



March 7, 2014

Scott Yon, Chief
Vehicle Integrity Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE, Room W46-409
Washington, DC 20590

N130136
Supplement II

NVS-212eer
RQ13-003

Dear Mr. Yon:

This letter is General Motors' (GM) partial response to your Recall Query (RQ13-003) to investigate Generator Control Module (GCM) overheating that could lead to smoke and/or fire. The overheating occurs in certain model year (MY) 2012-2013 Buick Regal and LaCrosse, and MY 2013 Chevrolet Malibu Eco vehicles, equipped with eAssist, manufactured by General Motors LLC (GM).

This is a supplemental response containing some additional field reports that may be responsive to requests 2, 3 and 4 of RQ13-003, that have been identified after our response on February 26, 2014.

Your requests and our corresponding replies are as follows:

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, including those from fleet operators;**
 - b. **Field reports, including dealer field reports;**
 - c. **Reports involving a crash, injury or fatality;**
 - d. **Reports involving a fire;**
 - e. **Property damage claims;**
 - f. **Third-party arbitration proceedings where GM is or was a party to the arbitration; and**
 - g. **Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.**

For subparts "a" through "g," 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 "g," 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 "f" and "g," 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.

GM is providing reports containing an indication that the GCM or any of its components overheats, which may be manifested by odor, melting, smoke or fire as defined by 49 CFR 579.4(c). However, none of the reports being provided contain information indicating a capacity board failure. The "fire" column in table 2-1 indicates reports where there was an allegation of fire and/or flames.

Table 2-1 below summarizes the Technical Assistance Center Service Request records opened on or before July 26, 2013, that were not included in our previous responses sent on October 7, 2013 and February 26, 2014, that may relate to the alleged defect in the subject vehicles. GM has organized the records by the GM file number within each attachment. Refer to access database "Q_03_REQUEST NUMBER TWO DATA" for categories prescribed by the NHTSA.

| TYPE OF REPORT | GM REPORTS | SUBCATEGORIES | | | |
|--|------------|-----------------------------|-------------------|------------------|----------------------------------|
| | | NUMBER WITH PROPERTY DAMAGE | NUMBER WITH CRASH | NUMBER WITH FIRE | NUMBER WITH INJURIES/FATALITIES* |
| Owner Reports | 0 | 0 | 0 | 0 | 0/0 |
| Field Reports | 97 | 0 | 0 | 0 | 0/0 |
| Not-In-Suit Claims | 0 | 0 | 0 | 0 | 0/0 |
| Subrogation Claims | 0 | 0 | 0 | 0 | 0/0 |
| Third Party Arbitration Proceedings | 0 | 0 | 0 | 0 | 0/0 |
| Product Liability Lawsuits | 0 | 0 | 0 | 0 | 0/0 |
| Total Reports (Including Duplicates) | 97 | 0 | 0 | 0 | 0/0 |
| Total Vehicles with Reports (Unique VIN) | 97 | 0 | 0 | 0 | 0/0 |

TABLE 2-1: REPORT CLASSIFICATION –
RECORDS THAT MAY RELATE TO THE ALLEGED DEFECT

In response to requests 2c-2f, GM reviewed the incidents with their associated non-privileged records that may have been related to the alleged defect. GM is including those that may be related. GM is providing those non-privileged records and associated documentation that were reviewed in making that assessment which speak for themselves.

- 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 a fire is alleged;**
 - k. Whether property damage is alleged;**
 - l. Number of alleged injuries, if any; and**
 - m. Number of alleged fatalities, if any.**

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

The requested information is provided on the ATT_1_GM disk; folder labeled "Q_03". Refer to "Q_03_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.**

Copies of the records summarized in Table 2-1 are embedded in the file provided in ATT_1_GM disk; folder labeled "Q_03". Refer to the Microsoft Access file labeled "Q_03_REQUEST NUMBER TWO DATA". GM has organized the records by the GM file number within each attachment.

* * *

This response is based on searches of General Motors (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 their past and present officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of their 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), who are or, in or after January 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."

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 the first letters of the first and last names being capitalized and prominent.

M. Carmen Benavides, Director
Product Investigations and Safety Regulations

Attachments