Remedied by Camrac		43	19	17	13	0
Percentage of Camrac launch count remedied by Camrac		24%	34%	44%	51%	58%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu,
 Traverse; GMC Acadia; Pontiac G6;
Saturn Aura, Outlook

Rental Car Company: COATES
Launch Date: June 25, 2009 / Launch Count: 47

	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by COATES	47	47	47	47	47	11
Total COATES Launch Count Vehicles Remedied by COATES		1	0	2	1	0
Percentage of COATES launch count remedied by COATES		2%	2%	6%	9%	64%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu,
 Traverse; GMC Acadia; Pontiac G6;
 Saturn Aura, Outlook

Rental Car Company: Enterprise Rent-a-Car (ERAC)
 Launch Date: June 25, 2009 / Launch Count: 29,240

	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by ERAC	29,240	28,040	26,656	24,952	22,950	11,285
Total ERAC Launch Count Vehicles Remedied by ERAC		9,867	5,428	1,397	1,310	140
Percentage of ERAC launch count remedied by ERAC		34%	52%	57%	62%	74%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G6; Saturn Aura, Outlook

Rental Car Company: Hertz Rent-a-Car (Hertz)
 Launch Date: June 25, 2009 / Launch Count: 5,852

	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by Hertz	5,852	5,845	5,827	5,796	5,763	3,303
Total Hertz Launch Count Vehicles Remedied by Hertz		1,043	603	265	167	101
Percentage of Hertz launch count remedied by Hertz		18%	28%	33%	36%	52%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, <input type="checkbox"/> Traverse; GMC Acadia; Pontiac G6; Saturn Aura, Outlook						
Rental Car Company: Midwest Car Corp Launch Date: June 25, 2009 / Launch Count: 1,181						
	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by Midwest	1,181	1,176	1,175	1,174	1,171	916
Total Midwest Launch Count Vehicles Remedied by Midwest		76	227	92	34	24
Percentage of Midwest launch count remedied by Midwest		6%	26%	33%	36%	62%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, <input type="checkbox"/> Traverse; GMC Acadia; Pontiac G6; Saturn Aura, Outlook						
Rental Car Company: New Hanover Rent A Car Inc. Launch Date: June 25, 2009 / Launch Count: 48						
	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by New Hanover	48	48	48	48	48	38
Total New Hanover Launch Count Vehicles Remedied by New Hanover		11	9	1	0	0
Percentage of New Hanover launch count remedied by New Hanover		23%	42%	44%	44%	83%

NHTSA Recall 09V-073 Shift Lever Indicator 2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G6; Saturn Aura, Outlook

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Rental Car Company: Ruan
 Launch Date: June 25, 2009 / Launch Count: 36

	Launch 6/25/2009	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Recall Vehicles owned by Ruan	36	36	36	36	36	33
Total Ruan Launch Count Vehicles Remedied by Ruan		1	0	0	0	0
Percentage of Ruan launch count remedied by Ruan		3%	3%	3%	3%	19%

NHTSA Recall 09V-073 Shift Lever Indicator <input type="checkbox"/>		2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G6; Saturn Aura, Outlook			
All Non Rental Launch Date: March 9, 2009 / Launch Count: 276,857					
	30 Days 4/8/2009	60 Days 5/8/2009	90 Days 6/7/2009	Days 7/7/2009	365 Days 3/9/2010
Total Launch Count Vehicles remedied for all other owners	81,289	29,743	26,085	15,945	6,223
Percentage of Launch Count Vehicles (other owners) remedied for all other owners	29%	40%	50%	55%	85%

NHTSA Recall 09V-073 Shift Lever Indicator <input type="checkbox"/>		2009 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G6; Saturn Aura, Outlook			
All Non Rental Launch Date: June 25, 2009 / Launch Count: 55,004					
	30 Days 7/25/2009	60 Days 8/24/2009	90 Days 9/23/2009	120 Days 10/23/2009	365 Days 6/25/2010
Total Launch Count Vehicles remedied for all other owners	8,913	8,343	5,079	2,551	748
Percentage of Launch Count Vehicles (other owners) remedied for all other owners	17%	32%	41%	46%	62%

