



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA 12-004
Prompted by: PE12-003, Consumer Complaints
Date Opened: 06/11/2012
Investigator: Emily Reichard **Reviewer:** Scott Yon
Approver: Frank Borris
Subject: Driver's Master Power Window Switch

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: GENERAL MOTORS LLC
Products: MY 2006-2007 Chevrolet Trailblazer
Population: 341,786
Problem Description: Melting and/or burning of the driver's master power window switch.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	83	167	242**
Crashes/Fires:	11	21	28**
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	698	677**

*Description of Other: Warranty claims describing melting and/or burning of driver side power window switch

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: An Engineering Analysis has been opened.

Summary:

The Office of Defects Investigation (ODI) opened preliminary evaluation PE12-003 on February 9, 2012 in response to complaints alleging driver door module melting and/or burning in MY 2006-2007 Chevrolet Trailblazers. In response to ODI's Information Request (IR) letter, General Motors (GM) presented 167 reports and 698 warranty claims that related to the alleged problem. ODI has received a total of 83 complaints, 66 alleging the door module had melted or burned, and the remaining 17 stating that the window switches acted erratically or were inoperative. Twenty-eight of the reports received have led to driver door fires, some of which allege the vehicle was keyed off and unattended.

Based on the agency's current analysis, ODI has upgraded its investigation to determine whether the subject vehicles contain a defect that presents an unreasonable risk to safety. The vehicle models and production dates of affected vehicles will be evaluated, particularly other GMT360 vehicles.

The ODI reports cited above can be reviewed online at www-odi.nhtsa.dot.gov/complaints under the following identification (ODI) numbers: 10247838, 10260600, 10274337, 10275626, 10284010, 10396958, 10406203, 10409023, 10414691, 10417938, 10423865, 10426281, 10434446, 10445657, 10447754, 10447757, 10447770, 10447788, 10447813, 10447831, 10447865, 10447880, 10447892, 10447938, 10447994, 10447996, 10447997, 10448028, 10448086, 10448138, 10448176, 10448201, 10448337, 10448455, 10448464, 10448478, 10448540, 10448900, 10448941, 10449150, 10449166, 10449169, 10449236, 10449722, 10450055, 10450202, 10450284, 10451584, 10451878, 10451918, 10452197, 10452301, 10452586, 10452743, 10452895, 10453161, 10453227, 10453261, 10453578, 10453746, 10453951, 10454196, 10454211, 10454539, 10454673, 10455122, 10455150, 10455279, 10455469, 10456285, 10456529, 10457116, 10457644, 10457811, 10458224, 10458485, 10458599,

10458743, 10458846, 10460062, 10460141, 10460732, 10460843