



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: DP 12-003
Prompted by: Petition Request
Date Opened: 06/04/2012
Investigator: Steve Chan **Reviewer:** Greg Magno
Approver: Frank Borris
Subject: Loss of Headlamp Illumination

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: GENERAL MOTORS LLC
Products: 2007-2009 Saturn Outlook and GMC Acadia
Population: 248,253
Problem Description: Loss of low beam headlamp illumination due to an overheated bulb connector.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	415	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: The petition will be evaluated for a grant or deny decision.

Summary:

ODI received a petition requesting investigation of Model Year (MY) 2008 Saturn Outlook and similar vehicles for loss of low beam headlamp illumination. The petitioner reported that the wiring harness inside the headlamp assembly of his MY 2008 Saturn Outlook had overheated and subsequently melted.

ODI has received (415) four hundred and fifteen consumer complaints between April 2008 and May 2012 regarding this condition in the 2007-2009 Saturn Outlook and GMC Acadia.

A copy of the petition will be placed in the public file. ODI will review it and related field data to assess whether a safety defect investigation is warranted.

Referenced VOQs are listed on a separate page.

Opening Resume VOQs referenced: 10454200, 10453562, 10450679, 10450321, 10442382, 10441150, 10441148, 10441044, 10440116, 10440065, 10439661, 10439319, 10439274, 10438971, 10439086, 10438652, 10438496, 10438193, 10438456, 10438135, 10436784, 10436715, 10436688, 10436670, 10436481, 10436495, 10436449, 10436399, 10436420, 10436073, 10435234, 10435024, 10434893, 10434801, 10434790, 10434414, 10434242, 10434214, 10434086, 10433812, 10433888, 10433792, 10433562, 10433503, 10433044, 10433007, 10432993, 10432803, 10432596, 10432489, 10432506, 10430756, 10430618, 10430632, 10430662, 10430646, 10430473, 10430429, 10430394, 10430148, 10429361, 10429017, 10429023, 10428776, 10428208, 10427510, 10427098, 10426960, 10426915, 10426432, 10425855, 10425806, 10425390, 10425128, 10424561, 10424205, 10423986, 10423153, 10423057, 10422690, 10422540, 10422531, 10422664, 10422346, 10422340, 10421695, 10421522, 10421485, 10421294, 10421325, 10421210, 10420901, 10419970, 10419956, 10419433, 10419395, 10419148, 10419252, 10416765, 10416801, 10416650, 10416468, 10416511, 10416362, 10416284, 10415230, 10415281, 10415882, 10415058, 10414993, 10415021, 10415093, 10414898, 10413748, 10413763, 10414068, 10412203, 10412186, 10412113, 10412076, 10410945, 10411299, 10410426, 10410142, 10408854, 10408717, 10408465, 10408508, 10407664, 10407451, 10407388, 10407382, 10405892, 10406460, 10405518, 10405530, 10404261, 10403829, 10402381, 10402429, 10402044, 10401030, 10400822, 10400568, 10399457, 10399301, 10398717, 10398412, 10398978, 10398077, 10396883, 10396900, 10396742, 10396802, 10396632, 10395398, 10395401, 10395339, 10395244, 10394143, 10396504, 10394056, 10393789, 10393702, 10393520, 10393041, 10393020, 10392978, 10392733, 10392467, 10392376, 10393148, 10390580, 10390465, 10390560, 10390015, 10390087, 10389995, 10389938, 10386873, 10386531, 10386284, 10386340, 10386100, 10384632, 10384663, 10384667, 10385368, 10384458, 10384407, 10385000, 10384053, 10383958, 10383470, 10383853, 10383850, 10383218, 10383064, 10382699, 10382570, 10381745, 10381651, 10381173, 10380935, 10380034, 10380042, 10379774, 10379738, 10379550, 10379382, 10379241, 10378762, 10378614, 10377091, 10376919, 10376978, 10376818, 10376733, 10376697, 10375354, 10375511, 10375330, 10375214, 10375224, 10375087, 10375041, 10375018, 10373950, 10373765, 10373279, 10372696, 10372557, 10372247, 10372133, 10372778, 10372010, 10371919, 10371738, 10371206, 10371046, 10370872, 10370901, 10370720, 10370800, 10370683, 10370462, 10370281, 10369791, 10369268, 10369156, 10368594, 10368427, 10368352, 10368387, 10367963, 10367227, 10367070, 10367208, 10366658, 10367380, 10366391, 10366482, 10365838, 10365859, 10365869, 10365592, 10365352, 10364318, 10364260, 10364199, 10364214, 10363840, 10363931, 10363416, 10362807, 10362409, 10362237, 10362150, 10362130, 10361662, 10361566, 10361128, 10360750, 10360771, 10360585, 10360461, 10360489, 10360460, 10359611, 10359609, 10359036, 10359048, 10358903, 10358557, 10358367, 10357841, 10357772, 10357112, 10356933, 10356289, 10356194, 10355708, 10355217, 10355143, 10354961, 10354923, 10354955, `, 10354622, 10354599, 10354723, 10354457, 10354137, 10354067, 10353836, 10353372, 10352942, 10352411, 10352260, 10351858, 10351065, 10350804, 10350543, 10350573, 10350058, 10349790, 10349495, 10349483, 10349415, 10347968, 10347903, 10347798, 10347458, 10346526, 10346297, 10346047, 10345943, 10345771, 10345725, 10345566, 10345298, 10345287, 10344835, 10344810, 10344594, 10344084, 10343892, 10343367, 10343003, 10342726, 10342389, 10342358, 10341844, 10341705, 10339679, 10339354, 10339218, 10339073, 10336909, 10336854, 10336686, 10335902, 10335793, 10332618, 10331099, 10330522, 10330572, 10329004, 10328296, 10328090, 10327056, 10326320, 10325758, 10324882, 10324327, 10323321,

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