



U.S. Department  
of Transportation

# Memorandum

**National Highway  
Traffic Safety  
Administration**

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**Subject:** Memo to file

**Date:** May 7, 2004

**From:** Tom Cooper

**Reply to**

**Attn of:** NVS212tzc

**To:** File EA03-007

On May 4, 2004, ODI staff met with GM representatives to discuss ODI's investigation EA03-007. During the meeting, a copy of the attached material was given to GM. The material represents a summary of data from phone interviews conducted by ODI staff with owners of the subject GM vehicles having made a warranty claim on the subject vehicle.

**GM Repair Orders  
Phone survey Results**

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<b>Nature of Complaint</b>	<b>Engine Cut-off/Stall</b>	<b>72</b>
	<b>Hesitation</b>	<b>2</b>
	<b>No Start</b>	<b>2</b>

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<b>Speed (mph)</b>	<b>Parked or &lt;5</b>	<b>16</b>
	<b>5 to 25</b>	<b>1</b>
	<b>26 to &gt; 55</b>	<b>57</b>
	<b>Unknown</b>	<b>2</b>

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<b>Vehicle Restart (#attempts)</b>	<b>Could not restart</b>	<b>23</b>
	<b>Yes (1)</b>	<b>13</b>
	<b>Yes (2-4)</b>	<b>23</b>
	<b>Yes (&gt;5)</b>	<b>12</b>
	<b>Yes (unknown)</b>	<b>5</b>

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<b>Number of Stalls</b>	<b>Once</b>	<b>41</b>
	<b>Multiple Stalls</b>	<b>35</b>

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<b>Warning Prior to Stall</b>	<b>No</b>	<b>72</b>
	<b>Yes</b>	<b>4</b>

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<b>Concern for Safety</b>	<b>No</b>	<b>0</b>
	<b>Yes</b>	<b>76</b>

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