

EA10-004

GM

8-16-2010

ATTACHMENT 1

#09239

Service Bulletin

AND

Q 08

DRAFT Interior Chrome

Handle PG 9

EA10-004

GM

8-16-2010

ATTACHMENT 1

#09239

Service Bulletin



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Front and Rear Chrome Interior Door Handle Lever

MODELS: 2007 Cadillac Escalade, Escalade ESV, Escalade EXT
2007 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2007 GMC Sierra, Yukon, Yukon XL
Equipped with Chrome Interior Door Handles

CONDITION

Some customers of 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles may comment about peeling on the top surface of the front or rear chrome interior door handle(s). A chrome plating irregularity combined with direct sunlight exposure may cause the plating to separate from the top surface of the handle on certain vehicles.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 100,000 miles (160,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership or mileage.

Dealers are to replace the front and/or rear chrome interior door handle levers if signs of peeling are present. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 16, 2010, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 16, 2010, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **certain** 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles built within the following VIN breakpoints:

Year	Division	Model	From	Through
2007	Cadillac	Escalade	7R100158	7R265673
2007	Cadillac	Escalade ESV	7R136311	7R265671
2007	Cadillac	Escalade EXT	7G100001	7G182404
2007	Chevrolet	Avalanche	7G100002	7G182398
2007	Chevrolet	Silverado	71500004	71500348
2007	Chevrolet	Suburban	7G100004	7G182415
2007	Chevrolet	Suburban	7J100041	7J242249
2007	Chevrolet	Suburban	7R136280	7R265664
2007	Chevrolet	Tahoe	7J100002	7J242238
			7R100001	7R265666
2007	GMC	Sierra	71500001	71500353
2007	GMC	Yukon	7J100001	7J242246
			7R100041	7R265672
2007	GMC	Yukon XL	7J108390	7J242248
			7R137014	7R265658

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link on the Global Warranty Management application within GlobalConnect. Special Coverage Adjustments are displayed in the Applicable Warranties section.

PARTS INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
88880051	Handle Kit, Frt S/D I/S (inc. 2 door handle levers)	1 – 2

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

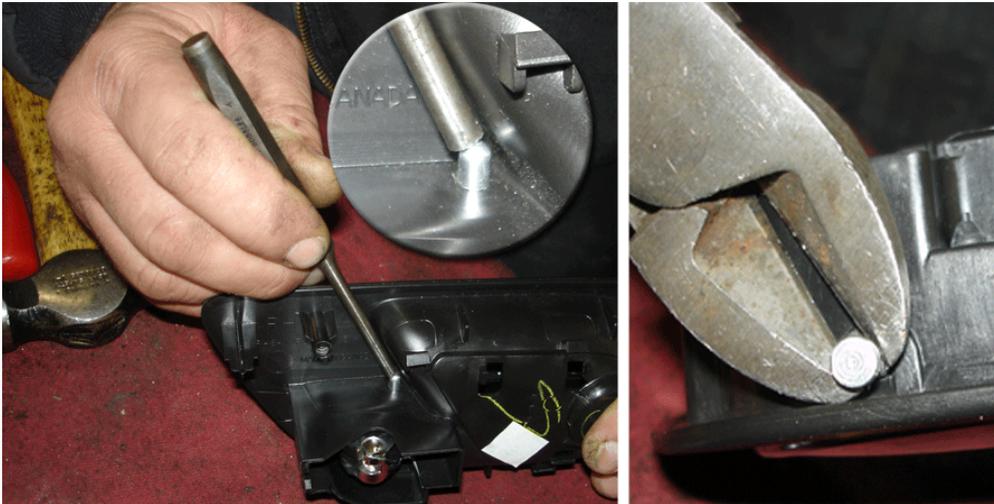
SERVICE PROCEDURE

Note: Replace door handle levers if signs of peeling are present.

Note: The handle kit contains two door handle levers, replace both sides.

Front Side Door Inside Handle Replacement

1. Remove the driver and passenger front side door inside handles. Refer to *Front Side Door Inside Handle Replacement* in SI.
2. Place front door inside handles on a work bench.



2415819

Note: Using the punch and hammer, strike the rounded end of the roll pin to loosen the roll pin. The head of the roll pin should protrude from the handle housing. Remove the roll pin with pliers as shown in the illustration.

3. Using a punch, hammer, and pliers, remove the roll pin from the inside door handle.
4. Discard the roll pin.

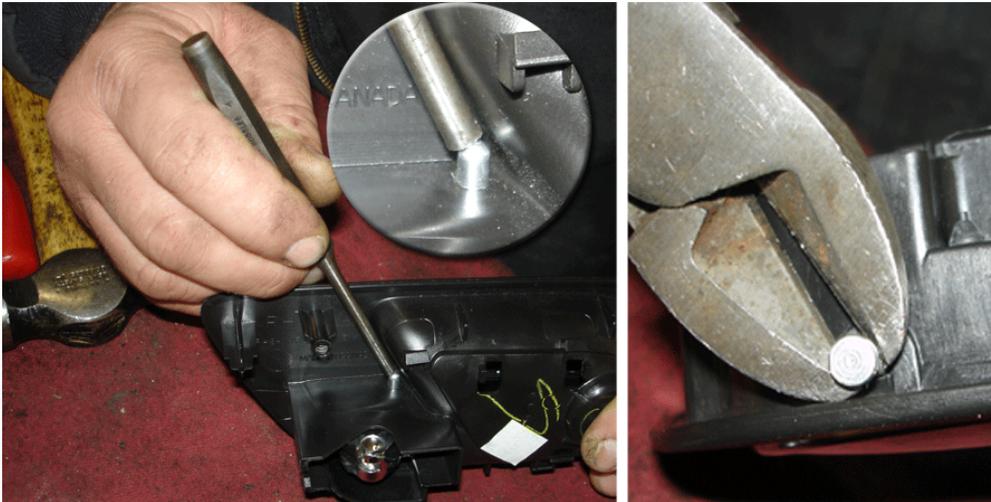


2416283

5. Install the new roll pin that is included in the door handle kit, P/N 88880051.
6. Install the front side door inside handles. Refer to *Front Side Door Inside Handle Replacement* in SI.

Rear Side Door Inside Handle Replacement

1. Remove the driver and passenger rear side door inside handles. Refer to *Rear Side Door Inside Handle Replacement* in SI
2. Place rear side door inside handles on a work bench.



2415819

Note: Using a punch and hammer, strike the rounded end of the roll pin to loosen the roll pin. The head of the roll pin should protrude from the handle housing. Remove the roll pin with pliers as shown in the illustration.

3. Using a punch, hammer, and pliers, remove the roll pin from the inside door handle.
4. Discard the roll pin.



2416283

5. Install the new roll pin that is included in the door handle kit, P/N 88880051.
6. Install the rear side door inside handles. Refer to *Front Side Door Inside Handle Replacement* in SI.

CLAIM INFORMATION

1. Submit a claim using the table below.

Labor Code	Description	Labor Time	Net Item
T5752	Replace Front or Rear Door Handle Levers	0.5	N/A
T5753	Replace Front and Rear Door Handle Levers	0.9	N/A
T5754	Customer Reimbursement (not for use by US GM dealers)	0.2	*

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER REIMBURSEMENT - For US

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT - For Canada

Customer requests for reimbursement of previously paid repairs to correct the condition covered under this Special Coverage are to be submitted to the dealer prior to or by July 31, 2011. Repairs must have occurred within 10 years of the date the vehicle was originally placed in service.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.



July 2010

Dear GM Customer:

As the owner of a 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, or Yukon XL vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles may have a peeling condition on the top surface of the front or rear chrome interior door handle(s) that could create a rough edge. A chrome plating irregularity combined with direct sunlight exposure may cause the plating to separate from the top surface of the handle.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners of 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles with additional protection for the front and rear chrome interior door handles. If this condition occurs on your 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, or Yukon XL within 10 years of the date your vehicle was originally placed in service or 100,000 miles (160,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by July 31, 2011.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	

Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
Director,
Customer and Relationship Services

Enclosure
09239

EA10-004

GM

8-16-2010

ATTACHMENT 1

Q 08

DRAFT Interior Chrome
Handle

2007 GMT900 Interior Chrome Door Handle

Condition: The chrome plating may separate from the base plastic handle on front or rear interior door handles.

Effects: This condition is visible with the door in the closed position. Peeling of the plating may create a sharp edge and pose a laceration hazard.

Technical Root Cause:

- Plating was applied over an irregular parting line creating thinner sections .
- Thinner sections of plating are susceptible to fracture. Fractures may propagate due to continued exposure to loads resulting in a gradual delamination from the plastic handle.

Suspect Population:

All SUVs (standard) and Pickups with Body Style 43/53 & RPO SLT, Y91, or GAT.

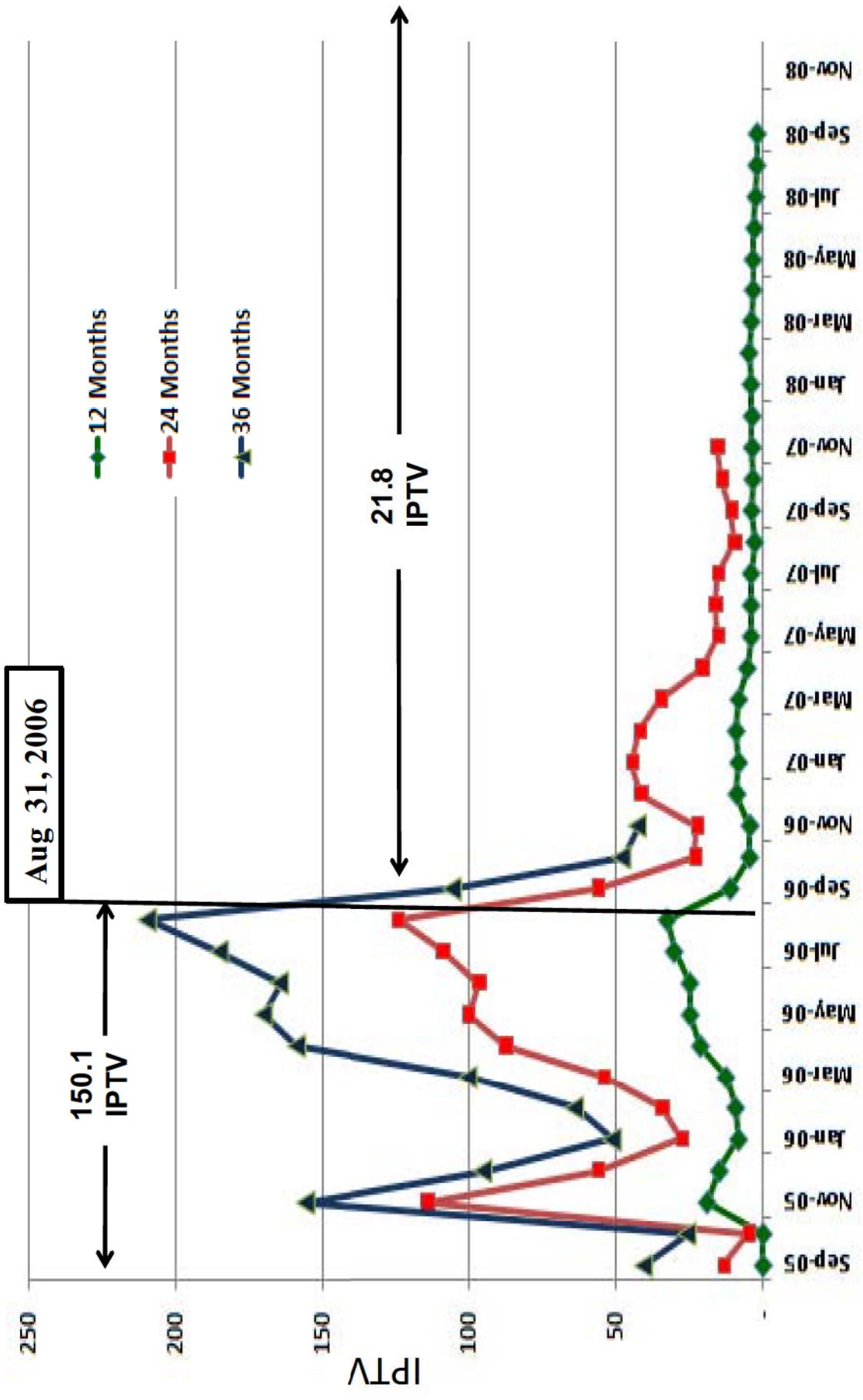
- **Build Dates:** 2007 M.Y. SOP through August 31, 2006
- **Estimated Trucks:** 346k U.S. 9k Canada 31k Other Regions



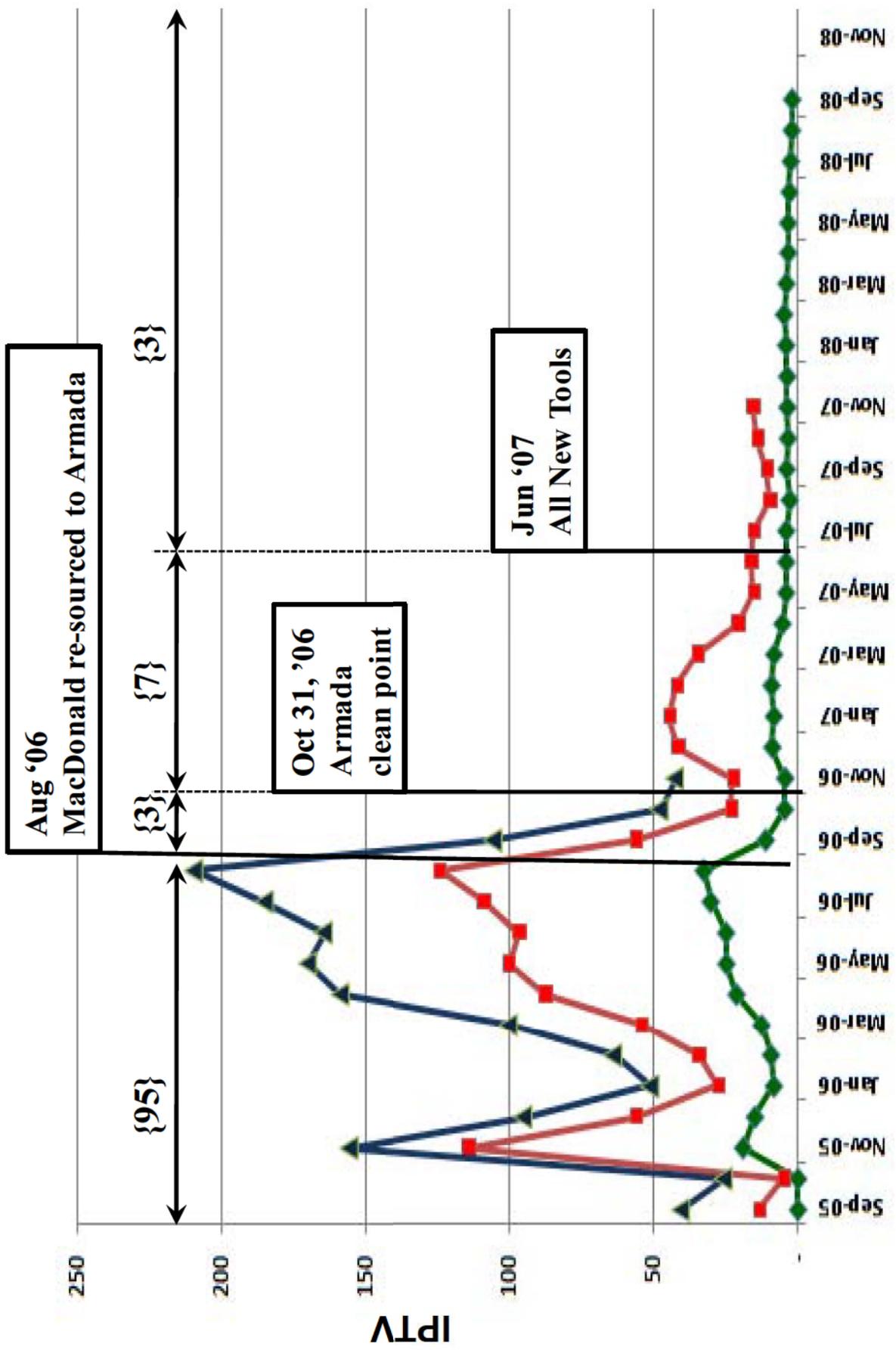
Chronology:

9/14/09	NHTSA-ODI PE09-044 issued.
9/21/09	Assigned to Product Investigations
11/6/09	NHTSA-ODI PE09-044 response submitted
1/5/10	Investigation Status Review
1/14/10	FPET Review
1/15/10	FPERC Review
1/20/10	FADC Review
5/23/10	NHTSA-ODI Upgraded to EA10-004

2007-2009 GMT900 Filtered Warranty - Interior Door Handle (U.S.) IPTV



Interior Chrome Handle Injury Reports - U.S. {# of Reports}



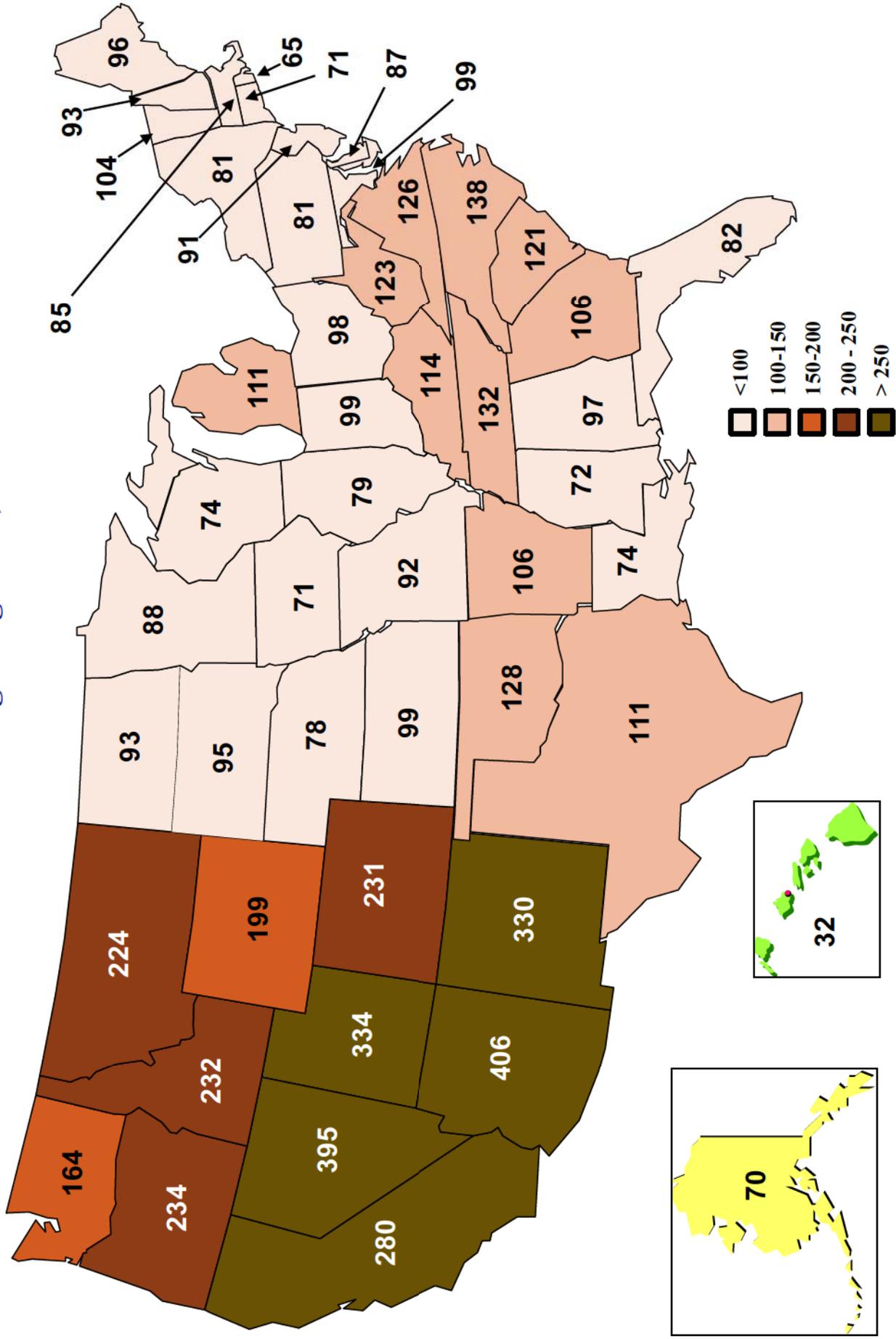
Tahoe Yukon Interior Door Handle

Warranty Count

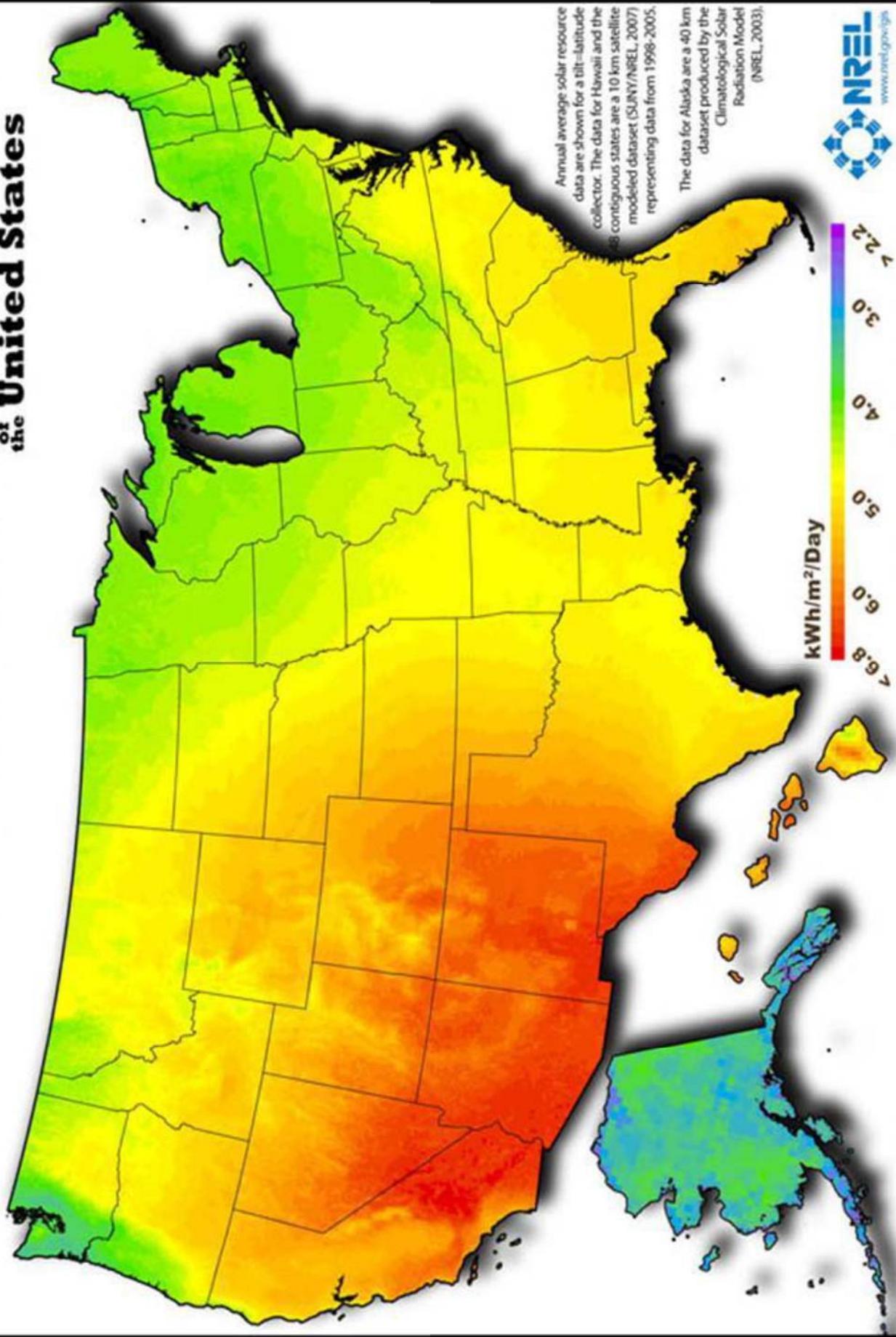
Right Front	16,929	45.27%	Front	33,260	88.9%
Left Front	16,331	43.68%			
Right Rear	2,035	5.44%	Rear	3,897	10.4%
Left Rear	1,862	4.98%			
Total	37,157				

Cumulative Warranty IPTV Normalized To 36 Months

Builds Through August 31, 2006



Photovoltaic Solar Resource of the United States



Annual average solar resource data are shown for a tilt-latitude collector. The data for Hawaii and the contiguous states are a 10 km satellite modeled dataset (SUNY/NREL, 2007) representing data from 1998-2005.

The data for Alaska are a 40 km dataset produced by the Climatological Solar Radiation Model (NREL, 2003).

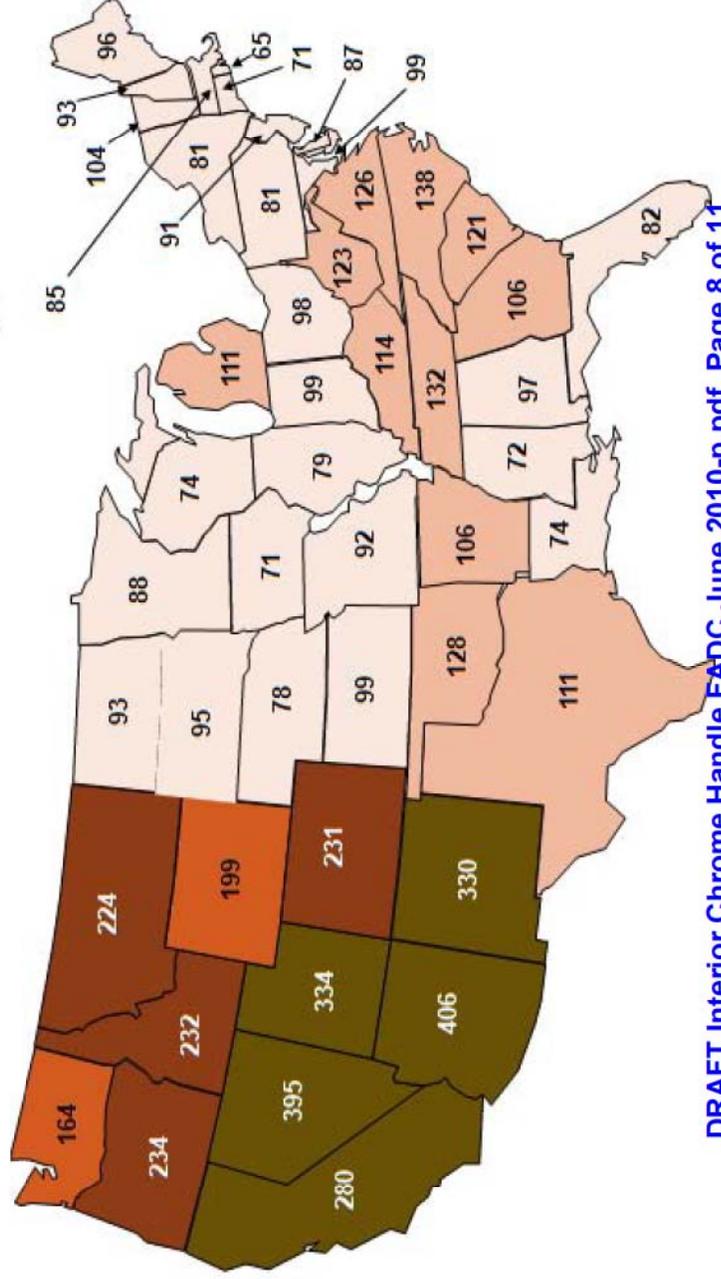


This map was produced by the National Renewable Energy Laboratory for the U.S. Department of Energy.

Author: Billy Roberts - October 20, 2006

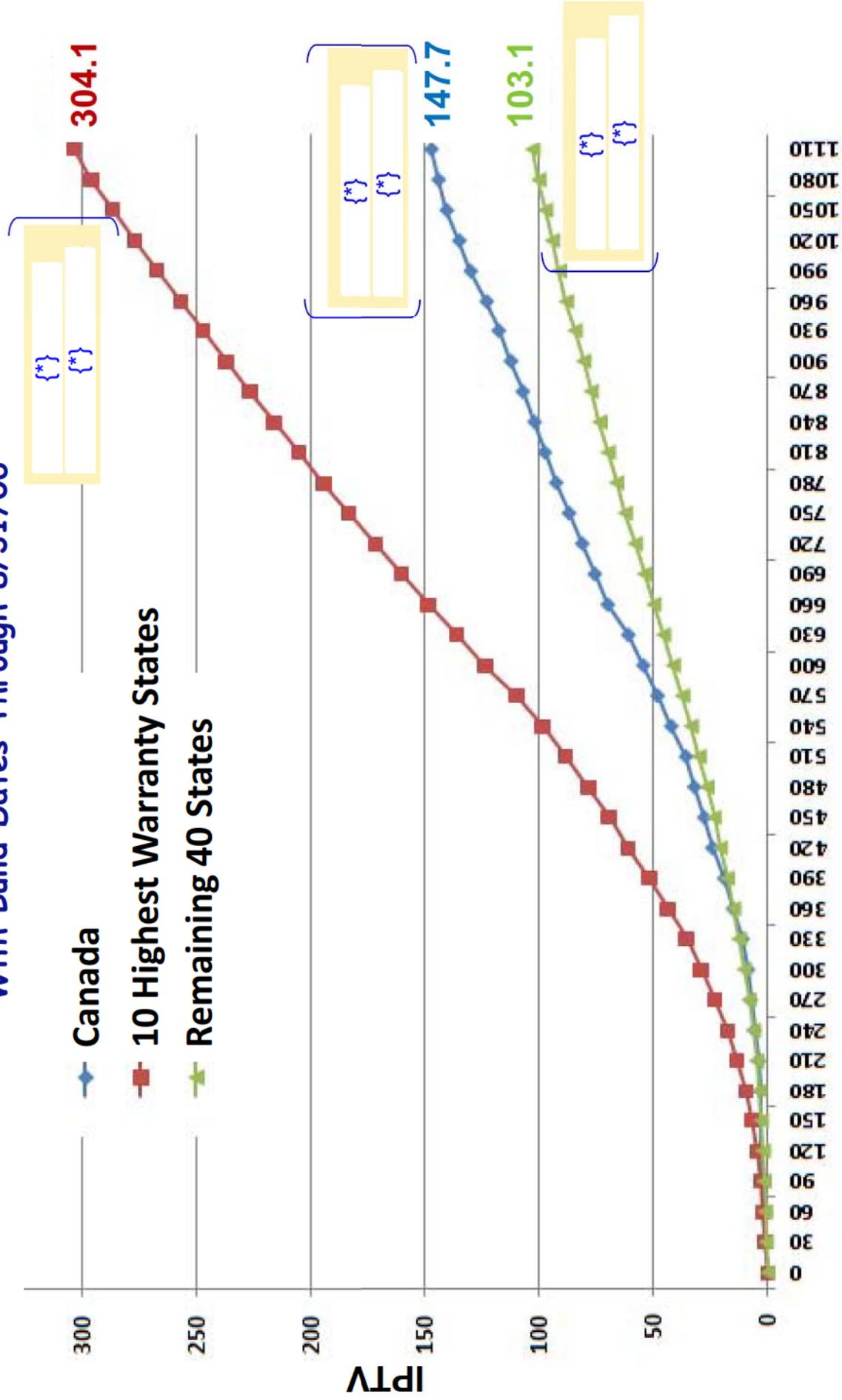
Cumulative Warranty IPTV Normalized To 36 Months

Builds Through August 31, 2006



[{*}] Indicates GM Confidential Business Information Redacted

2007 Full Size Trucks Warranty Rates & Projections By Region With Build Dates Through 8/31/06



GMT900 Interior Door Handle - Lacerations

Summary Points:

- Front handles are ~90% of warranty claims
- Injury rates are low and concentrated in the U.S.
There are no injury reports outside of US and Canada
All reported injuries are minor or superficial.
Nearly all did not require professional medical treatment
- 87.9% of injury reports are from builds through August 31, 2006
- Warranty is concentrated in 10 states
Correlation with sun exposure
43% of injury reports are from the 10 Highest Warranty States.
Those 10 States represent 23.4% of the U.S. vehicle population.
- 6 VOQs
 - 2 of 6 were not from the Ten Highest Warranty States (NY & MD)
 - 4 VINs available - all built prior to August 31, 2006
- GMPP does not include door handles.



2007 GMT900 Interior Chrome Door Handle

Condition: The chrome plating may separate from the base plastic handle on front or rear interior door handles.

Effects: This condition is visible with the door in the closed position. Peeling of the plating may create a sharp edge and pose a laceration hazard.

Technical Root Cause:

- Plating was applied over an irregular parting line creating thinner sections .
- Thinner sections of plating are susceptible to fracture. Fractures may propagate due to continued exposure to loads resulting in a gradual delamination from the plastic handle.

Suspect Population:

All SUVs (standard) and Pickups with Body Style 43/53 & RPO SLT, Y91, or GAT.

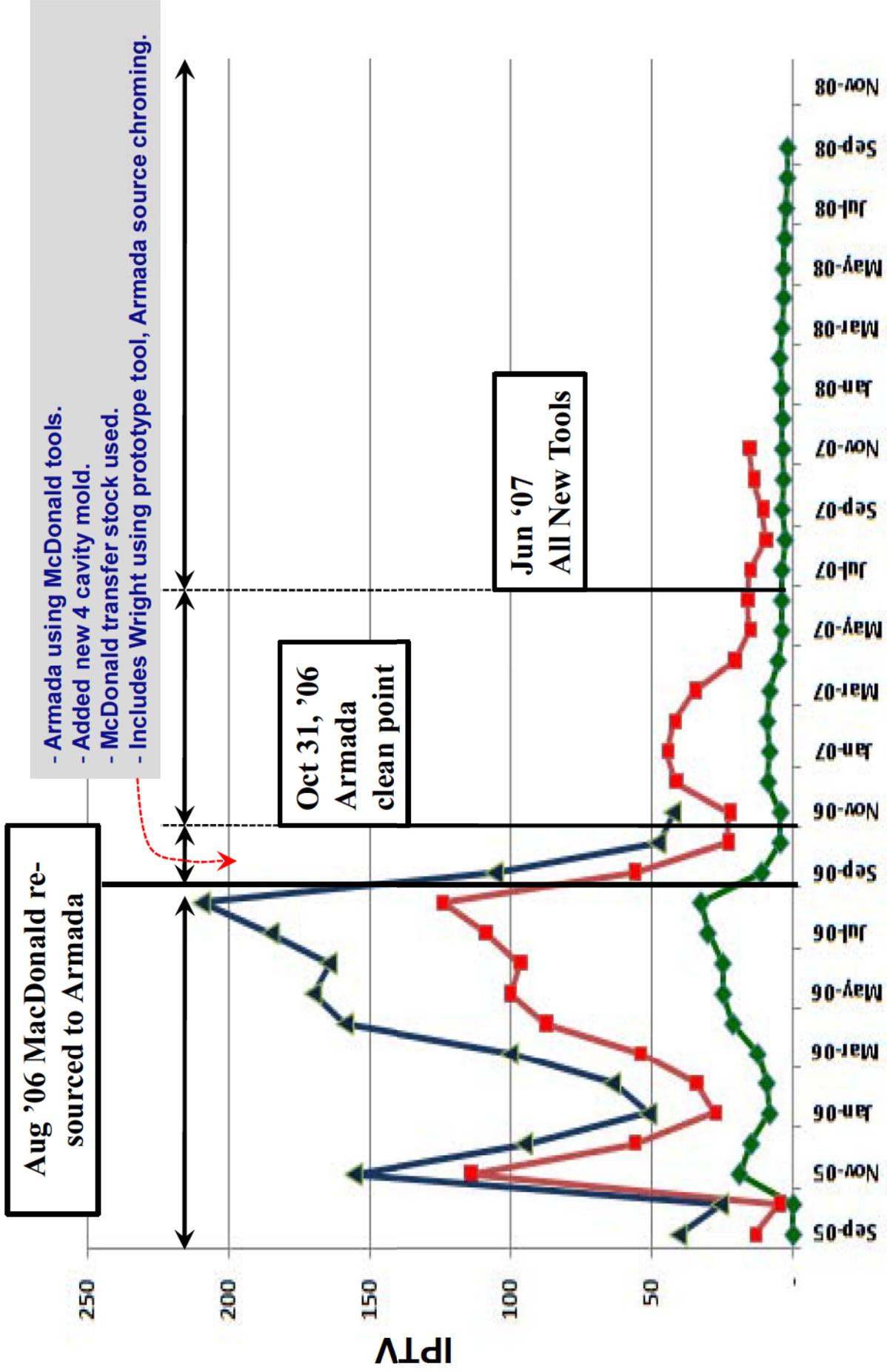


2007 GMT900 Interior Chrome Door Handle - Laceration Hazard

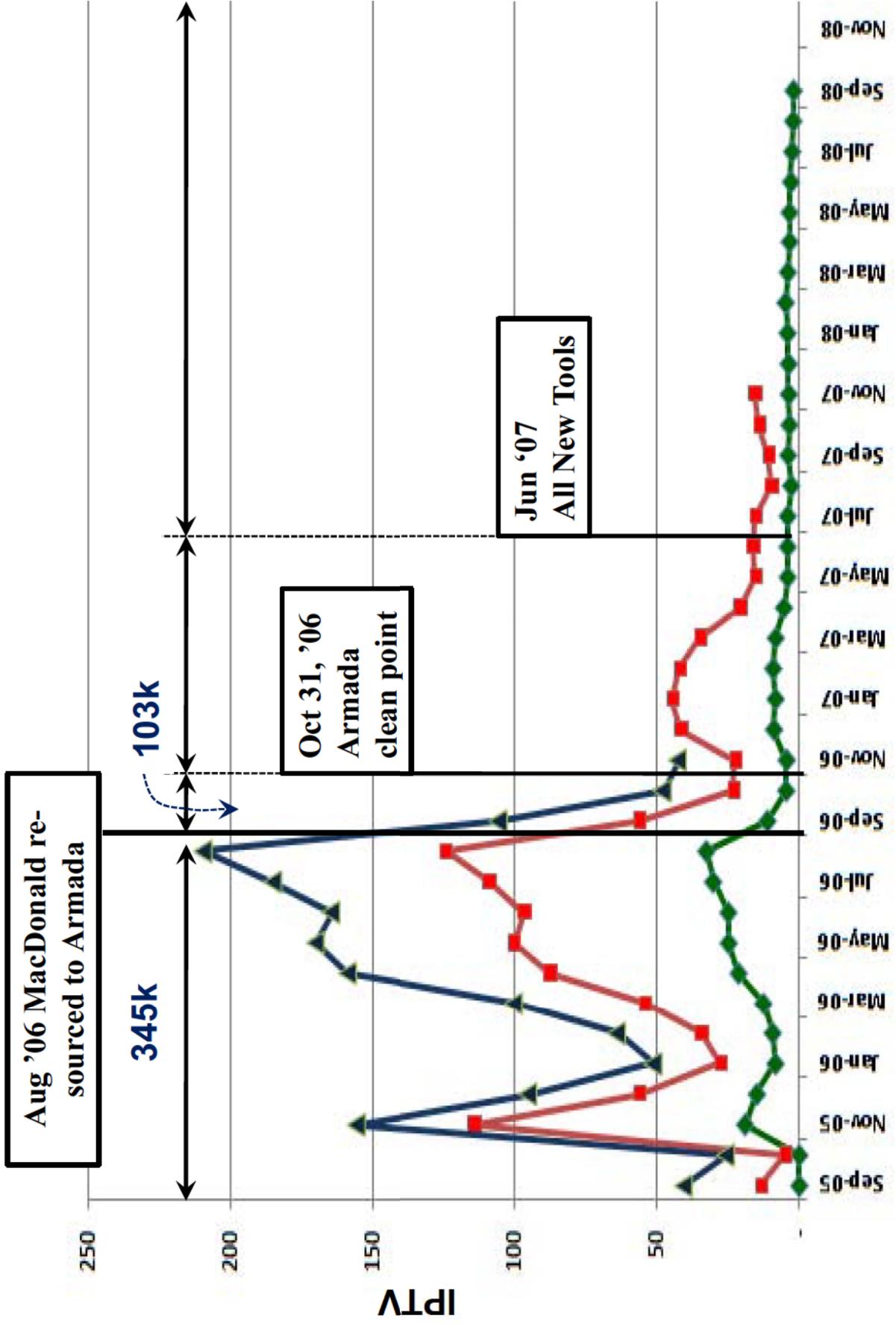
Chronology:

9/14/09	NHTSA-ODI PE09-044 issued.
11/6/09	NHTSA-ODI PE09-044 response submitted
1/5/10	Investigation Status Review
1/14/10	FPET Review
1/15/10	FPERC Review
1/20/10	FADC Review
6/18/10	Special Coverage (10/100k) – Trucks Built Through Aug 31 '06
7/1/10	NHTSA-ODI Upgraded to EA10-004
7/16/10	Dealer Bulletin issued (Owner Letter mailings 7/23)
8/16/10	Response to EA10-004 due to NHTSA

Interior Chrome Handle Warranty - U.S. IPTV

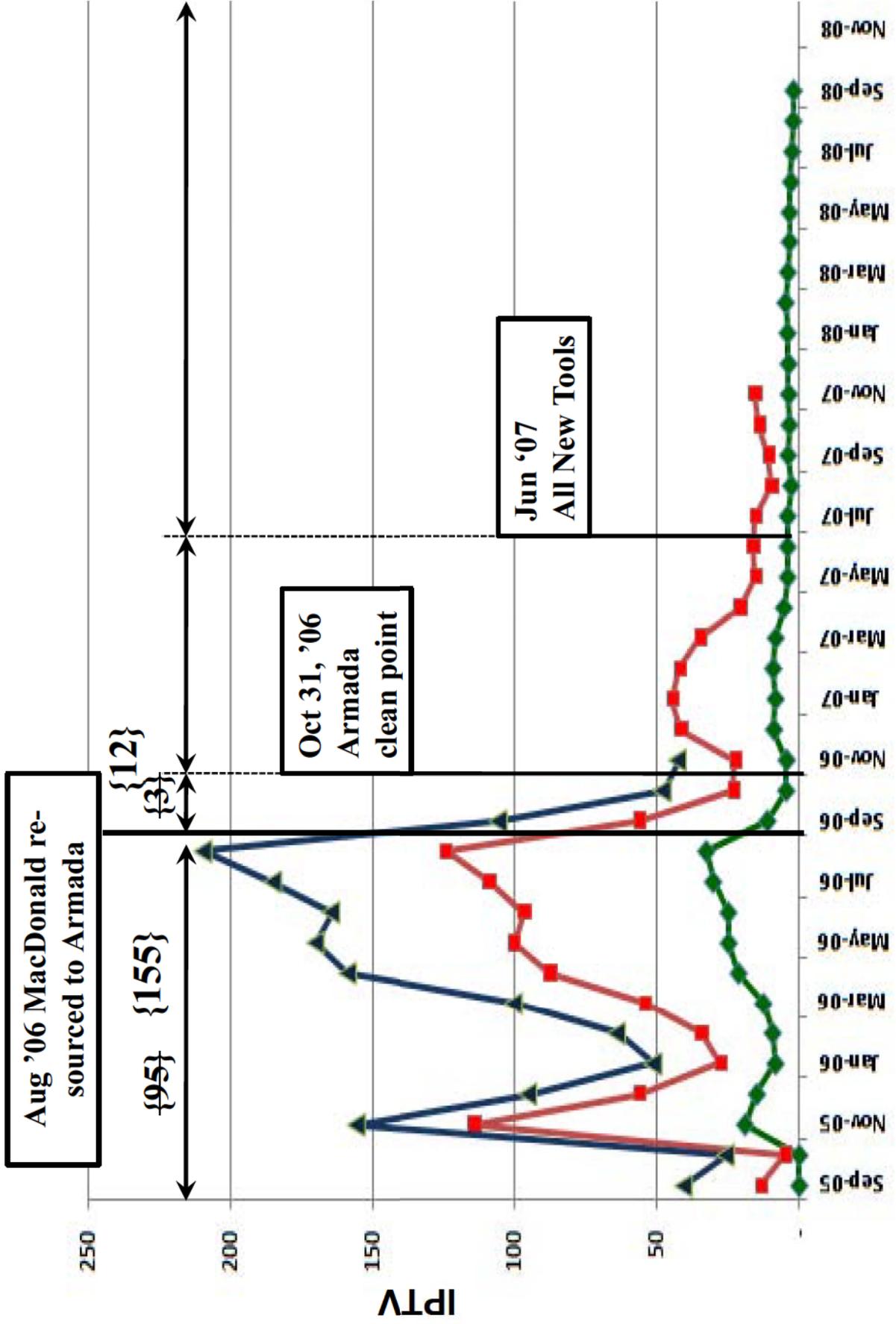


Interior Chrome Handle U.S. Vehicle Volumes



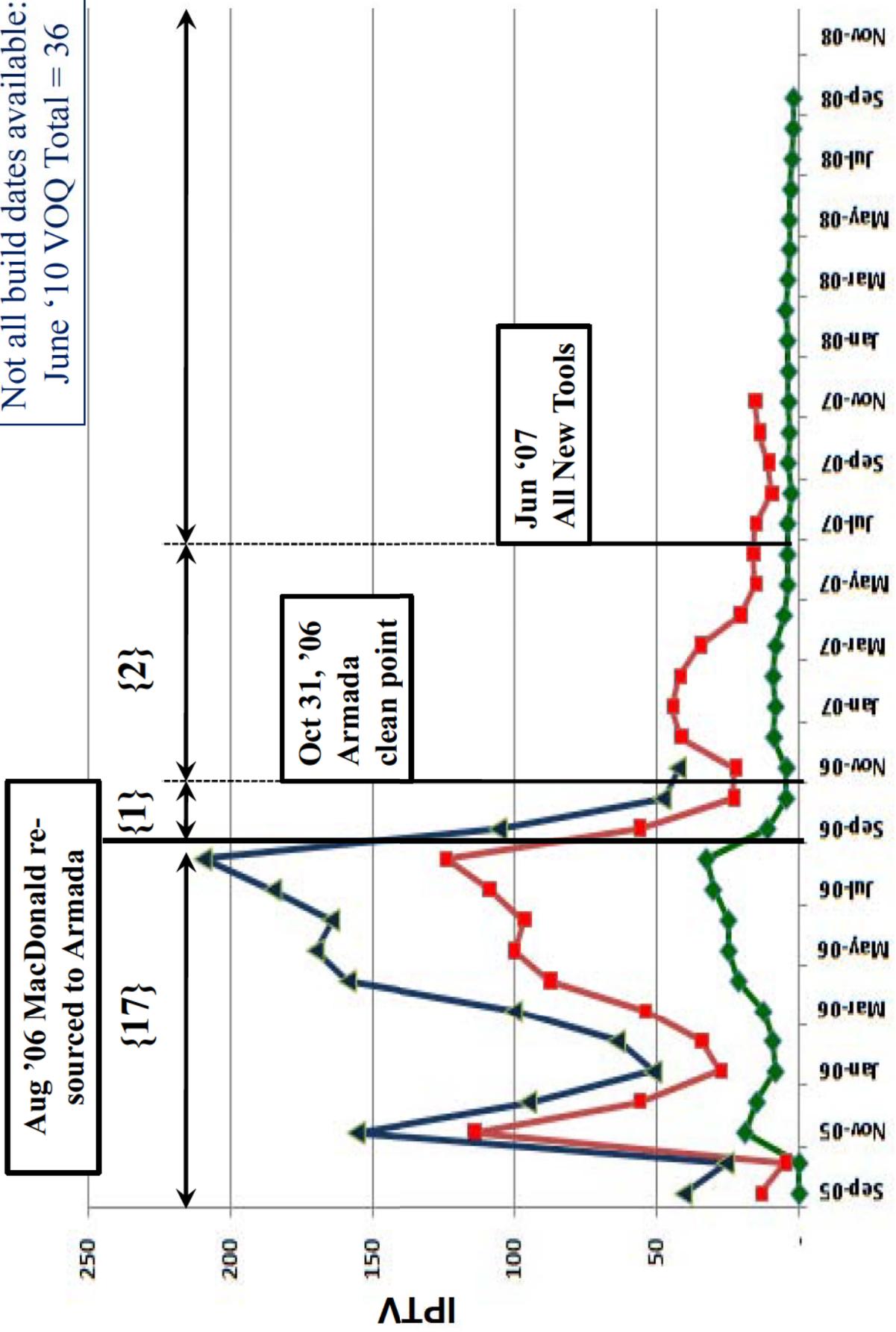
Interior Chrome Handle Injury Reports - U.S.

{# of VINs w/ Injury Claims}



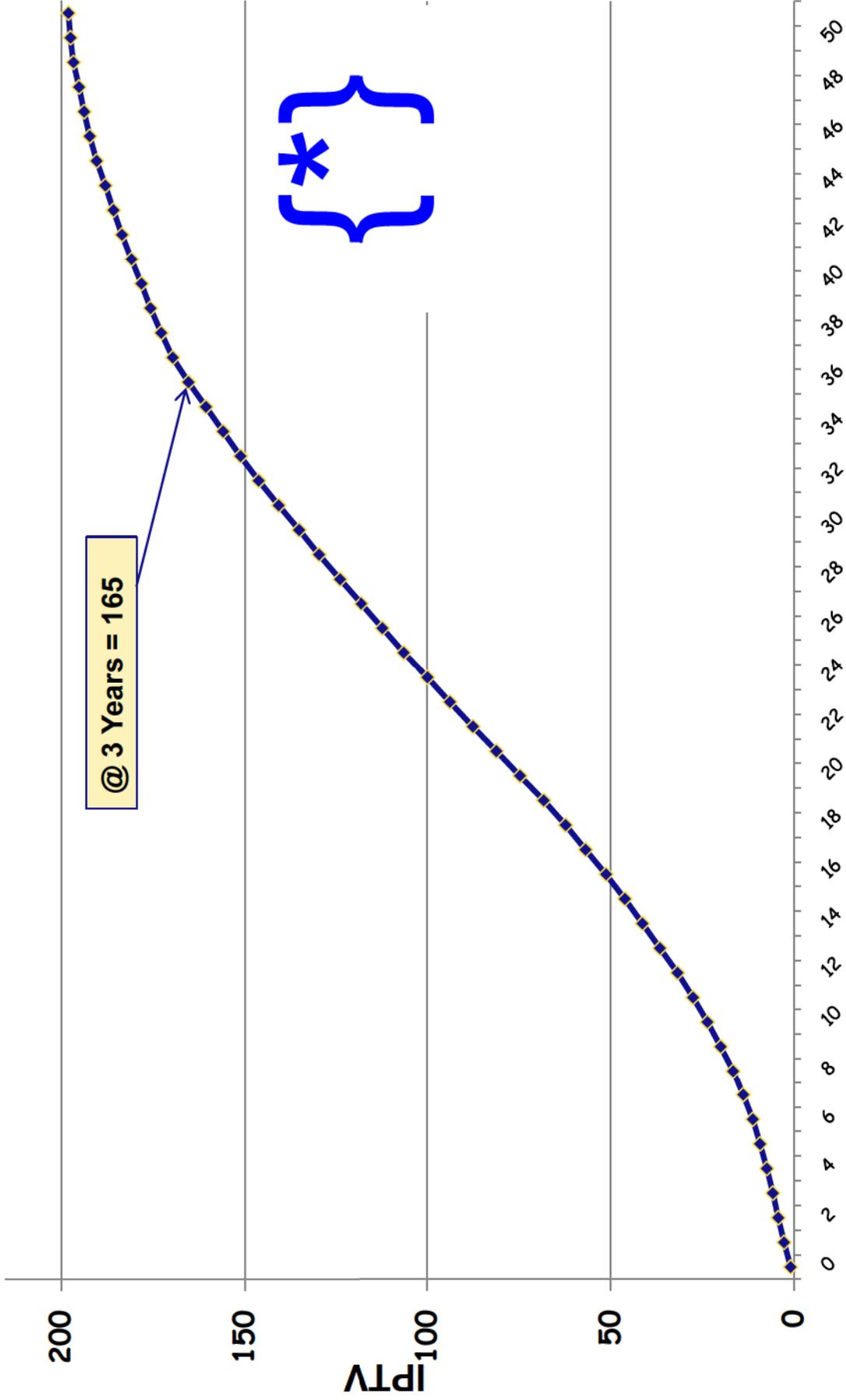
Interior Chrome Handle VOQs {# of Reports}

Not all build dates available:
June '10 VOQ Total = 36



[{ * }] Indicates GM Confidential Business Information Redacted

2007 Full Size Trucks Warranty Projections US only - Through 10/31/06



2007 Full Size Trucks Warranty Projections US only - Through 10/31/06

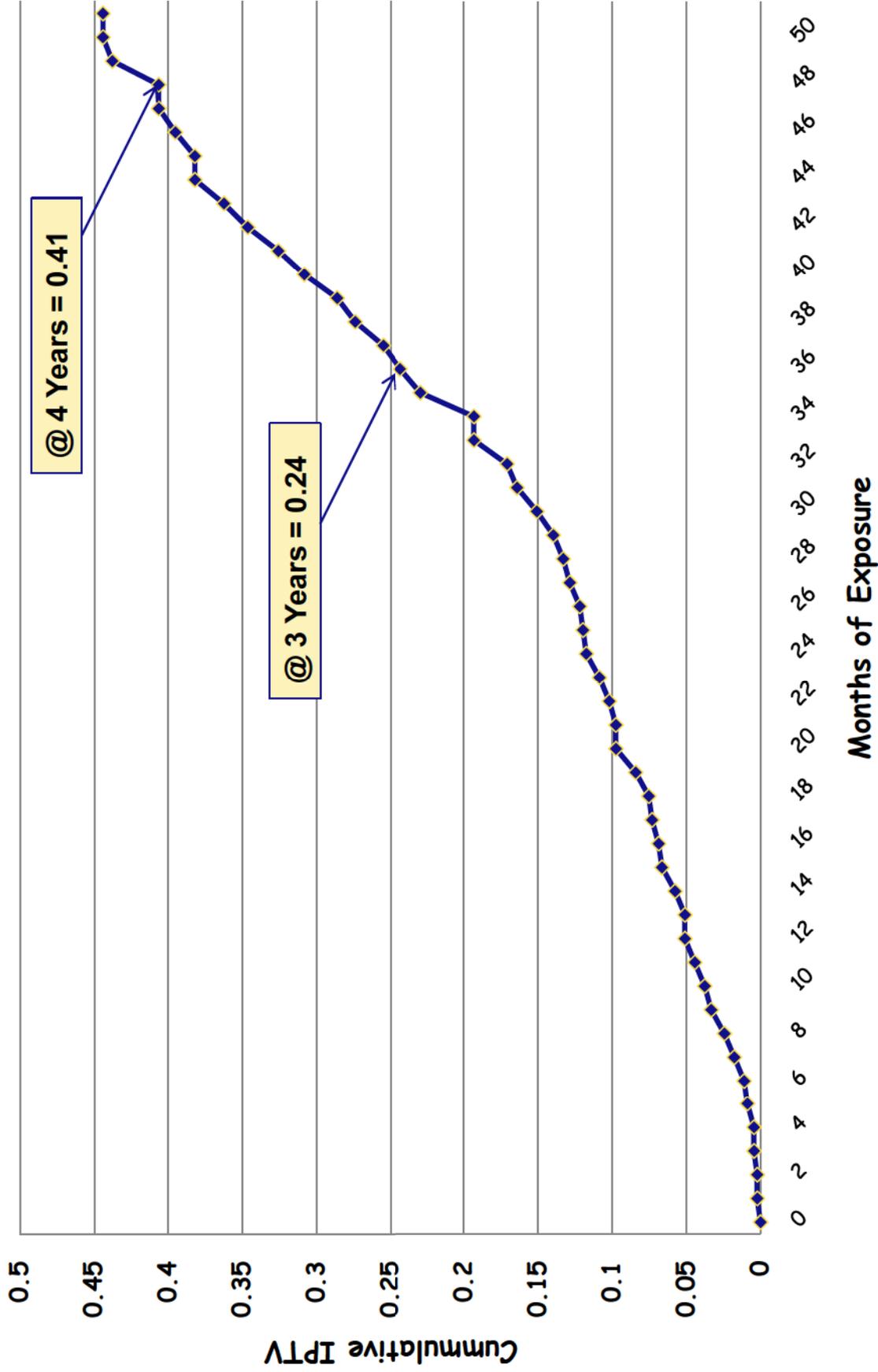
2002 - 2005 Hyundai Sonata Response Data (09V317000)

Model Year	Injuries	Warranty	Warranty IPTV
2002 (Recalled)	70	8,566	109.3
2003 (Recalled)	73	14,897	196.0
2004 (Not Recalled)	11	3,572	35.1
2005 (Not Recalled)	5	1,422	17.8

GMT900 (U.S. Only)	Injuries	Warranty Count ⁽¹⁾	Warranty IPTV
'07 SOP through Aug 31, '06 (As Of 11/09)	95	53,148	150 @ 3 yrs {*}
'07 SOP through Oct 31, '06 (As Of 8/10)	167	69,150	165 @ 3 yrs {*}

⁽¹⁾Includes Extended Warranty Claims

2007 GMT900 with Chrome Handles Injury Complaints



Injury Rate (IPTV)

Vehicles	36 MIS	48 MIS	72 MIS
'02-'03 Hyundai (Recalled)			0.92
'04-'05 Hyundai (Not Recalled)		0.09	(0.14)
GMT900 (through Oct 31 '06)	0.24	0.41	

() = GM Linear Estimate

2007 GMT900 Interior Chrome Door Handle

Condition: The chrome plating may separate from the base plastic handle at the parting line (top of handle). This condition may be present on front or rear interior door handles.

Effects: This condition is visible with the door in the closed position and may be evident to the vehicle operator or passengers.
Peeling of the plating may create a sharp edge and a laceration hazard.

Suspect Population:

GMC Sierra, Yukon and Yukon XL;
Chevrolet Tahoe, Avalanche,
Suburban and Silverado;
Cadillac Escalade, Escalade EXT & ESV
All SUVs (standard) and Pickups with
Body Style 43/53 & RPO SLT, Y91, or GAT.



- Build Dates: 2007 M.Y. SOP through August 31, 2006
- Estimated Trucks: 346k U.S. 9k Canada

2007 GMT900 Interior Chrome Door Handle



- The chromed lever of the handle assembly is common Front & Rear.
- Right/Left chromed levers are mirror parts.
- Bezels are unique (right/left, front/rear and color).

Technical Root Cause:

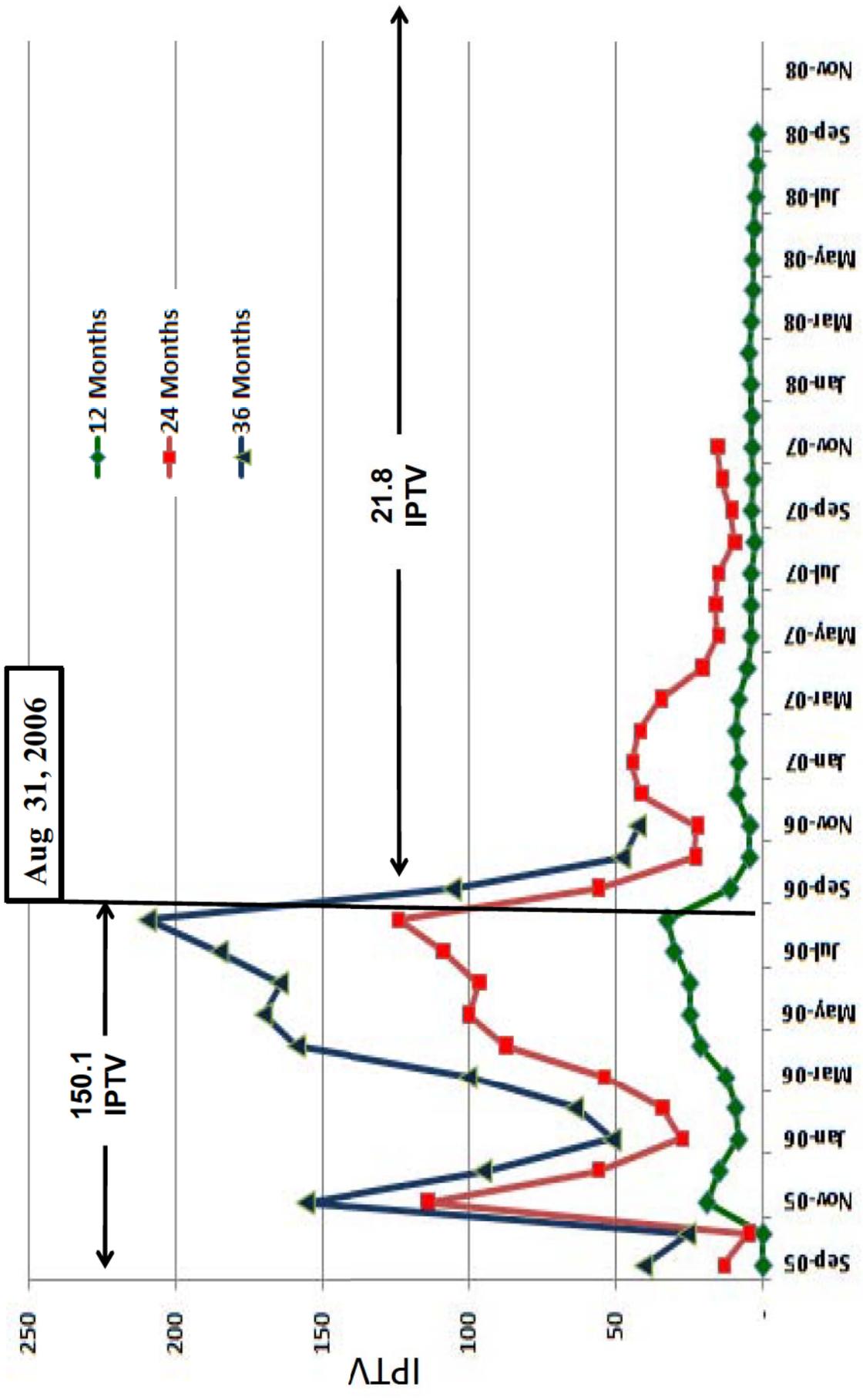
- On certain handles the plating was applied over an irregular parting line creating thinner sections of plating.
- Thinner sections of plating are susceptible to fracture.
- A fracture may propagate due to continued exposure to loads resulting in a gradual delamination from the base plastic handle.

**Interior Door Handle Filtered Warranty Count
2007 SOP through 2009 M.Y.**

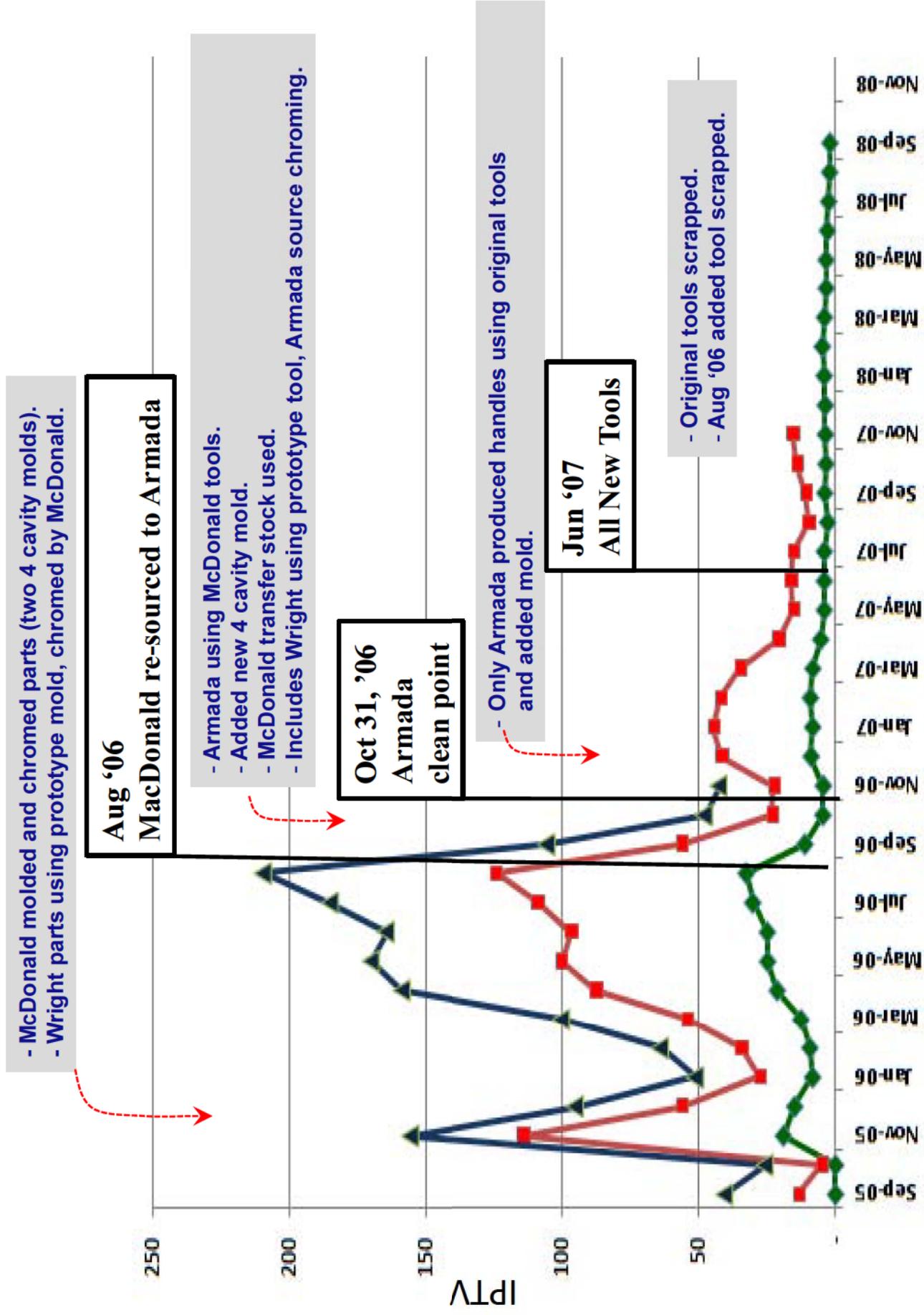
Filtered Warranty Count U.S.		
Left Front	35,275	70,831
Right Front	35,556	
Left Rear	3,910	8,335
Right Rear	4,425	

Filtered Warranty Count Canada		
Left Front	914	1,844
Right Front	930	
Left Rear	55	126
Right Rear	71	

2007-2009 GMT900 Filtered Warranty - Interior Door Handle (U.S.)



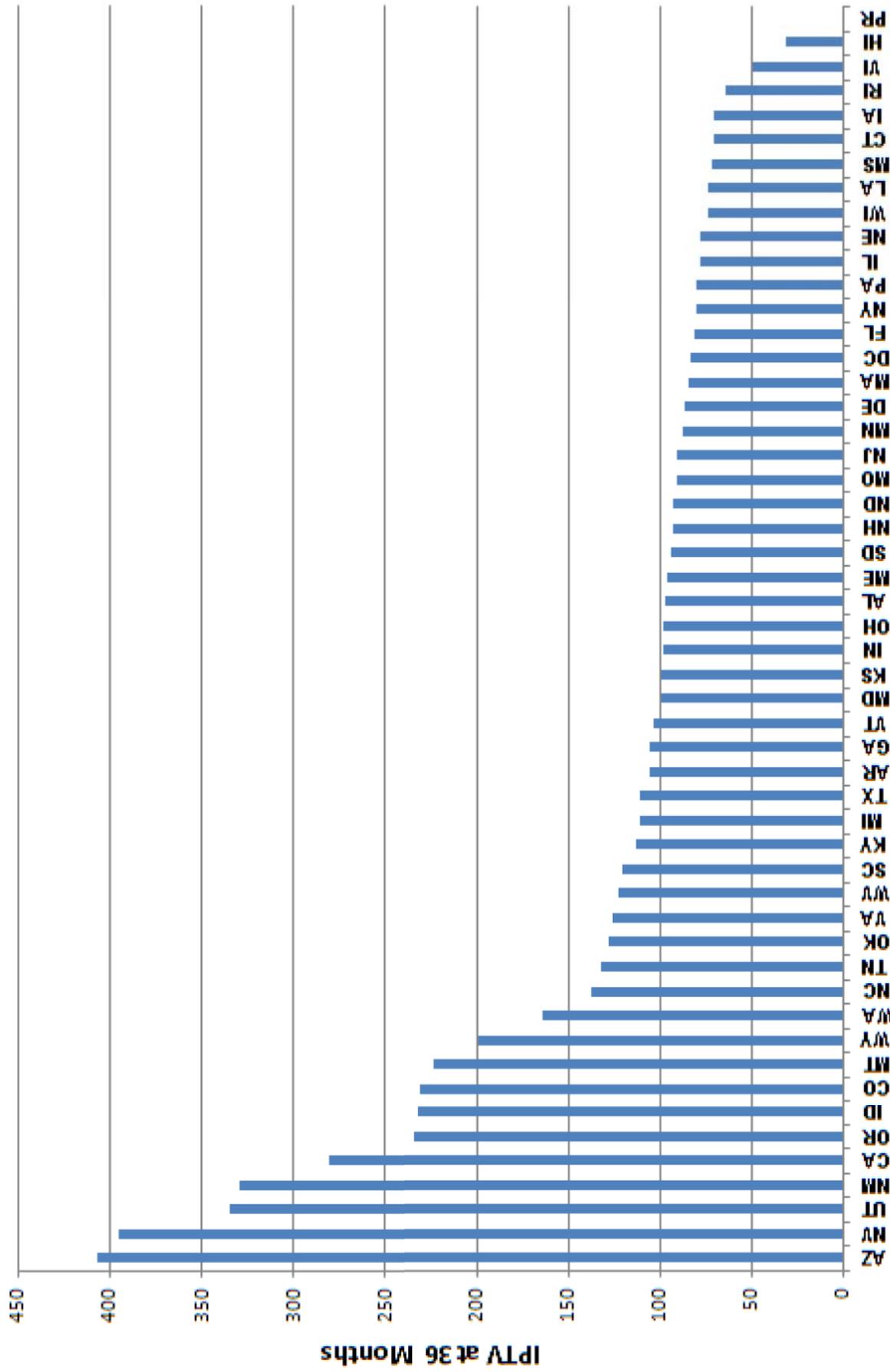
Filtered Warranty (U.S.) - Supplier & Mold Tool Change Dates



2007 GMT900 Chrome Handles - Builds Through August 2006

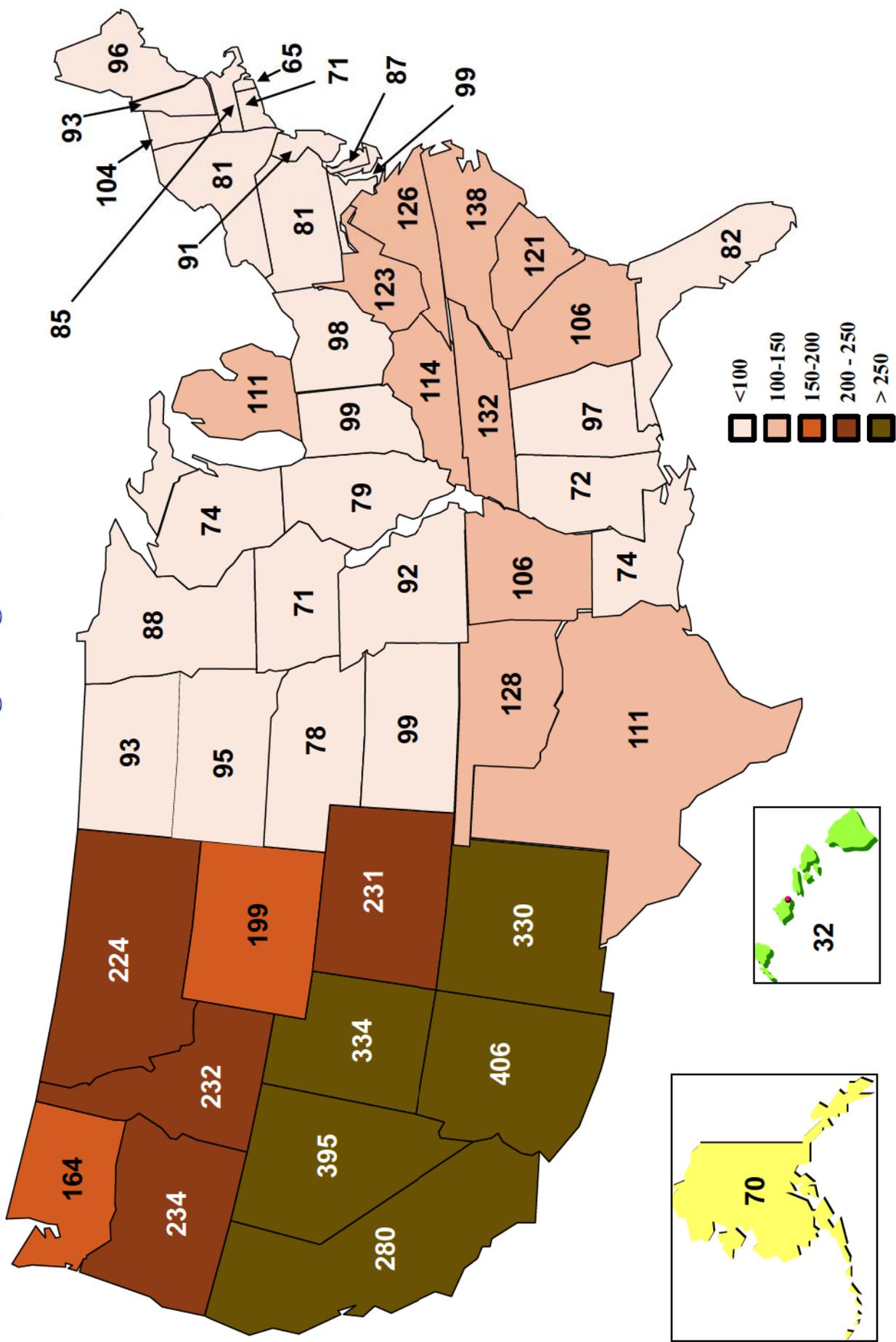
Normalized 36 Month IPTV By State

Regular & Extended Warranty

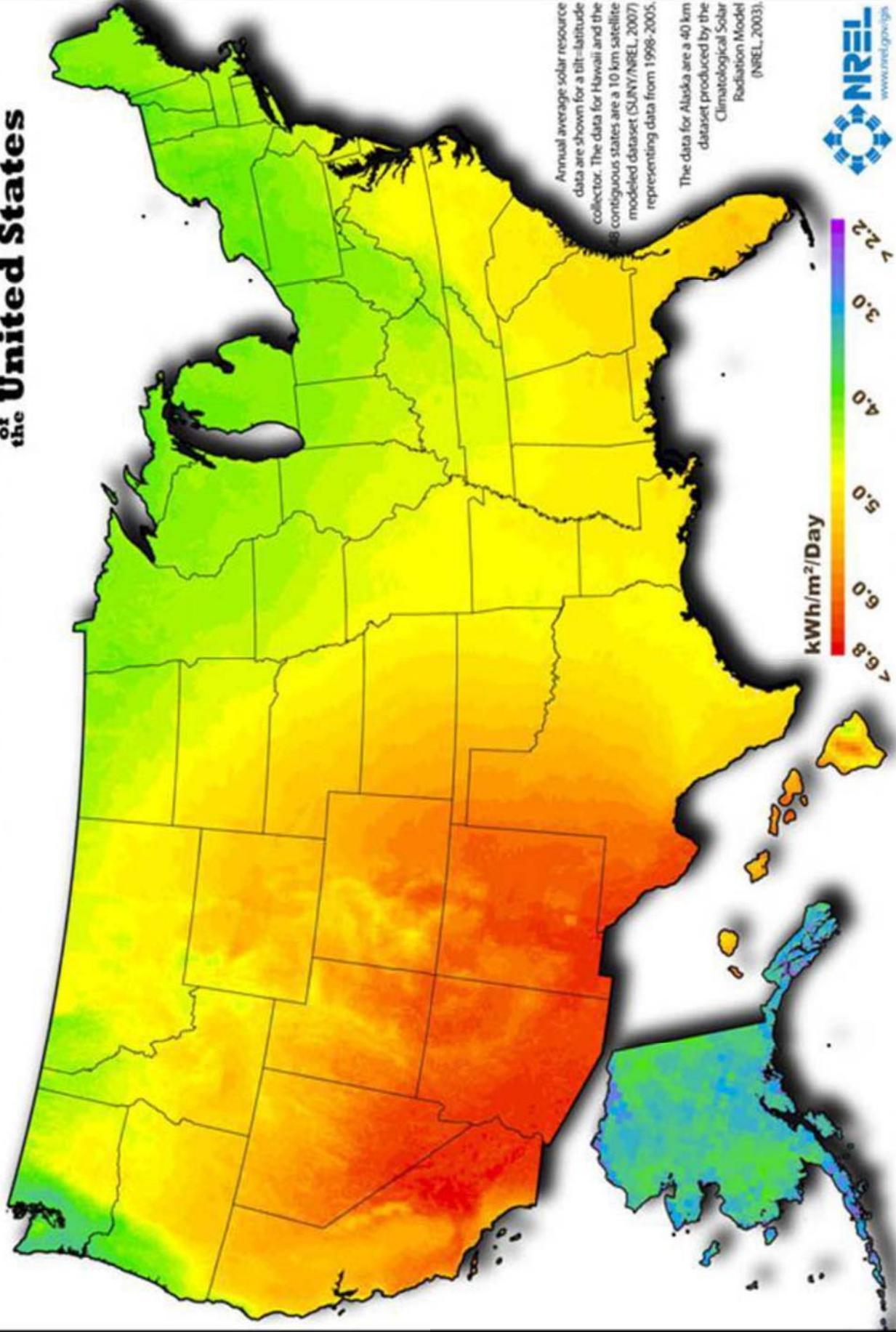


Cumulative Warranty IPTV Normalized To 36 Months

Builds Through August 31, 2006



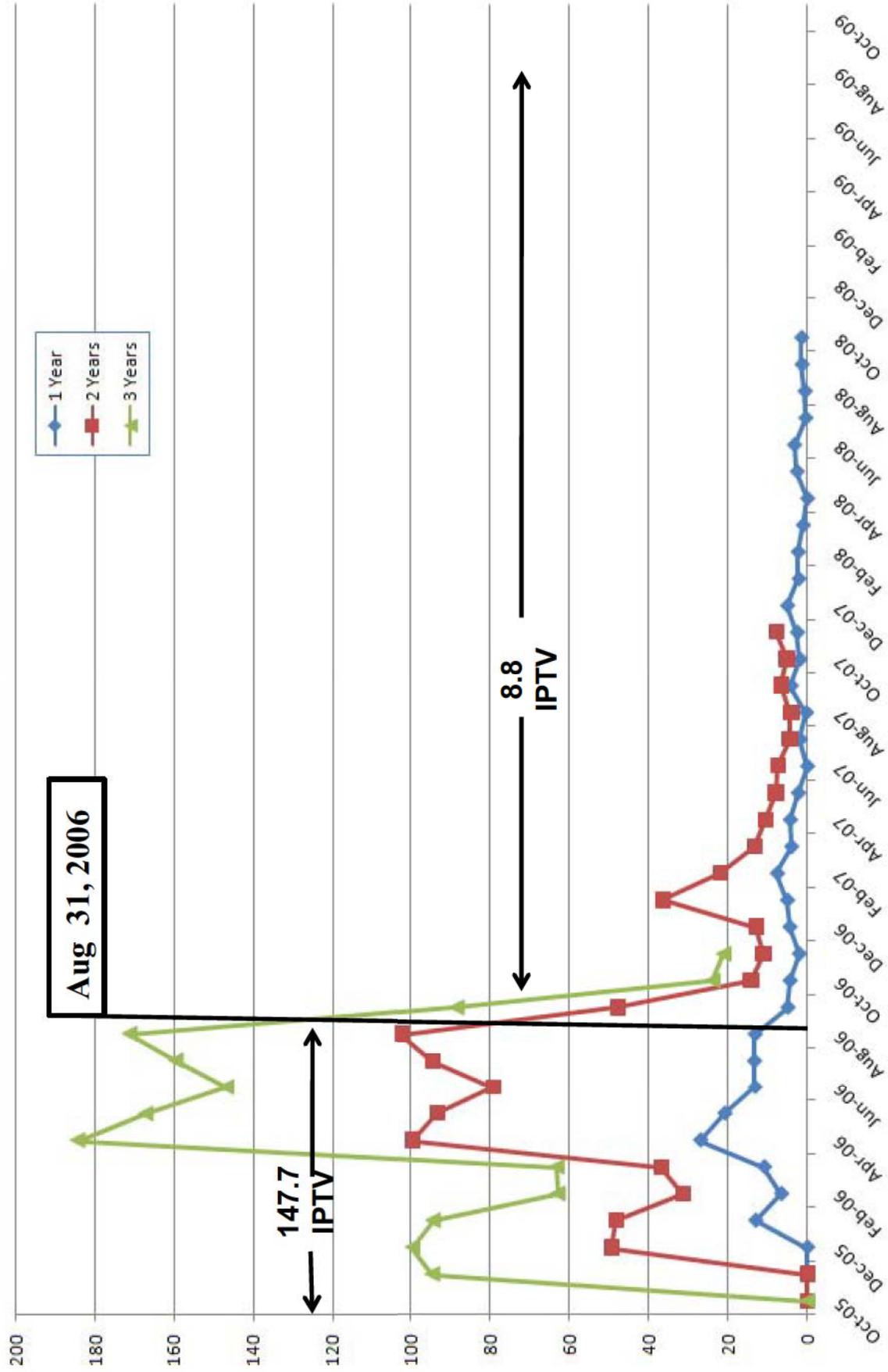
Photovoltaic Solar Resource of the United States



Author: Billy Roberts - October 20, 2006

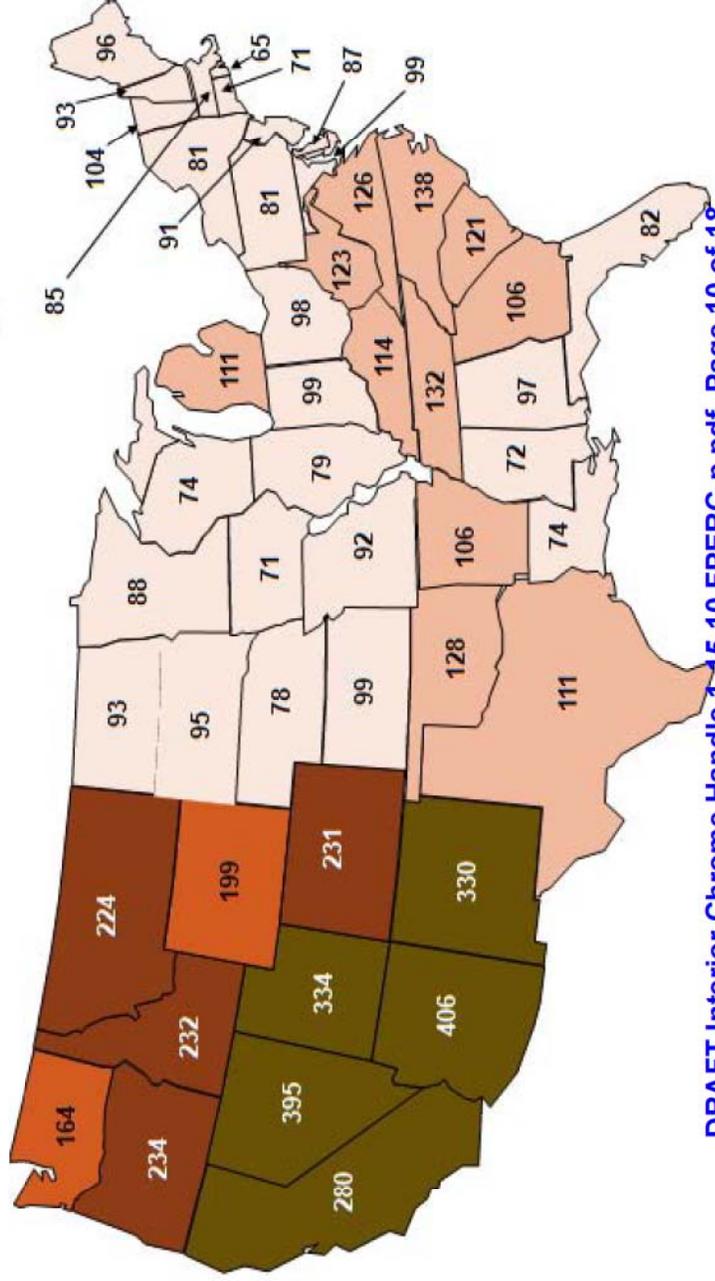
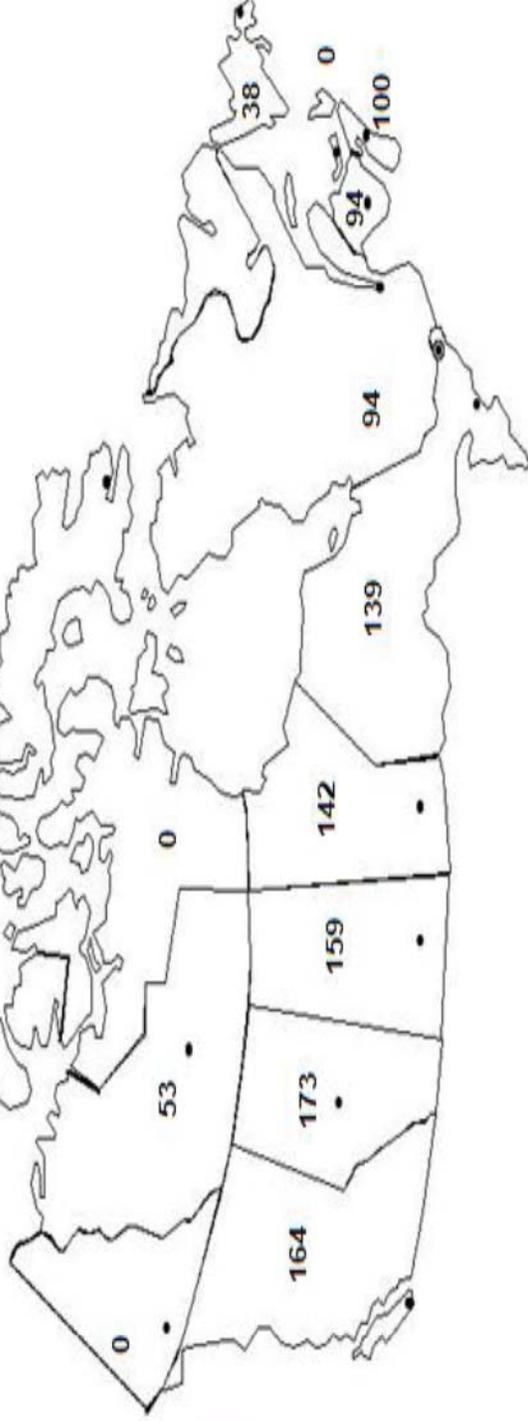
This map was produced by the National Renewable Energy Laboratory for the U.S. Department of Energy.

2007 to 2009 GMT900 with Chrome Handles Canada Sales Only

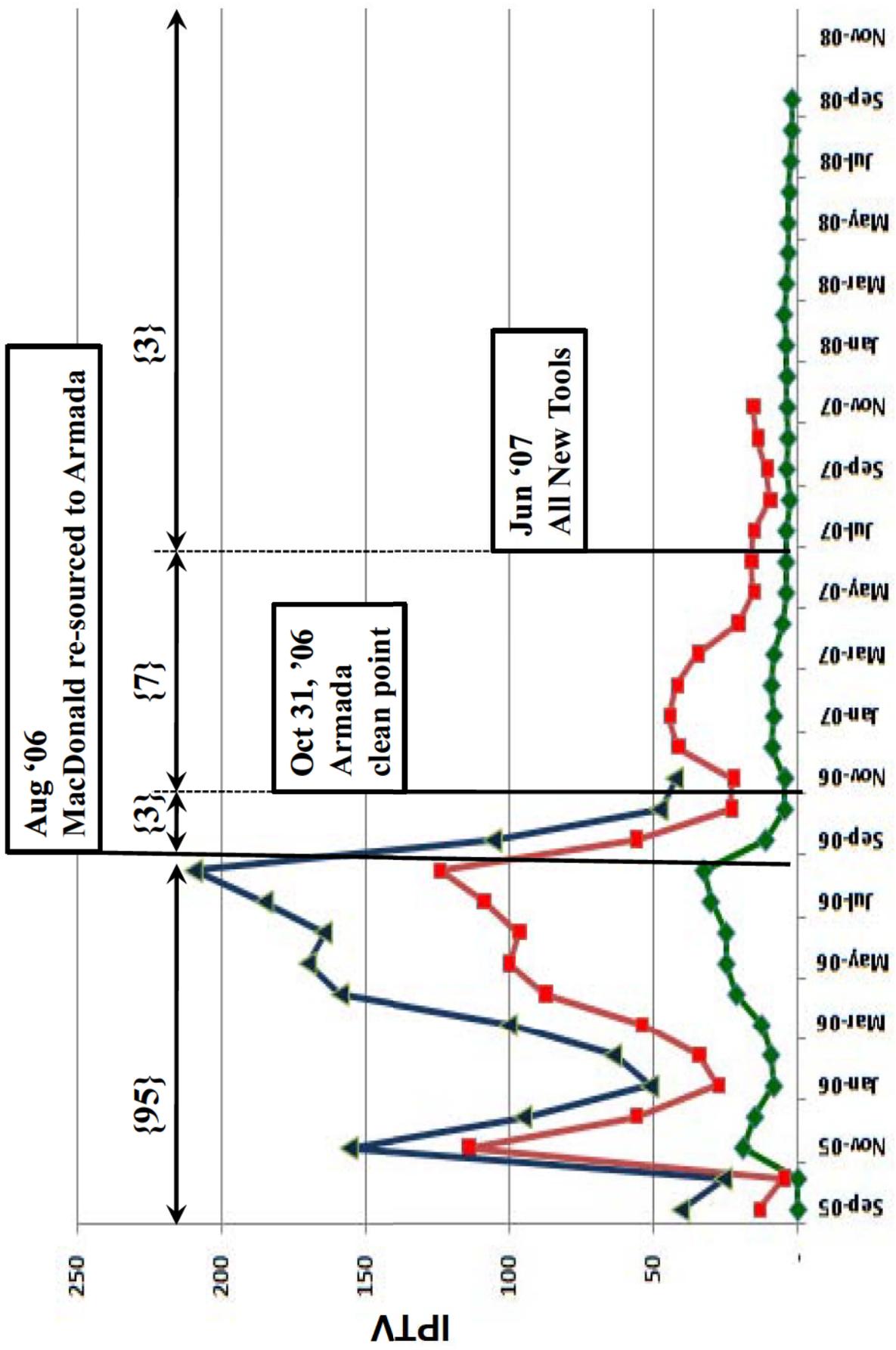


Cumulative Warranty IPTV Normalized To 36 Months

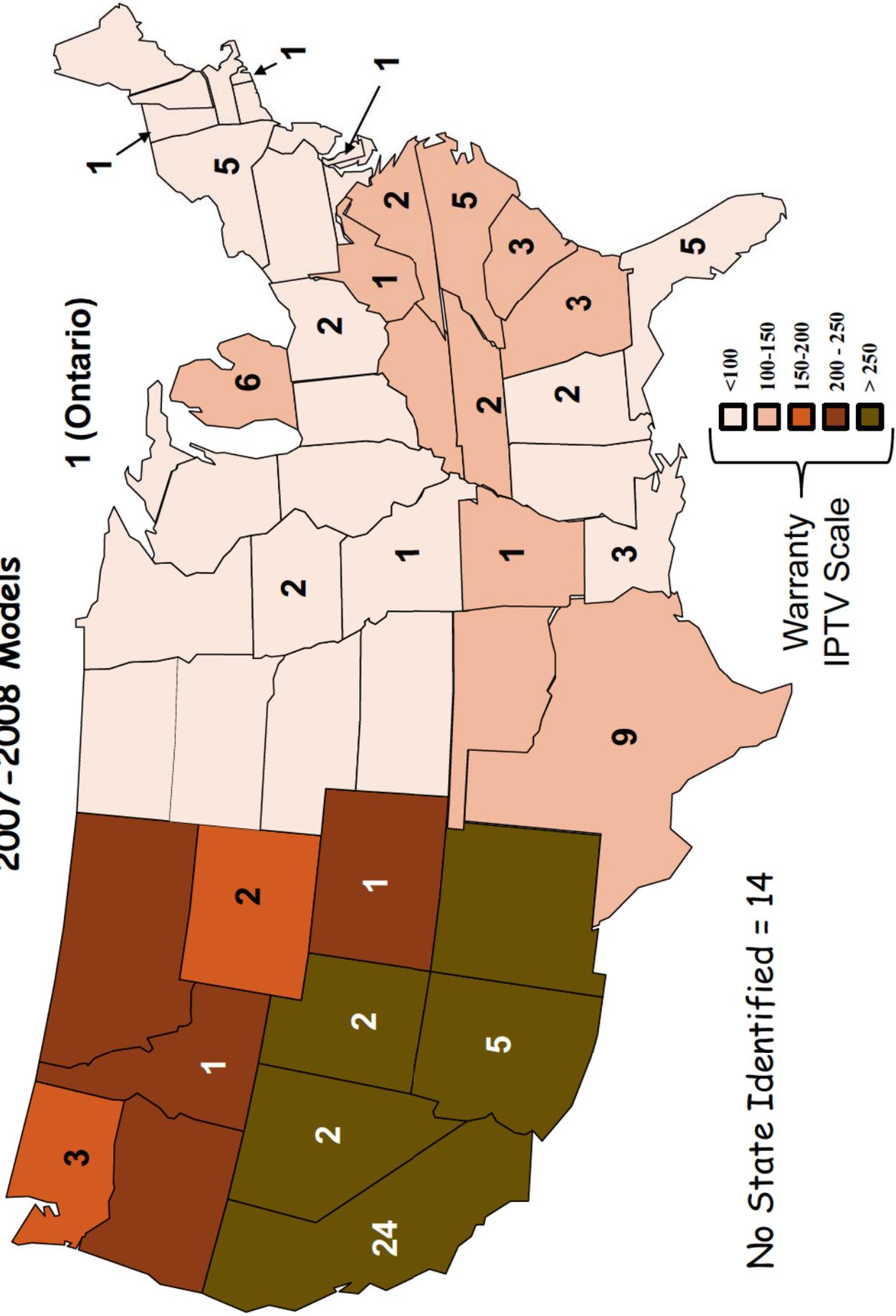
Builds Through August 31, 2006



Interior Chrome Handle Injury Reports - U.S. {# of Reports}

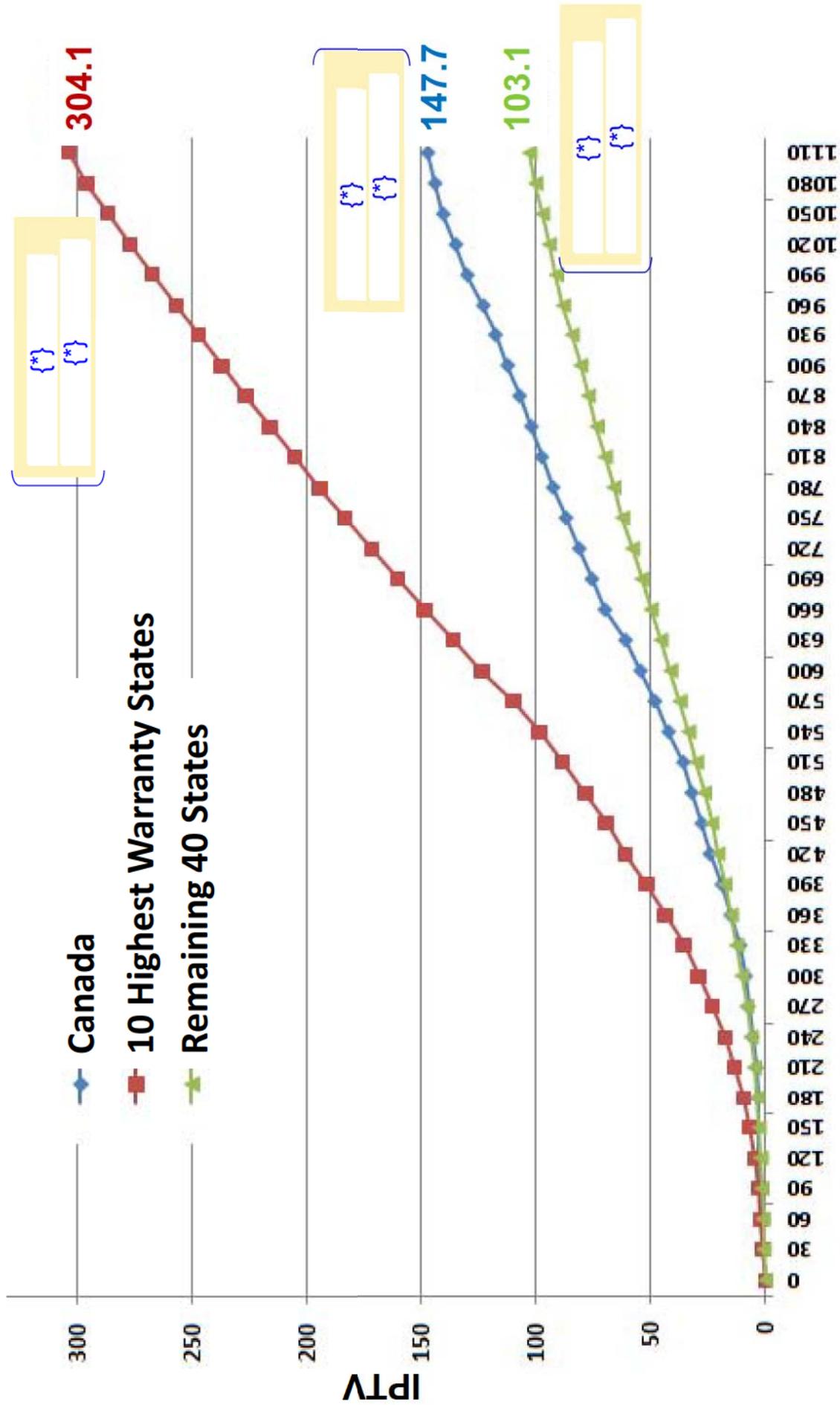


Interior Chrome Handle Injury Reports 2007-2008 Models



[{*}] Indicates GM Confidential Business Information Redacted

2007 Full Size Trucks Warranty Rates & Projections By Region With Build Dates Through 8/31/06



2007-2008 Full Size Trucks Interior Door Handle

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<h2>ODI RESUME</h2>																								
<p>Investigation: PE 08-071 Date Opened: 12/15/2008 Principal Investigator: Lee Strickland Subject: Interior Door Handle Laceration Hazard</p>	<p>Date Closed: 05/29/2009</p>																								
<p>Manufacturer: Hyundai Motor Company Products: 2002-2003 Hyundai Sonata Population: 154,401</p>	<p>Safety Recall U.S & Canada</p>																								
<p>Problem Description: Peeling or separation of chrome plating on interior door handle may expose sharp edges and pose a laceration hazard.</p>																									
<h3>FAILURE REPORT SUMMARY</h3>																									
<p>Complaints: Crashes/Fires: Injury Incidents: # Injuries: Fatality Incidents: # Fatalities: Other*:</p>	<table border="1"> <thead> <tr> <th>ODI</th> <th>Manufacturer</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>276</td> <td>281</td> </tr> <tr> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>8</td> <td>143</td> <td>151</td> </tr> <tr> <td>8</td> <td>143</td> <td>151</td> </tr> <tr> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>0</td> <td>23,463</td> <td>23,463</td> </tr> </tbody> </table>	ODI	Manufacturer	Total	5	276	281	0	0	0	8	143	151	8	143	151	0	0	0	0	0	0	0	23,463	23,463
ODI	Manufacturer	Total																							
5	276	281																							
0	0	0																							
8	143	151																							
8	143	151																							
0	0	0																							
0	0	0																							
0	23,463	23,463																							
<p>*Description of Other: Warranty claims filed by dealers.</p>																									

[{*}] Indicates GM Confidential Business Information Redacted

2002-2005 Hyundai Sonata Response Data (09V317000)

Model Year	Injuries	Warranty	Warranty IPTV
2002 (Recalled)	70	8,566	109.3
2003 (Recalled)	73	14,897	196.0
2004 (Not Recalled)	11	3,572	35.1
2005 (Not Recalled)	5	1,422	17.8

GM1900

Model Year	Injuries	Warranty Count ⁽²⁾	Warranty IPTV
'07 SOP through Aug 31, '06 (U.S. Only)	96 ⁽¹⁾	53,148	150.1 (@ 7 yrs = 221)
Sep 1, '06 through '09 M.Y. (U.S. Only)	13	28,383	21.8
10 High Warranty States	36 Month (Normalized) Projected Warranty @ 7 Years: Projected Warranty @ 10 Years:		{*}
40 Low Warranty States	36 Month (Normalized) Projected Warranty @ 7 Years: Projected Warranty @ 10 Years:		{*}
Canada	36 Month (Normalized) Projected Warranty @ 7 Years: Projected Warranty @ 10 Years:		{*}

⁽¹⁾Includes One Injury Claim in Canada from all others - see [USERC-02-011](#) includes Extended Warranty Claims

[{ * }] Indicates GM Confidential Business Information Redacted

Injury Rate Projections (IPTV)

Vehicles	36 MIS	48 MIS	72 MIS
'02-'03 Hyundai (Recalled)			0.92
'04-'05 Hyundai (Not Recalled)		0.09	(0.14)
All '07-'08 Tahoe/Yukon/Yukon XL	0.08	{*}	{*}
Tahoe/Yukon/Yukon XL (built through Aug '06)	0.32	{*}	{*}
Tahoe/Yukon/Yukon XL (built after Aug '06)	0.02	{*}	{*}
10 High Warranty Sates Tahoe/Yukon & XL (through Aug '06)	0.40		
40 Low Warranty States Tahoe/Yukon & XL (through Aug '06)	0.14		

* = Projection () = GM Linear Estimate

Field Action Alternatives: Front Handles Only

	Part Cost w/ Mark Up		Labor Time	Labor Rate	\$/Veh
	Both	Handles			
Replace Handle Assembly ^(A)	{**}		1.0	{**}	{**}
Replace Chrome Lever ^(B)	{**}		0.5	{**}	{**}
Adhesive Tape or Patch ^(C)	{**}		0.3	{**}	{**}

(A) Assembly includes lever, color specific bezel & spring. Currently released part.

(B) Cost for kitted (R & L) which are new p/n's. Labor is nonstandard from Service Op's. Testing on pin retention to be completed approximately January 22, 2010.

(C) Clear or chrome is TBD. Handles with cracks already formed must replace assembly.



PE09-044_ N090239

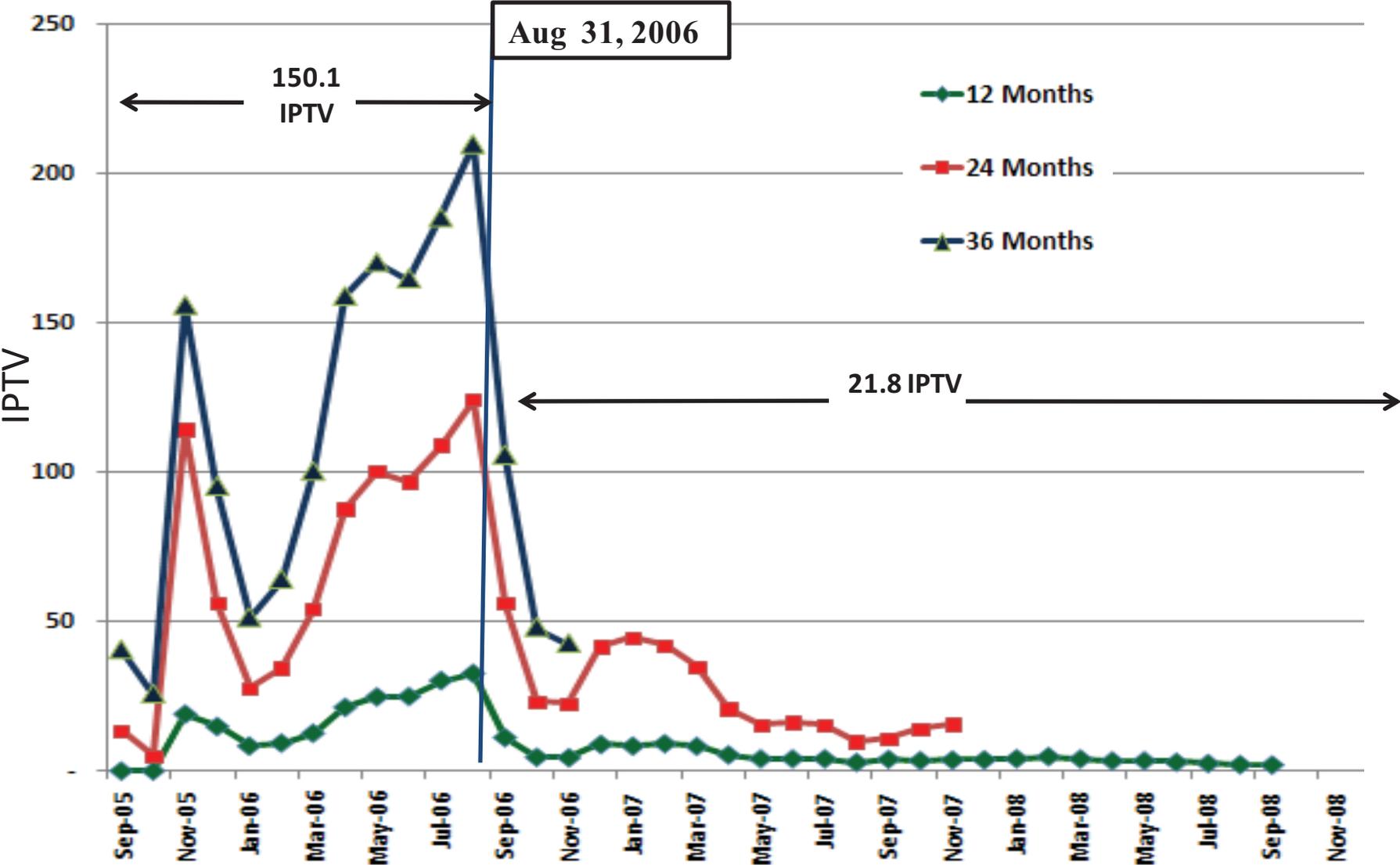
Tahoe Yukon Interior Door Handle

Tahoe Yukon Interior Door Handle

- Population
 - Subject vehicles - all MY 2007-2008 Chevrolet Tahoe and GMC Yukon vehicles (629,570 vehicles)
 - Question 9 - (923,713 vehicles) all MY 2007-2009
 - Chevrolet Tahoe, Suburban, and Avalanche,
 - GMC Yukon and Denali, and
 - Cadillac Escalade
 - Chevrolet Silverado and GMC Sierra and Denali trucks equipped with RPOs AN3, Y91, or GAT

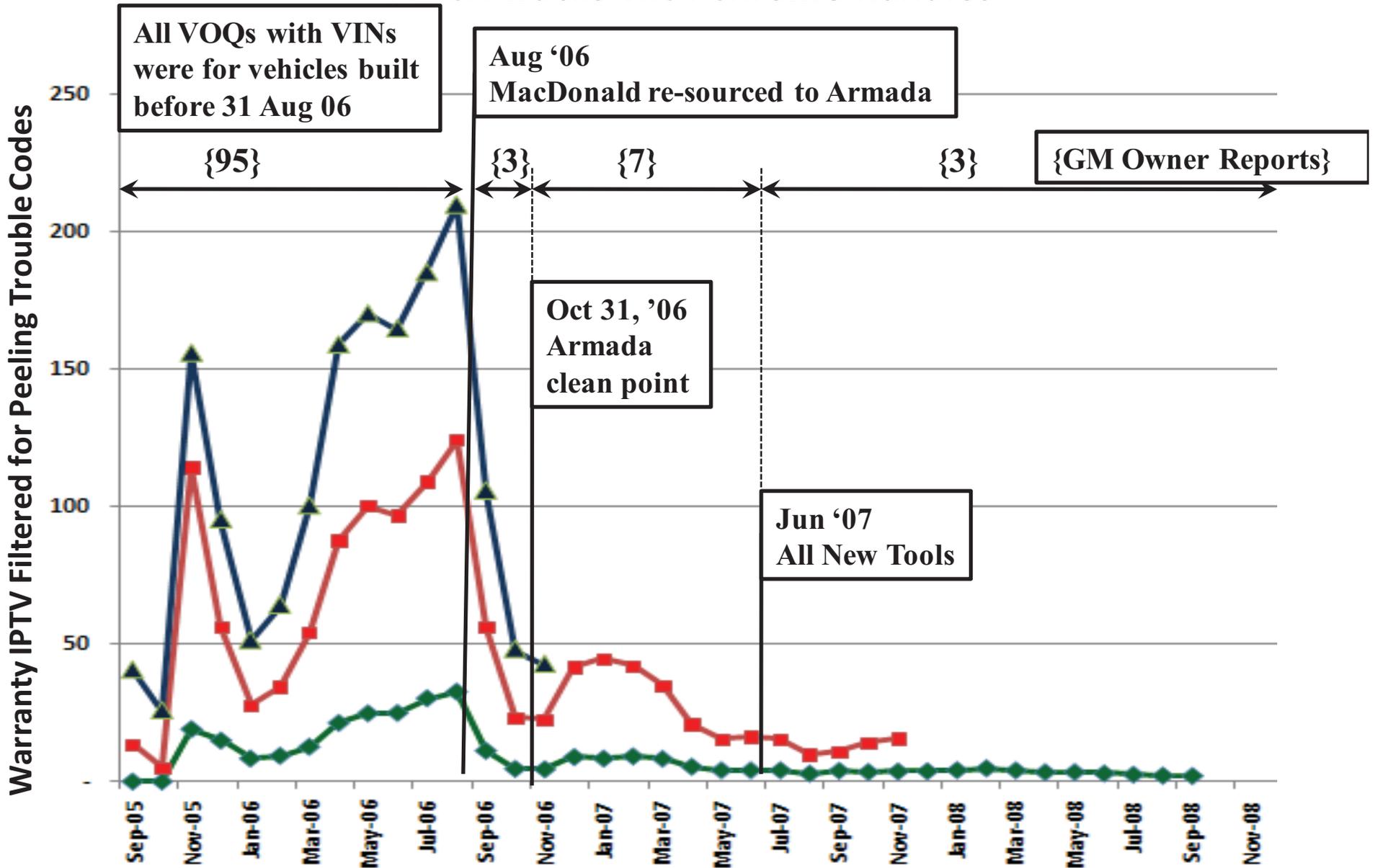
2007-2009 GMT900

Filtered Warranty – Interior Door Handle (U.S.)



Interior Chrome Handle Investigation - U.S. Data

All CK Trucks with Chrome Handles



Tahoe Yukon Interior Door Handle

Warranty Count

Right Front	16,929	45.27%	Front	33,260	88.9%
Left Front	16,331	43.68%			
Right Rear	2,035	5.44%	Rear	3,897	10.4%
Left Rear	1,862	4.98%			
Total	37,157				

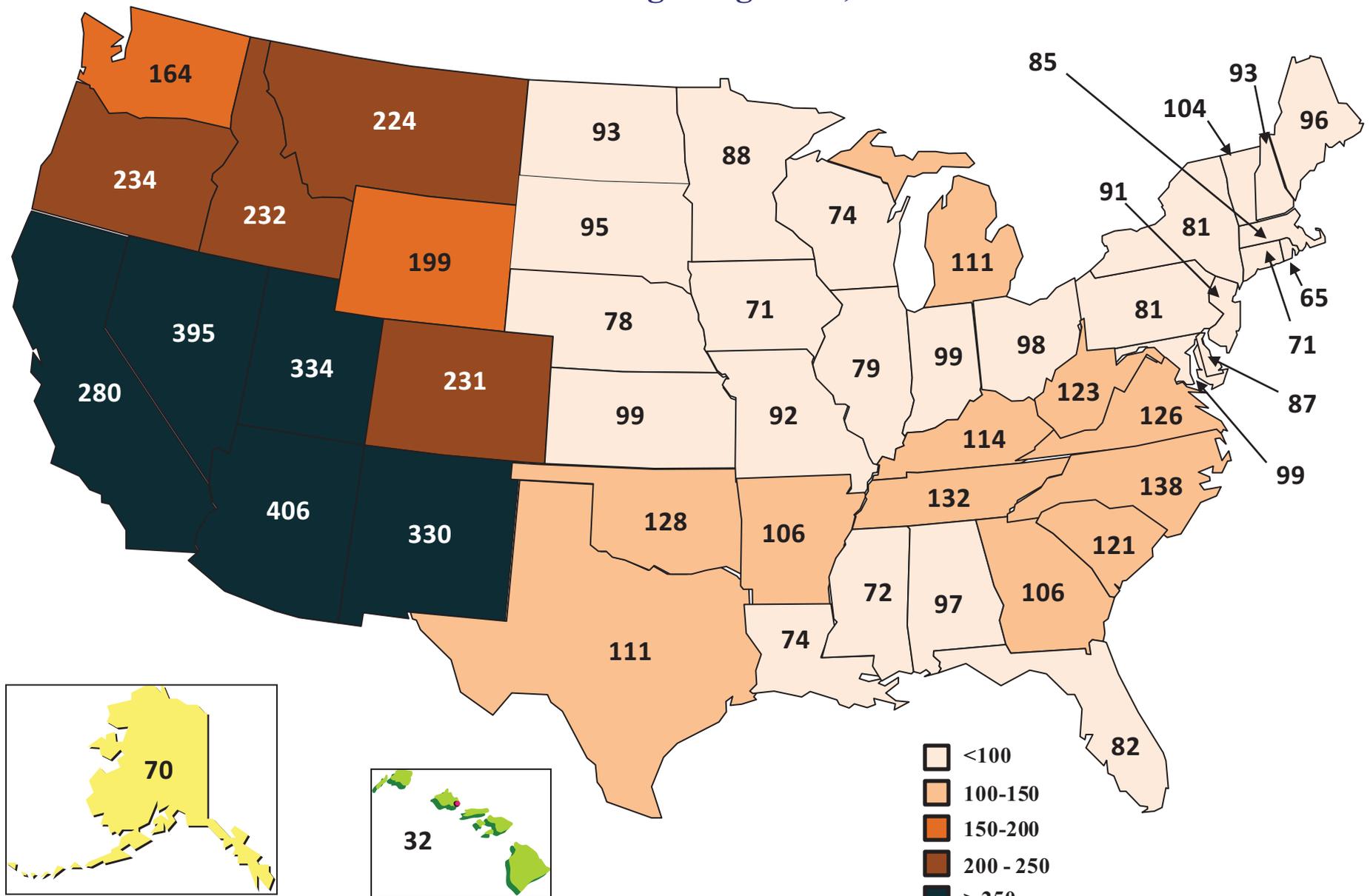
Other Vehicles Interior Door Handle

Warranty Count

Right Front	16,148	45.17%	Front	32,189	90.0%
Left Front	16,041	44.87%			
Right Rear	1,905	5.33%	Rear	3,557	10.0%
Left Rear	1,652	4.62%			
Total	35,746				

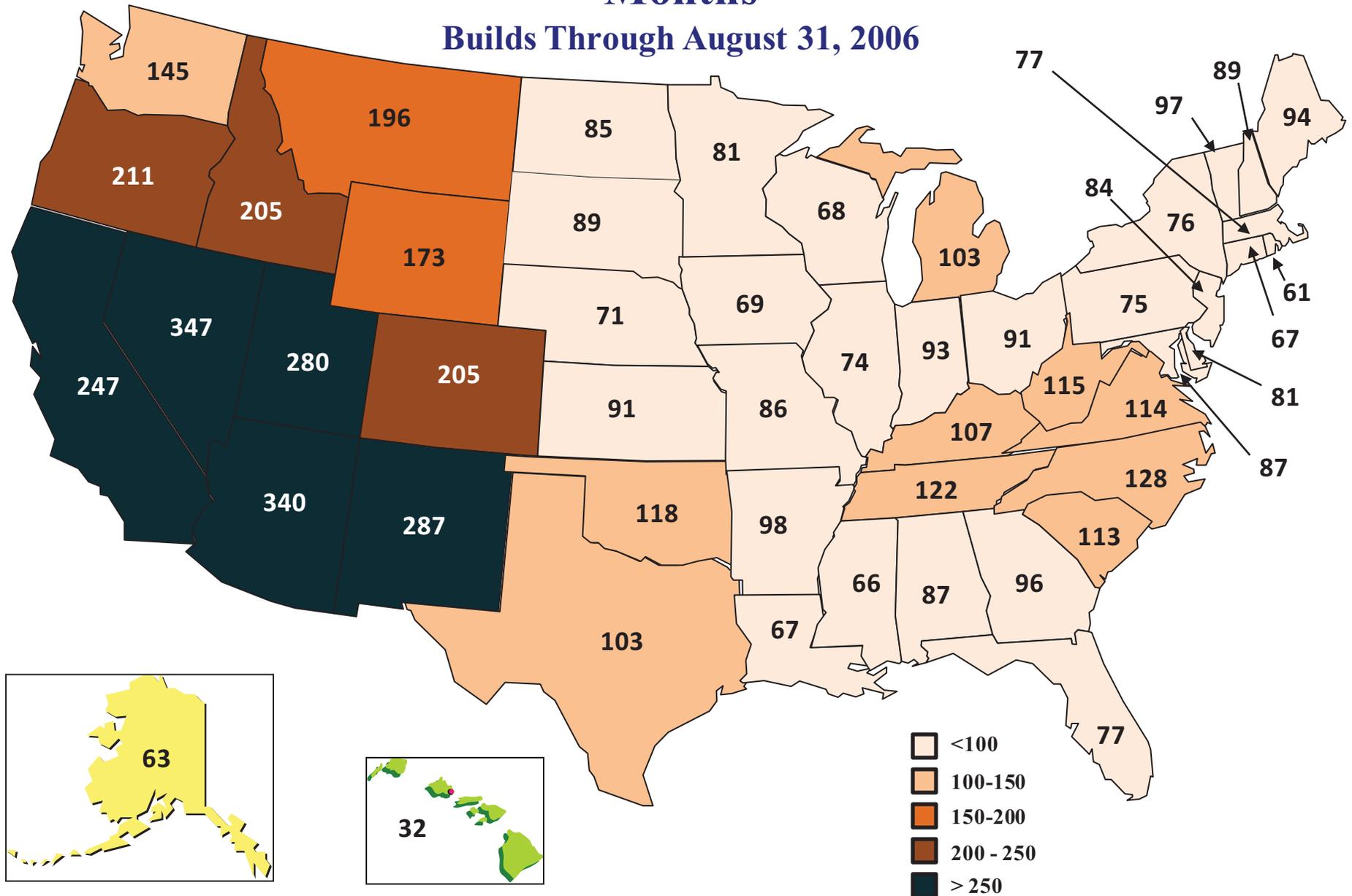
Cumulative Warranty IPTV Normalized To 36 Months

Builds Through August 31, 2006

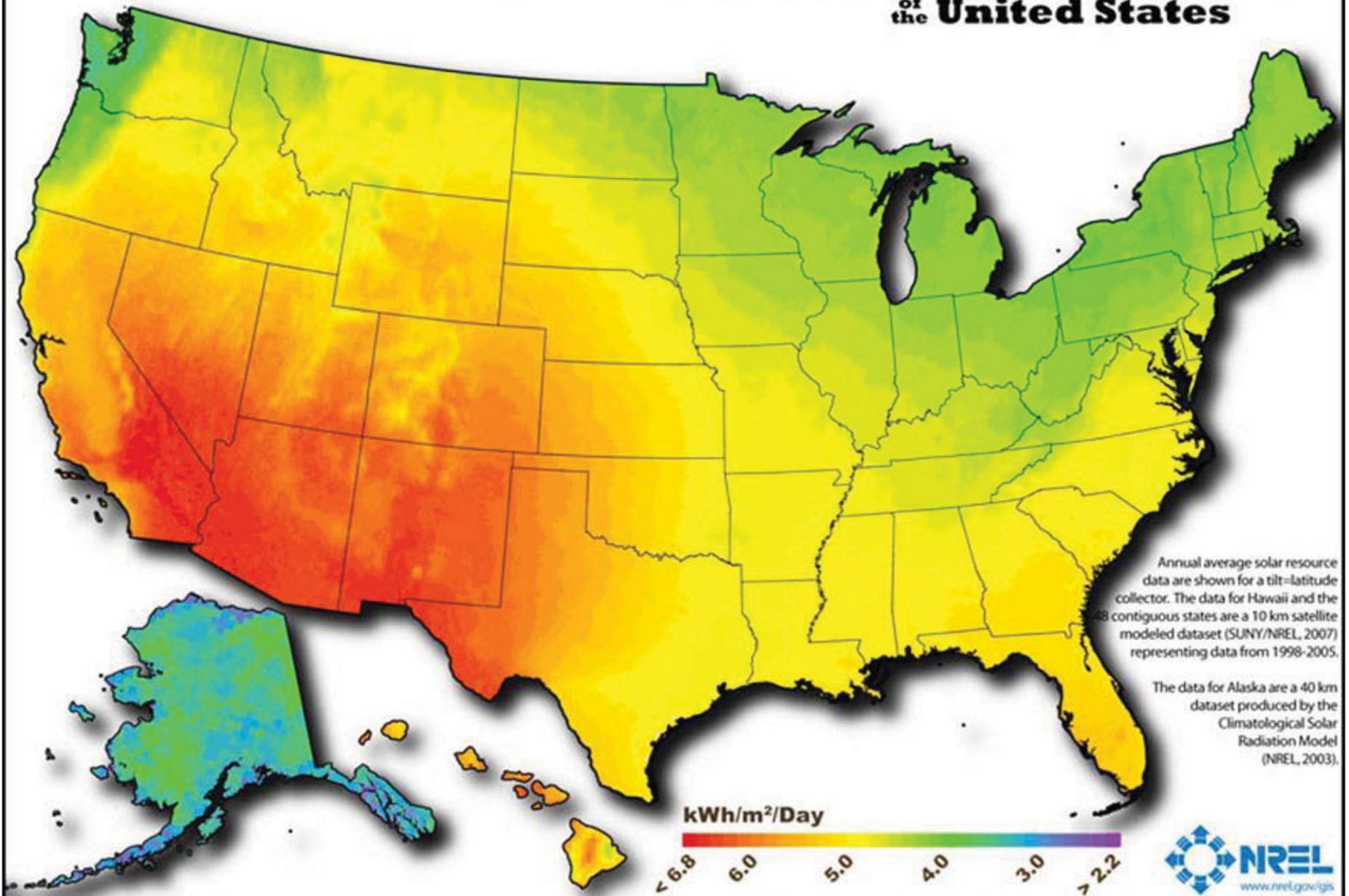


Cumulative Front Handle Warranty IPTV Normalized To 36 Months

Builds Through August 31, 2006



Photovoltaic Solar Resource of the United States



Author : Billy Roberts - October 20, 2008

This map was produced by the National Renewable Energy Laboratory for the U.S. Department of Energy.



Progression of the Chrome Delamination

- Progressive
- May be visual and/or detected by feel
- GM selected five parts from WPR
 - Demonstrate a range of progression

PE09-044_ N090239

Tahoe Yukon Interior Door Handle

Summary of 21 Jan 10 GM/NHTSA Conversation
Review of Characteristics of the Tahoe Yukon
Interior Door Handle Warranty Claims

- Warranty claim rates were significantly higher from SOP to a supplier change on 1 Sept 06
- Due the effects of solar loading, approximately 90% of the warranty claims were associated with front door handle labor codes.
- Warranty claim rates were higher in western states with a history of high solar loads.

----- Forwarded by Dale A. Furney/US/GM/GMC on 02/03/2010 10:47 AM -----



<Leamon.Strickland@dot.gov
>

To <dale.a.furney@gm.com>

02/02/2010 02:52 PM

cc <Scott.Yon@dot.gov>

Subject RE: PE09-044 door handle

Dale,

This is to follow up our phone conversation and to provide further details from PE08-71, which concerned Hyundai door handle lacerations: The following are data and other information developed or reviewed during PE08-071.

1. ODI identified the following injury reports that also indicated medical attention was sought.

MY 2002	2 injuries requiring stitches
MY 2003	3 injuries requiring stitches, 1 injury treated with cauterization
MY 2004	2 injuries requiring stitches, 1 injury treated with surgical glue
MY 2005	None

2. Reports of cuts/lacerations involving minor children
:
Reference to "child" (3 to 10 yrs of age) 13
Reference to "son or daughter" 15, including one case requiring stitches

3. Information regarding the seating location of the injured occupant is not available.

ODI identified the following injury reports that also indicated medical attention was sought

- PE08-071 report cases requiring stitches (91,350 in the recall population 2002-2003 Hyundai)
 - MY 2002 (78,394) - 2 injuries requiring stitches
 - MY 2003 (76,007) - 3 injuries requiring stitches, 1 injury treated with cauterization
 - MY 2004 (101,797) - 2 injuries requiring stitches, 1 injury treated with surgical glue
 - MY 2005 (79,780) - None
- PE09-044 report cases requiring stitches
 - Subject and Question 9 population before 1 Sept 06 (345,039 vehicles) - 4 injuries requiring stitches

Reports of cuts/lacerations involving minor children

- PE08-071 report of cuts/lacerations involving minor children (91,350 in the recall population 2002-2003 Hyundai)
 - Reference to “child” (3 to 10 yrs of age) - 13
 - Reference to “son or daughter” - 15, including one case requiring stitches
- PE09-044 subject vehicle report of cuts/lacerations involving minor children (345,039 in subject and question 9 population)
 - Reference to “child” (age not known) - 9
 - Reference to “son, daughter, grandchild, or niece” - 19

Prior ODI Investigations Related to Risk of Laceration Injuries

- PE08-071 was the first ODI investigation specifically related to peeling/separation of plating of the interior door handles
- 09C-001 (prompted by PE08-049): Peg Perego child safety seats. Restraint harness cover can cut or scrape an infant's feet, due to excess mold flash on harness adjuster cover
 - 32,641 seats recalled
 - 94 consumer complaints/injuries
 - 1 case of medical attention sought/no record of stitches, etc
- 07C-004 (prompted by PE07-002): Dorego Alpha/omega child seats: Possibility of inserting a child's finger into the hole for attaching cup holder to the seat. Injuries reported as cuts/scrapes/bruises
 - 16,600 seats recalled
 - 14 consumer complaints
 - 10 injuries

Other Vehicle Safety Recalls Posing a Risk of Laceration Injuries

- 01V-172: GM/FMVSS 201/Sun Visor. Center support of sun visor with radii less than 3.2mm as required by FMVSS. Potential for laceration injuries during a crash.
- 04V-010: IC Corporation. On certain school bus models a gap may exist between the modesty panel and the wheel well located behind driver's seat, if panel is bent out of position. Sharp/jagged edges are located under the panel.
- 92V-095: Motor Coach Industries, Inc. Fluorescent lighting tubes located above parcel racks are exposed and may break on contact with parcels or occupant's

Risk of laceration injuries to minor children of particular concern, especially when components are used properly and according to their intended function

Risk of laceration injuries to minor children of particular concern, especially when components are used properly and according to their intended function

Because the Tahoe Yukon interior door handle issue is primarily a front-door issue, the risk of laceration injuries to minor children is low

15067040 (current AOS)

AVERTISSEMENT ▲ WARNING

EVEN WITH ADVANCED AIR BAGS

- Children can be killed or seriously injured by the air bag.
- The back seat is the safest place for children.
- Always use seat belts and child restraints.
- See owner's manual  for more information about air bags.



15067040

Print In

MÊME AVEC DES SACS GONFLABLES INTELLIGENTS

- Les enfants peuvent être tués ou gravement blessés par le sac gonflable.
- Le siège arrière est l'endroit le plus sûr pour les enfants.
- Toujours utiliser les ceintures de sécurité et les ensembles de retenue pour enfant.
- Voir le Guide du propriétaire  pour plus d'information à propos des sacs gonflables.

BARCODE

Occupants per Vehicle by Seat Position for Utilities Based on Weighted Data from 2004-2008 NASS-CDS

	a) 6mo	b) 3yr	c) 6yr	d) 5 F	e) 50M	f) 95M	
a) Driver			0.0002	0.1355	0.5904	0.2739	1.0000
b) Front Passenger	0.0005	0.0005	0.0038	0.0772	0.1344	0.0378	0.2541
c) 2nd Row Left	0.0057	0.0135	0.0190	0.0176	0.0190	0.0068	0.0817
d) 2nd Row Center	0.0063	0.0042	0.0078	0.0056	0.0044	0.0013	0.0296
e) 2nd Row Right	0.0073	0.0097	0.0118	0.0263	0.0254	0.0033	0.0837
f) 2nd Row Other	0.0000	0.0025	0.0006	0.0007	0.0008	0.0002	0.0048
g) 3rd Row Pass.	0.0000	0.0007	0.0028	0.0017	0.0017	0.0005	0.0074
	0.0199	0.0312	0.0459	0.2646	0.7761	0.3237	1.4614

Children were in the front seat in only 0.48 % of these towaway crashes. They were more likely to be in the 2nd Row Left (3.83 % of the time), 2nd Row Center (1.83 % of the time), 2nd Row Right (2.88 % of the time).

Statistics based on weighted frequency of vehicle occupants (with known height and weight) in towaway crashes.

{[*]} Indicates GM Confidential Business Information Redacted

Injury Rates & Projections (IPTV)

Medical Attention Rate in Peach (IPTV)

Vehicles	36 MIS	48 MIS	72 MIS
'02-'03 Hyundai (Recalled)			0.92 0.0389
'04-'05 Hyundai (Not Recalled)		0.09 0.0165	(0.14)
All '07-'08 Tahoe/Yukon/Yukon XL	0.08 0.0063	{[*]}	{[*]}
Tahoe/Yukon/Yukon XL (built through Aug '06)	0.32 0.0093	{[*]}	{[*]}
Tahoe/Yukon/Yukon XL (built after Aug '06)	0.02 0.0048	{[*]}	{[*]}

* = Projection () = GM Linear Estimate

EA10-004_ N090239A

Chrome Interior Door Handle

2007 GMT900

Interior Chrome Door Handle – Laceration Hazard

Chronology:

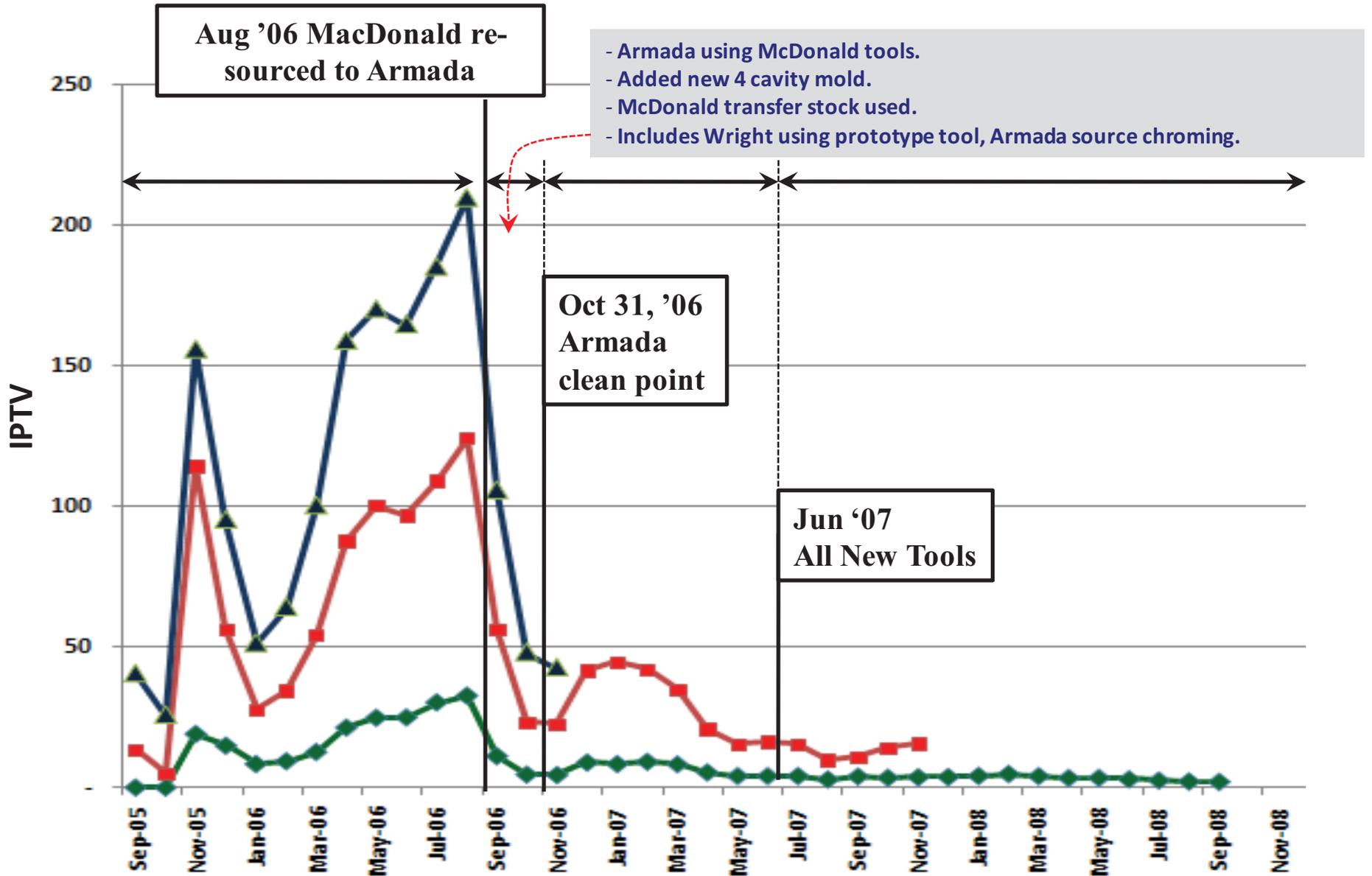
9/14/09	NHTSA-ODI PE09-044 issued.
11/6/09	NHTSA-ODI PE09-044 response submitted
1/5/10	Investigation Status Review
1/14/10	FPET Review
1/15/10	FPERC Review
1/20/10	FADC Review
6/18/10	Special Coverage (10/100k) – Trucks Built Through Aug 31 '06
7/1/10	NHTSA-ODI Upgraded to EA10-004
7/16/10	Dealer Bulletin issued (Owner Letter mailings 7/23)
8/16/10	Response to EA10-004 due to NHTSA

2002 - 2003 Hyundai Door Latch Response Data - 09V317000

	Pop	CAC	IPTV	TAC	IPTV	Injury	IPTV	Warranty	IPTV
2002	78,394	96	1.22	52	0.66	70	0.89	8,566	109.27
2003	76,007	114	1.50	14	0.18	73	0.96	14,897	196.00
2004	101,797	16	0.16	1	0.01	11	0.11	3,572	35.09
2005	79,780	6	0.08	0	0.00	5	0.06	1,422	17.82
Total	335,978	232	0.69	67	0.20	159	0.47	28,457	84.70

No property damage or legal

Interior Chrome Handle Warranty - U.S. IPTV



Tahoe Yukon Interior Door Handle

Warranty Count

Right Front	16,929	45.27%	Front	33,260	88.9%
Left Front	16,331	43.68%			
Right Rear	2,035	5.44%	Rear	3,897	10.4%
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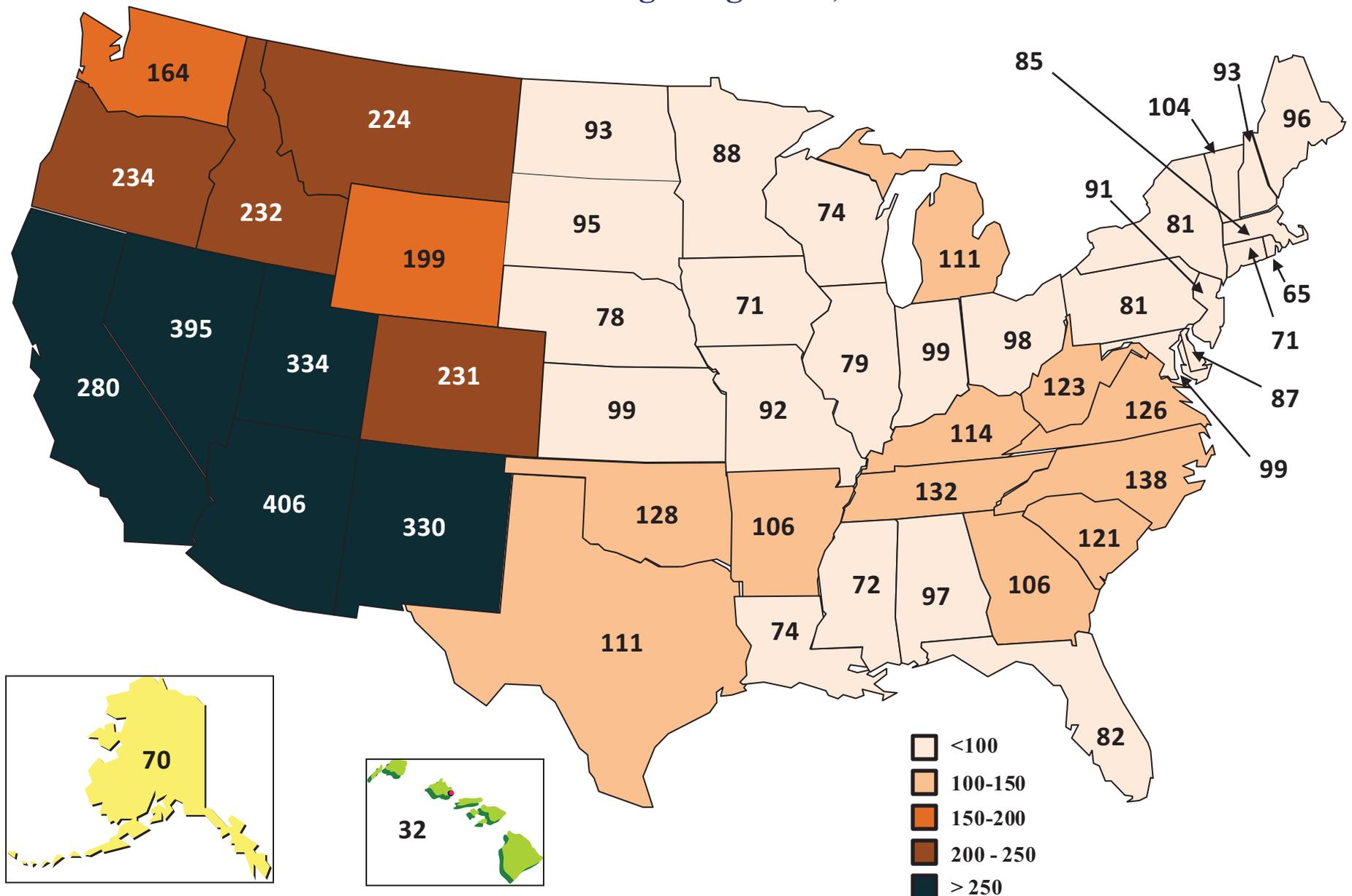
Other Vehicles Interior Door Handle

Warranty Count

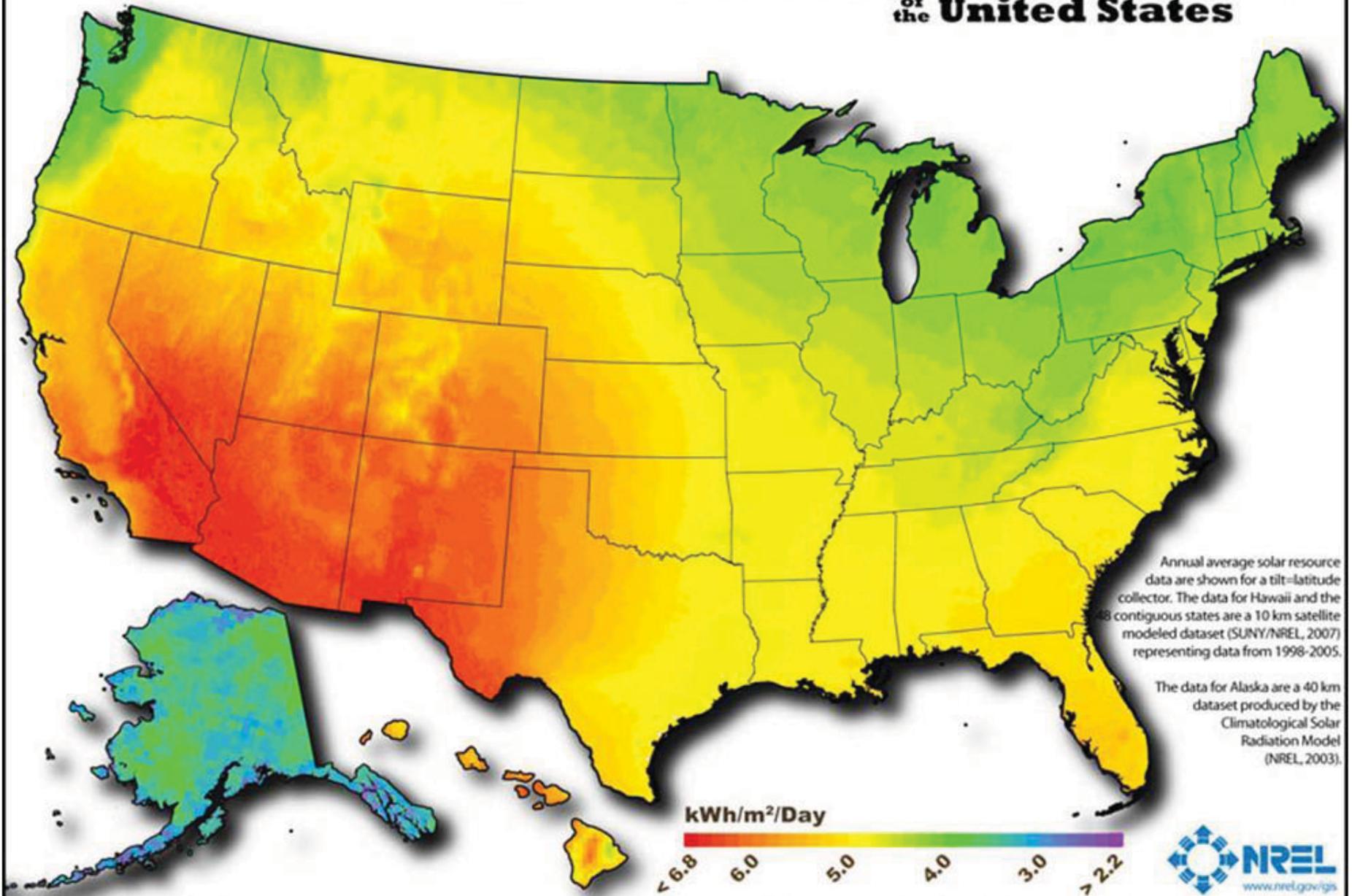
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15067040 (current AOS)

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15067040

Printed In

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Reports of cuts/lacerations involving minor children

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 - Reference to “son or daughter” - 15, including one case requiring stitches
- EA10-004 GM subject vehicle report of cuts/lacerations involving minor children (451,651 in subject population)
 - Reference to “child” (age not known) - 13
 - Reference to “son, daughter, grandchild, or niece” - 37

The rate of injury claims in GM reports in which children were referenced was very low (0.02 IPTV @ 36 months exposure). Those for which “son,” “daughter,” “grandchild,” or “niece” (some of which may be adults) were referenced is also low (0.05 IPTV @ 36 months exposure).