



GENERAL MOTORS LLC
Global Interior and Safety Center

June 30, 2011

Jeffrey L. Quandt, Chief
Vehicle Control Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S. E., Room W48-307
Washington, D.C. 20590

N100425_Supp1

NVS-213cnl
RQ10-004

Dear Mr. Quandt:

This letter is a supplemental response from General Motors to your Recall Query (RQ), received on February 17, 2011 to investigate allegations of electric power steering (EPS) system failure in model year (MY) 2004 through 2007 Saturn ION vehicles manufactured by General Motors (GM) for sale in the United States, and to request certain information about these vehicles and similarly equipped peer vehicles.

GM is providing additional attachments to the responsive records that were submitted in GM's response on June 17, 2011. These attachments relate to the response to Question 3 for the peer vehicles.

Your question and our corresponding reply is as follows:

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;**
 - a. **Whether any warning lights or sounds were illuminated or heard at the time the alleged defect occurred;**
 - b. **Whether the vehicle was towed into the dealership;**
 - c. **Whether the driver was able to restart the vehicle, and reset the EPS system;**
 - d. **If the EPS was reset, did the failure occur more than once;**
 - e. **Diagnostic Trouble Code(s) (DTCs) indicated at the time of repair;**



- f. **Repair(s) dealer made to the vehicle;**
- g. **Whether a crash is alleged;**
- h. **Whether property damage is alleged;**
- i. **Number of alleged injuries;**
- j. **Number of alleged fatalities; and**
- k. **A summary of the incident.**

Provide this information in Microsoft Access 2003, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

The supplemental documents are provided on the ATT_1_SUPP_GM disk; folder labeled "Q_03".

* * *

GM claims that certain information, in documents that are part of lawsuit and claims files maintained by the GM Legal Staff, is attorney work product and/or privileged. That information includes notes, memos, reports, photographs, and evaluations by attorneys (and by consultants, claims analysts, investigators, and engineers working at the request of attorneys). GM is producing responsive documents from claims files that are neither attorney work product nor privileged, and withholding those that are attorney work product and/or privileged.

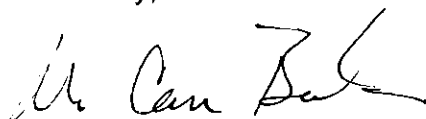
This response is based on searches of General Motors LLC (GM) locations where documents determined to be responsive to your request would ordinarily be found. As a result, the scope of this search did not include, nor could it reasonably include, "all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their 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), in or after January 1, 2002, 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), analyses, 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."

This response was compiled and prepared by this office upon review of the documents produced by various GM locations, and does not include documents generated or received at those GM locations subsequent to their searches.

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

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is fluid and cursive, with a large, stylized initial "M" and a long, sweeping tail.

M. Carmen Benavides
Director, Product Investigations
and Safety Regulations

Attachments