Investigation: RQ 17-002
Date Opened: 04/24/2017
Investigator: Sean Hays
Approver: Stephen Ridella
Reviewer: Greg Magno
Subject: Loss of Headlights

### MANUFACTURER & PRODUCT INFORMATION
- **Manufacturer:** Isuzu Technical Center of America, Inc., General Motors LLC
- **Products:** 2006 - 2007 GMT360 / 370 & Lacrosse (see list in Summary)
- **Population:** 317,906 (Estimated)

### Problem Description:
Failure of the headlamp driver module (HDM) resulting in a simultaneous loss of both headlights while driving

### FAILURE REPORT SUMMARY

<table>
<thead>
<tr>
<th></th>
<th>ODI</th>
<th>Manufacturer</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Complaints:</td>
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<td>TBD</td>
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<td>Crashes/Fires:</td>
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<td>Injury Incidents:</td>
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<tr>
<td>Fatality Incidents:</td>
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<tr>
<td>Number of Fatalities</td>
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<td>TBD</td>
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### ACTION / SUMMARY INFORMATION

**Action:** Open a Recall Query to assess the scope of Recall 15V519

**Summary:**
In August 2015, General Motors LLC launched safety recall 15V-519 to address problems with the Headlamp Driver Module (HDM) in the following vehicles: model year (MY) 2005-2009 Buick LaCrosse, 2006-2007 Chevrolet Trailblazer/GMC Envoy/Buick Rainier, 2006 Chevrolet Trailblazer EXT/GMC Envoy XL, 2006-2008 Isuzu Ascender/ Saab 9-7X, and 2007 Pontiac Grand Prix vehicles. According to General Motors, the HDM may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps.

Since the recall was launched, Office of Defects Investigation (ODI) has received 128 complaints alleging problems with the headlights from vehicle owners that claim their vehicle is outside the scope of 15V-519 but within the recall's scope of model years. Complaints report simultaneous loss of both headlights with no warning. Some of the complaints include repair orders that show the same component being replaced that was replaced in the recall.

A Recall Query has been opened to assess the scope of recall 15V-519. Supporting complaint numbers are listed below:

10691447 10684020 10690481 10664847 10773963 10776403 10807723 10810721 10810884 10810865 10785626 10786065 10787215 10788724 10790016 10810721 10810884 10807723 10790658 10781537 10780756 10783402 10825298 10823227 10850628 10845800 10839163 10838696 10701506 10703594 10887353 10875954 10721882 10894398 10892195 10871856 10759384 10781045 10785095 10750160 10790601 10790394 10807941 10810365 10810407 10811671