

**UNITED STATES DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**

1200 New Jersey Avenue, SE  
West Building, W41-326  
Washington, DC 20590

**In re:** )  
)  
TQ14-001 )  
NHTSA Recall No. 14V-047 )  
)

**SPECIAL ORDER DIRECTED TO GENERAL MOTORS LLC**

To:

M. Carmen Benavides, Director  
Product Investigations and Safety Regulations  
General Motors LLC  
Mail Code: 480-210-2V1  
30001 Van Dyke Road  
Warren, MI 48090-9020

This Special Order is issued by the Secretary of Transportation pursuant to 49 U.S.C. § 30166(g)(1)(A) and 49 C.F.R. §§ 510.7 and 510.8, and pursuant to a delegation of authority to the Chief Counsel of the National Highway Traffic Safety Administration (“NHTSA”), an Operating Administration of the United States Department of Transportation.

On February 7, 2014, General Motors LLC (“GM”) notified NHTSA that it determined that a defect, which relates to motor vehicle safety, exists in 619,122 model year (“MY”) 2005-2007 Chevrolet Cobalt and MY 2007 Pontiac G5 vehicles. According to GM’s report (“Part 573 Report”), the safety defect concerns a condition in which the vehicle’s ignition switch may unintentionally move from the “run” position to the “accessory” or “off” position resulting in a loss of power. This risk may be increased if the key ring is carrying added weight or the vehicle goes off road or experiences some other impact related event. In some cases, the timing of the

ignition switch movement relative to the activation of the sensing algorithm of the crash event may result in the airbags not deploying.

In its letter dated February 24, 2014, GM amended the original Part 573 Report to include a more detailed chronology of principal events. On February 25, 2014, GM submitted another Part 573 Report covering additional models/model year vehicles due to the same safety defect. The specific additional vehicles include the MY 2006-2007 Chevrolet HHR and Pontiac Solstice, MY 2003-2007 Saturn Ion and MY 2007 Saturn Sky vehicles totaling another 748,024 vehicles.

Together, GM's recall affects a total population of 1,367,146 vehicles. NHTSA has designated this recall, as amended, as NHTSA Recall No. 14V-047.

Based on GM's chronology of events (Attachment B to GM's February 24, 2014 Part 573 Report), NHTSA opened a Timeliness Query, TQ14-001, to evaluate the timing of GM's defect decisionmaking and reporting of the safety defect to NHTSA.

GM's response to this Special Order must be provided by **April 3, 2014**. GM's response must be signed under oath, i.e., accompanied by an affidavit, signed by a responsible officer of GM, stating that he/she has undertaken and directed an inquiry reasonably calculated to assure that the answers and production of documents are complete and correct, that he/she has caused the documents of GM to be searched diligently for information and documents responsive to this Special Order and produced them to NHTSA, and that the answers to the inquiries provided to NHTSA respond completely and correctly to this Special Order. 49 U.S.C. § 30166(g)(1)(A); 49 C.F.R. § 510.7. Failure to respond fully or truthfully to this Special Order may result in a referral to the United States Department of Justice for a civil action to compel responses, and may subject GM to civil penalties of up to \$7,000 per day, up to a maximum penalty of \$35,000,000 for a related series of daily violations. 49 U.S.C. §§ 30163(a)(1), 30165(a)(3); 49 C.F.R. §

578.6(a)(3). Falsifying or withholding information in response to this Special Order may also lead to criminal penalties of a fine or imprisonment of up to 15 years, or both. 49 U.S.C. § 30170(a)(1).

### DEFINITIONS

To the extent used in this Special Order, the following definitions apply:

1. **“Affiliates”** means a corporation that is related to another corporation (such as a subsidiary, parent, or sibling corporation) by shareholdings or other means of control.

2. **“Agent”** means an individual, such as a representative, who is authorized to act for or in place of another.

3. **“Defect”** or **“Defect condition”** means the defect that is the subject of NHTSA Recall No. 14V-047.

4. **“Describe”** means to provide, with respect to any act, occurrence, transaction, event, statement, communication, or conduct (hereinafter, collectively, “act”), all facts concerning any such act, including, but not limited to, a description of each act, and the date, the location, and the names and addresses of all persons involved.

5. **“Document(s)”** is used in the broadest sense of the word under Rule 34 of the Federal Rules of Civil Procedure, and includes all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, electronic communications (existing in hard copy and/or in electronic storage), invoices, contracts, agreements, manuals, publications, photographs of all types, and all mechanical, magnetic, and electronic records or recordings of any kind. Any document, record, graph, chart, film or photograph originally produced in color must be provided

in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

6. **“Employee”** means a person who works in the service of another person (the employer) under an express or implied contract of hire, under which the employer has the right to control the details of work performance.

7. **“GM”** means General Motors LLC, its predecessor General Motors Corporation, 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).

8. **“Identify”, “identity” or “identification,”** with respect to a person, means to provide that person’s name, title or position, employer, and last known business address and telephone number. With respect to a document, means the date (or time period covered if not dated), nature of document, author, and recipient(s). With respect to a business, means to provide the corporate address, name of its principals, telephone number, and name and address of the agent for service. With respect to a website, means the url of the site, the name and address of the owner of the site and the name and address of administrator of the website.

9. **“Subject Ignition Switch Assembly”** means the ignition switch assembly in the vehicles subject to NHTSA Recall No. 14V-047.

10. **“Officer”** means a person who holds an office of trust, authority, or command, such as a person elected or appointed by the board of directors to manage the daily operations of a corporation, such as a CEO, president, secretary, or treasurer.

11. **“Recall”** means NHTSA Recall No. 14V-047.

12. **“Subject vehicle(s)”** means the vehicles subject to NHTSA Recall No. 14V-047.

13. **Other Terms.** To the extent that they are used in these requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 C.F.R. § 579.4.

### **INSTRUCTIONS**

1. Your response to the Special Order shall be sent to Office of the Chief Counsel (NCC-111), National Highway Traffic Safety Administration, West Building, W41-326, 1200 New Jersey Avenue, SE, Washington, DC 20590.

2. Please repeat the applicable request verbatim above your response. After your response to each request, identify the source of the information and indicate the last date the information was gathered.

3. When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation. Please also be reminded that where a document responsive to a request is not in the English language, both the original document and an English translation of the document must be produced.

4. You are required to respond to every request listed in this Special Order. If you

cannot respond to any specific request or subpart(s) thereof, please state the reason why you are unable to do so. If you are unable to respond because you do not have all or any of the precise information needed to respond, provide an estimate. If, on the basis of attorney-client, attorney work product, or other privilege, you do not submit one or more requested documents or items of information in response to this Special Order, you must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

5. The response to this Special Order, including the document requests, must be submitted in duplicate, together with a copy of any confidentiality request, to this office by the deadline stated above.

6. If you claim that any of the information or documents provided in response to this Special Order constitutes confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or is protected from disclosure pursuant to 18 U.S.C. § 1905, you must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 C.F.R. Part 512, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, West Building, W41-326, 1200 New Jersey Avenue, SE, Washington, DC 20590. You are required to submit two copies of the documents containing allegedly confidential information and one copy of the documents from which information claimed to be confidential has been deleted. Failure to adhere to the requirements of 49 C.F.R. Part 512 will result in a rejection of your request for confidential treatment.

7. All documents shall be produced electronically, as described below, and

accompanied by a Concordance-format load file.

a. Hard copy documents shall be imaged in TIFF format. They shall be provided as multi-page TIFFs with document level OCR. The following metadata fields shall be provided for each document:

- i. Custodian—Name of person or division (if the document is from a file shared by multiple employees) from which the file is being produced;
- ii. Bates Begin—Beginning Production Number;
- iii. Bates End—Ending Production Number;
- iv. Attach Begin—Beginning Attachment Range Number;
- v. Attach End—Ending Attachment Range Number (i.e. parentage is maintained);
- vi. Page Count; and
- vii. Marginalia.

b. Electronically Stored Information (ESI) shall be converted to multi-page TIFF images and produced along with document level OCR/extracted text. The following metadata fields will be provided for non-email ESI:

- i. Custodian (name of custodian from which file is being produced);
- ii. Other Custodian(s) (name of other custodian(s) who had a copy of the file);
- iii. Doc Title (title of file from properties);
- iv. Doc Subject (subject of file from properties);
- v. Created Date (date the file was created);
- vi. Created Time (time the file was created);
- vii. Last Modified Date (date the file was last modified);
- viii. Last Modified Time (time the file was last modified);
- ix. Last Saved By (name of user who last saved the file);
- x. Doc Type (attachment or loose file);
- xi. File Type (Microsoft Word, Microsoft Excel, etc.);
- xii. File Name (names of the file);
- xiii. Full Path (full path location to where the file resided);
- xiv. File Ext (extension for the file);
- xv. MD5 Hash (or equivalent);
- xvi. Bates Begin (beginning production number);
- xvii. Bates End (ending production number);
- xviii. Attach Begin (beginning attachment range number);
- xix. Attach End—Ending Attachment Range Number (i.e. parentage is maintained);
- xx. Page Count; and

- xxi. Native link (path to the native file as included in the production, e.g., d\PROD001\Natives\ABC00015.xls).

The following metadata fields will be provided for electronic mail:

- i. Custodian (name of custodian from which file is being produced);
- ii. Other Custodian(s) (name of other custodian(s) who had a copy of the file prior to de-duplication);
- iii. Author (FROM field);
- iv. CC;
- v. BCC;
- vi. Recipient (TO field);
- vii. MD5 Hash Value (or equivalent);
- viii. Date Sent (date the email was sent);
- ix. Date Received (date the email was received);
- x. Time Sent (time the email was sent);
- xi. Time Received (time the email was received);
- xii. File Ext (extension for the file);
- xiii. Email Folder (the folder within the mailbox where the message resided);
- xiv. Body Text (extracted text);
- xv. Bates Begin (beginning production number);
- xvi. Bates End (ending production number);
- xvii. Attach Begin (beginning attachment range number);
- xviii. Attach End—Ending Attachment Range Number (i.e. parentage is maintained);
- xix. Page Count;
- xx. Subject; and
- xxi. Native link (path to the native file as included in the production, e.g., d\PROD001\Natives\ABC00015.xls).

For all date fields, please produce them in either YYYYMMDD or MM/DD/YYYY format. Do not include the time in any date fields. Electronic mail shall be produced along with attachments to the extent the message or any attachment is responsive, relevant, and not privileged. As a general matter, subject to specific review, a message and its attachments shall not be withheld from production based on the fact that one or more attachments are privileged, irrelevant, or non-responsive.

c. Excel spreadsheets, PowerPoint files (or like presentations), photographs, and brochures shall be produced both in native and TIFF formats. For Excel documents



or any documents with embedded links to other files or documents, any linked files should be sequentially numbered and produced after the source file and the Attach Beg/Attach End fields be used to denote the parent/child relationship.

d. If a particular file is not provided in a common format (e.g. Word or PDF) and requires the use of special software that is not readily available, you must provide a copy of that software with its submission.

8. The singular includes the plural; the plural includes the singular. The masculine gender includes the feminine and neuter genders; and the neuter gender includes the masculine and feminine genders. "And" as well as "or" shall be construed either disjunctively or conjunctively, to bring within the scope of this Special Order all responses that might otherwise be construed to be outside its scope. "Each" shall be construed to include "every" and "every" shall be construed to include "each." "Any" shall be construed to include "all" and "all" shall be construed to include "any." The use of a verb in any tense shall be construed as the use of the verb in a past or present tense, whenever necessary to bring within the scope of the document requests all responses which might otherwise be construed to be outside its scope.

9. GM's response to this Special Order must be under oath, i.e., accompanied by an affidavit, signed by a responsible officer of GM, stating that he/she has undertaken and directed an inquiry reasonably calculated to assure that the answers and production of documents are complete and correct, that he/she has caused the documents of GM to be searched diligently for information and documents responsive to this Special Order and produced them to NHTSA, and that the answers to the inquiries provided to NHTSA respond completely and correctly to this Special Order.

## REQUESTS

1. Separately for each model and model year vehicle included within this recall, state the manufacturer and part number of the ignition switch.

2. For each unique design version and/or part number, provide diagrams, engineering drawings, and turning torque performance requirements for the subject ignition switch assembly and all sub-components it consists of, including diagrams and engineering drawings for each unique design version of OEM ignition key intended to be used in the subject switch. Discuss and describe the defect condition that can result in the subject switch moving from the run to the accessory or off position, or an interim position between these positions, under certain driving and/or crash incident conditions, including which specific sub-component(s) (e.g., the detent plunger and/or spring) is/are the cause of, or involved in the defect condition. Describe and discuss all modifications made to the ignition switch and/or ignition key and the purpose of the modification, state which specific components were modified, discuss when and how those components were modified, provide all part number changes that were associated with the modifications, and provide GM's analysis that proves or supports that the modifications were effective. Also discuss and describe any and all outside influences that may affect the likelihood that the defect condition will occur, such as key chain type or weight, non-OEM ignition key designs, the specific vehicle dynamic/crash conditions that are of most concern, and any driver/occupant actions/practices that may be a factor. Provide a list of every make, model, and model year vehicle GM manufactured using the subject ignition switch, or any of the suspected and modified subcomponents, as discussed above. Lastly describe and discuss GMs use of the original and modified versions of the subject switch as service parts sold to third parties for both subject, and non-subject vehicle repairs, including how GM intends to manage

and control any suspect stock or inventory of unmodified subject ignition switches that could inadvertently be used as a service part (and potentially introduce a defect condition into a vehicle).

3. Discuss and explain in precise detail how the defect condition involving the subject switch moving from the run to the accessory or off or an interim position results in, or may result in the disablement of one or both frontal airbags, or can otherwise affect in any way other components or functionality of a passive safety system intended for occupant protection during a subject vehicle crash. Discuss and explain how the airbag sensing and diagnostic module (“SDM”) is affected by the defect condition, and how and why the SDM determines or otherwise causes the disablement of airbags or other active components when the defect condition occurs. State whether or not GM intended for the subject vehicle frontal airbags to deploy in a crash when the ignition switch is in the accessory position, or in the off position, or in an interim position, and describe any additional conditions or factors that may affect whether or not the SDM disables the frontal airbags when the ignition switch is in the accessory, or run position (e.g., time elapsed since key-on, or time elapsed since key-off). State whether or not the SDM has any built-in, or onboard energy storage capability intended to provide power for the case where the normal power supply is interrupted, either through the ignition switch or via a crash related consequence (such as mechanical damage to the electrical harnessing, etc.), and if so, discuss the backup system and its capabilities and limitations. State whether or not other non-subject vehicle airbag systems would be similarly affected (i.e., result in disabled airbags) by the movement of the ignition switch during a crash incident, and if they exist, discuss and explain any differences in non-subject vehicle airbag system performance, and why they occur.

4. Separately for each model and model year vehicle included within this recall, state the number of each of the following received by GM, or of which GM is otherwise aware, which relate or may relate to the defect:

- a. The number of consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality;
- d. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
- e. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

For subparts “a” through “c,” 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 (e.g., 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). Provide the information in a Microsoft Excel file titled “REQUEST NUMBER FOUR.”

5. Separately, for each item within the scope of your response to Request No. 4, state the following information:

- a. GM’s file number or other identified used;
- b. The category of the item, as identified in Request No. 4 (e.g., consumer complaint);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle’s make, model, and model year;
- e. Vehicle’s VIN;
- f. Vehicle’s mileage at the time of incident;

- g. Incident date (in “dd/mm/yyyy” date format);
- h. Report or claim date (in “dd/mm/yyyy” date format);
- i. Whether a crash is alleged;
- j. Number of alleged injuries, if any; and
- k. Number of alleged fatalities, if any.

Provide the information in a Microsoft Access file titled “REQUEST NUMBER FIVE.”

6. Provide copies of all documents related to each item within the scope of Request No. 4. Organize the documents separately by category (e.g., consumer complaints, field reports, etc.) and in chronological order. These documents should include, but not be limited to, documentation of the 23 frontal-impact crashes identified in GM’s chronology (Attachment B) included in GM’s February 24, 2014 Part 573 Report.

7. For each lawsuit within the scope of Request No. 4, state the outcome of the lawsuit as to GM.

8. For each lawsuit within the scope of Request No. 4, provide a copy of the complaint (or most recent amended complaint which names GM).

9. For each lawsuit within the scope of Request No. 4, provide a copy of each transcript of a deposition testimony by any GM employee, former GM employee, consultant, or expert witness.

10. For each lawsuit within the scope of Request No. 4, provide a copy of each transcript of trial or hearing testimony by any GM employee, former GM employee, GM consultant, or GM expert witness.

11. For each lawsuit within the scope of Request No. 4, provide a copy of any affidavit or declaration by any GM employee, former GM employee, GM consultant, or GM expert witness submitted to the court.

12. For each lawsuit within the scope of Request No. 4, provide a copy of any expert witness report by a GM expert witness.

13. For each lawsuit within the scope of Request No. 4, provide a copy of any judgment and opinion in the case, which relates to final disposition of the case as to GM.

14. Identify all communications prior to February 7, 2014 between GM and NHTSA related to the defect condition.

15. Identify all communications prior to February 7, 2014 between GM and NHTSA related to the nondeployment of airbags in subject vehicles.

16. State by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to or may relate to the defect: warranty claims; extended warranty claims; claims for good will services that were provided; and warranty claims or repair made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. GM's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. A description of any part removed, including the GM part number if available;
- e. A description of any part installed, including the GM part number if available;
- f. Repair/service date (in "dd/mm/yyyy" date format);
- g. Vehicle mileage at time of repair;
- h. Repairing/servicing dealer's or facility's name, telephone number, city and state or ZIP code;

- i. Problem code;
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim, repair and/or service.

Provide the summary warranty data in a Microsoft Excel file titled “SUMMARY WARRANTY DATA.” Provide the warranty data in a Microsoft Access file titled “WARRANTY DATA.”

17. Provide all documents GM reviewed in preparation of the chronology (Attachment B) included in GM’s February 24, 2014 Part 573 Report.

18. For each Problem Resolution Tracking System (“PRTS”) inquiry addressed by GM’s chronology (Attachment B) included in its February 24, 2014 Part 573 Report, identify each of the individuals involved in the PRTS inquiry.

19. Provide a copy of each PRTS report referenced by GM’s chronology (Attachment B) included in its February 24, 2014 Part 573 Report.

20. Provide all documents related to the reasons that GM opened and closed the PRTS inquiries referenced by GM’s chronology (Attachment B) included in its February 24, 2014 Part 573 Report.

21. Did GM perform any work in 2008 relate to the defect that is the subject of this recall, including by investigating crashes in any of the recalled vehicles in which the airbags did not deploy? If so, describe the nature of the work, identify all individuals involved, and provide all related documents.

22. GM’s chronology (Attachment B) included in its February 24, 2014 Part 573 Report refers to a Field Performance Evaluation Review Committee and Field Product Evaluation Recommendation Committee, calling both by the acronym “FPERC.” Are these two

different committees? If yes, describe the purpose of each committee. If no, explain the reason GM's chronology uses two names for this committee.

23. Did GM perform any Failure Mode and Effects Analysis that relates or may relate to the defect? If yes, state the beginning and end date of each Failure Mode and Effects Analysis, describe the finding(s) and conclusion(s) of each Failure Mode and Effects Analysis, identify each individual involved with each Failure Mode and Effects Analysis, and provide all related documents.

24. State each date on which GM's Field Performance Evaluation Review Committee and/or Field Product Evaluation Recommendation Committee ("FPERC") discussed issues that relate or may relate to the defect that is the subject of this recall. Describe in detail the substance of the discussions, identify the individuals involved in the discussions, and provide all related documents.

25. State each date on which GM's Executive Field Action Decision Committee discussed issues that relate or may relate to the defect that is the subject of this recall. Describe in detail the substance of the discussions, identify the individuals involved in the discussions, and provide all related documents.

26. Is GM's remedy for this recall the same "re-designed ignition switch" that "GM believes that [Delphi Mechatronics] began providing . . . to GM at some point during the 2007 model year"? If no, describe each difference between that "re-designed ignition switch" and the replacement ignition switch GM intends to use as its remedy.

27. According to a press release regarding this recall that GM submitted to NHTSA, GM North America President Alan Batey said that GM's "process employed to examine this phenomenon was not as robust as it should have been." Describe in detail the ways in which



GM's process "was not as robust as it should have been" and GM's plans (if any) to change its process.

28. To the extent not otherwise provided in response to a specific request, provide all documents reviewed in preparation of the responses to this Special Order, or that otherwise support GM's responses to this Special Order.

**The following requests relate to the 2004 portion of GM's chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

29. On what date(s) did "GM learn[] of at least one incident in which a Cobalt lost engine power because the key moved out of the 'run' position when the driver inadvertently contacted the key or steering column." Provide all related documents.

30. Provide all documents related to the referenced incident or incidents "in which a Cobalt lost engine power because the key moved out of the 'run' position when the driver inadvertently contacted the key or steering column."

31. On what date(s) were "GM employees [] able to replicate this phenomenon during test drives"? State the total number of times "GM employees were able to replicate this phenomenon during test drives," identify each of the individuals involved in this work, and provide all related documents.

32. On what date did GM open the referenced PRTS inquiry? On what date did GM close the referenced PRTS inquiry?

33. Describe each of the referenced "potential solutions" that GM considered, including the "lead time required, costs, and effectiveness" of each of the solutions. Provide all related documents.

**The following requests relate to statements made by GM in the 2005 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

34. On what date(s) did "GM employees receive new field reports of Cobalts losing

engine power”? For each field report, state whether it involved movement of the key “out of the ‘run’ position when a drive inadvertently contacted the key or steering column.” Provide all related documents.

35. On what date(s) did GM open “[f]urther PRTS’s . . . to re-assess this issue”? On what dates were each of those PRTSs closed?

36. On what date was the proposal “that GM redesign the key head from a ‘slotted’ to a ‘hole’ configuration” approved?

37. On what date was the approval for the proposal “that GM redesign the key head from a ‘slotted’ to a ‘hole’ configuration” cancelled?

38. Why was the proposal “that GM redesign the key head from a ‘slotted’ to a ‘hole’ configuration” approved?

39. Why was the approval for the proposal “that GM redesign the key head from a ‘slotted’ to a ‘hole’ configuration” cancelled?

40. Provide all documents related to the reasons that the proposal “that GM redesign the key head from a ‘slotted’ to a ‘hole’ configuration” was approved.

41. Provide all documents related to the reasons that the approval for the proposal “that GM redesign the key head from a ‘slotted’ to a ‘hole’ configuration” was cancelled.

42. Identify all individuals involved with the proposal “that GM redesign the key head from a ‘slotted’ to a ‘hole’ configuration,” including by identifying those individuals who made the decision to approve and cancel the redesign.

43. On what date did GM first issue Information Service Bulletin 05-02-35-2007?

44. Provide a copy of Information Service Bulletin 05-02-35-2007.

45. Provide all documents related to the reasons that GM issued Information Service

Bulletin 05-02-35-2007.

46. On what date did GM first replace the “previous key ring . . . with a smaller, 13 mm design”?

47. Identify all individuals involved with GM’s replacement of the “previous key ring . . . with a smaller, 13 mm design.”

48. Provide all documents related to GM’s replacement of the “previous key ring . . . with a smaller, 13 mm design.”

49. Provide a copy of each referenced newspaper article and any other newspaper articles which address “incidents that pre-dated GM’s issuance of Service Bulletin 05-02-35-007” or “GM’s public response to inquiries about those incidents.”

50. Provide all documents related to the statement that “GM concluded in December 2005 that the Service Bulletin and field service campaign was the appropriate response to the reported incidents.”

51. Why did GM “update[] the Service Bulletin in October 2006 to include additional vehicles and model years”?

52. Provide a copy of the October 2006 updated version of the Service Bulletin.

53. Provide all documents that “contain references to a second update of the Service Bulletin in July 2011.”

54. Why did GM consider updating the Service Bulletin in July 2011?

55. Why did GM decide not to update the Service Bulletin in July 2011?

56. Identify all individuals involved with consideration of whether or not to update the Service Bulletin in July 2011.

57. For the 474 customers provided key inserts, according to GM’s warranty records,

provide a table listing the number of key inserts provided by make, model, and date provided.

**The following requests relate to statements made by GM in the 2006 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

58. Describe the changes to the ignition switch approved by a GM design engineer on April 26, 2006.

59. Why did a GM design engineer approve changes to the ignition switch on April 26, 2006?

60. Identify each individual (including individuals working for or on behalf of GM as well as individuals working for or on behalf of Delphi Mechatronics) who was informed of the changes to the ignition switch approved on April 26, 2006, and describe what each person's responsibility, role, or other involvement was in relation to the issue.

61. Provide a copy of the "document approving changes to the ignition switch" signed by the GM design engineer.

62. Describe the role, if any, the GM design engineer who approved changes to the ignition switch on April 26, 2006 had in GM's investigation of airbag nondeployments in any of the recalled vehicles.

63. Did GM approve any change to the ignition switch prior to April 26, 2006? If so, provide the date of the change, describe the change, and state the reasons that the change was made.

64. Did GM approve any change to the ignition switch subsequent to April 26, 2006? If so, provide the date of the change, describe the change, and state the reasons that the change was made.

65. Provide all documents related to the reasons that the ignition switch was changed, whether pursuant to GM's approval on April 26, 2006 or at any other time.

**The following requests relate to statements made by GM in the 2007 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

66. Identify each individual involved in the March 29, 2007 meeting between a "group of GM employees . . . [and] NHTSA representatives in Washington, D.C. to discuss occupant restraint systems."

67. Provide all documents related to the March 29, 2007 meeting between a "group of GM employees . . . [and] NHTSA representatives in Washington, D.C. to discuss occupant restraint systems."

68. Identify the "GM investigating engineer [] tasked with tracking crashes in which Cobalts were involved in frontal impacts and the airbags did not deploy," and any other individuals involved with this work.

69. Provide all documents related to the work performed by the "GM investigating engineer [] tasked with tracking crashes in which Cobalts were involved in frontal impacts and the airbags did not deploy."

**The following requests relate to statements made by GM in the 2009 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

70. On what date did GM open the referenced February 2009 PRTS? On what date did GM close the referenced PRTS inquiry?

71. Did GM implement the key change following the February 2009 PRTS in any model other than the Cobalt? If yes, state each model to which the key change applied (including the model year for which the key change was first implemented). If no, state the reasons that GM did not implement the key change in any model other than the Cobalt.

72. Did the key change implemented following the February 2009 PRTS differ from the key change proposed in 2005? If yes, identify each difference and state whether and how the difference(s) were relevant to preventing accidental ignition shut-off.

73. Provide all documents related to the key change implemented following the February 2009 PRTS, and identify all individuals involved with the key change.

74. Why did “several GM engineers me[e]t with representatives of Continental, the supplier of the SDMs used in the Cobalt” on or about May 15, 2009?

75. Identify the GM engineers who participated in the meeting with Continental on or about May 15, 2009.

76. Provide all documents regarding the meeting on or about May 15, 2009 between GM and Continental.

77. Regarding the meeting on or about May 15, 2009 between GM engineers and representatives of Continental in which Continental apparently divulged new (and previously unknown to GM) data from two non-deployment incident SDMs: Provide the crash incident details (crash date, vehicle VIN and MMY details, complaints, law suits, injury/fatality counts, PARs, field inspection details, photos, etc.) for the crashes associated with the two (2) SDMs GM provided to Continental. Discuss in detail the nature and meaning of the data Continental was able to access (and that was apparently inaccessible to GM) from the two SDMs, and how it was used to determine, or otherwise showed that the SDM sensing algorithm had been disabled during the two crash incidents. State the reasons Continental provided for why the airbag sensing algorithm had been disabled during the crash events, and discuss any explanations Continental provided as to why this was not apparent in the data readily available to GM, or to others who use commercially available tools to access such information. Describe the method or means by which Continental was able to access this data, and state whether or not GM currently has the capability to access this same information, and if so, state when GM obtained this capability. Provide copies of any and all documents that were provide by any party present at the meeting,

or that were subsequently provided or exchanged as a result of, or in connection with the meeting, and state the current location and disposition of the two SDMs provided to Continental.

**The following requests relate to statements made by GM in the 2010 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

78. Did GM perform any work in 2010 to investigate crashes in any of the recalled vehicles in which the airbags did not deploy? If so, describe the nature of the work, identify all individuals involved, and provide all related documents.

**The following requests relate to statements made by GM in the 2011 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

79. On what date did GM initiate a Field Performance Evaluation "investigation of a group of crashes in which airbags in 2005 -2007 model year Chevrolet Cobalts and a 2007 Pontiac G5 had not deployed during frontal impacts"?

80. Identify each individual involved with the Field Performance Evaluation "investigation of a group of crashes in which airbags in 2005 -2007 model year Chevrolet Cobalts and a 2007 Pontiac G5 had not deployed during frontal impacts."

81. Provide all documents related to GM's Field Performance Evaluation "investigation of a group of crashes in which airbags in 2005 -2007 model year Chevrolet Cobalts and a 2007 Pontiac G5 had not deployed during frontal impacts," including all documents related to the reasons that GM initiated this investigation.

**The following requests relate to statements made by GM in the 2012 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

82. What steps did those involved in GM's Field Performance Evaluation investigation take to "identify design changes to the ignition switch"? To the extent the answer to this request involves discussions with GM employees or employees of GM's supplier, identify the individuals involved in those discussions and identify the date(s) and substance of those

discussions.

83. Provide all documents related to the steps taken by those involved in GM's Field Performance Evaluation investigation to "identify design changes to the ignition switch."

84. On what date did GM initiate a study using the "Red X" problem-solving methodology to "better understand[] the differences in observed torque performance"?

85. Identify each individual involved with a study using the "Red X" problem-solving methodology to "better understand[] the differences in observed torque performance."

86. What were the results of the "Red X" study?

87. Provide all documents related to the "Red X" study, including all documents related to the reasons that GM initiated the study.

88. On what date did GM initiate a study using the "Design for Six Sigma" problem-solving methodology to "better understand[] the differences in observed torque performance"?

89. Identify each individual involved with a study using the "Design for Six Sigma" problem-solving methodology to "better understand[] the differences in observed torque performance."

90. What were the results of the "Design for Six Sigma" study?

91. Provide all documents related to the "Design for Six Sigma" study, including all documents related to the reasons that GM initiated the study.

**The following requests relate to statements made by GM in the 2013 portion of the chronology (Attachment B) included in GM's February 24, 2014 Part 573 Report:**

92. How did the Field Performance Assessment Engineer learn, in late April 2013, "that the torque performance of a GM service part ignition switch purchased after 2010 differed substantially from that of an ignition switch that was original equipment installed on a 2005 Cobalt"? Provide all related documents.



93. Provide all documents related to the statement that the Field Performance Assessment Engineer “also learned that others had observed and documented that the detent plunger and spring used on the service part switch differed from those used on the original equipment switch installed on the 2005 Cobalt.”

94. On what date did GM retain “outside engineering resources to conduct a comprehensive ignition switch survey and assessment”? Identify the “outside engineering resources” GM retained.

95. Provide all documents related to the “comprehensive ignition switch survey and assessment” performed by outside engineering resources.

96. Describe all communications GM had with its supplier regarding changes to the ignition switch in vehicles subject to the recalls, identify all individuals involved in those communications (whether at GM or its supplier), and provide all related documents.

97. Provide all documents GM received on October 29, 2013 from its supplier “showing that changes had in fact been made to the detent plunger and spring late in the 2006 calendar year.”

98. Describe the “[t]esting and analysis” that “further determined that whether a key moves from the ‘run’ to ‘accessory’ position and how that key movement affects airbag deployment depends on a number of factors,” including the date(s) that the “[t]esting and analysis” was initiated and concluded, and provide all documents related to that “[t]esting and analysis.”

99. On what date did the investigating engineers involved in GM’s Field Performance Evaluation investigation present their findings and proposed solutions to the FPERC?

100. What findings and proposed solutions did the investigating engineers involved in

GM's Field Performance Evaluation investigation present to the FPERC? Identify all individuals involved and provide all related documents.

101. Did the FPERC request further analysis? If so, describe the further analysis it requested, the reasons for the request, and provide all related documents.

102. On what date did the FPERC present recommendations to the Executive Field Action Decision Committee? Identify all individuals involved and provide all related documents.

103. What recommendations did the FPERC present to the Executive Field Action Decision Committee?

104. What "[f]actual questions were raised" at the December 17, 2013 meeting with the Executive Field Action Decision Committee "that required further analysis? What "further analysis" took place? Identify the individuals involved in the "further analysis," and provide all related documents.

105. Describe the findings of the "further analysis" presented at a January 31, 2014 meeting with the Executive Field Action Decision Committee, and provide all related documents.

106. With respect to the defect that is the subject of this recall, what model and model year vehicles did the Executive Field Action Decision Committee discuss at the December 17, 2013 meeting? If any vehicles other than MY 2005-2007 Chevrolet Cobalt and MY 2007 Pontiac G5 vehicles were discussed, describe in detail the content of those discussions, and provide all related documents.

107. With respect to the defect that is the subject of this recall, what model and model year vehicles did the Executive Field Action Decision Committee discuss at the January 31, 2014 meeting? If any vehicles other than the vehicles subject to this recall were discussed, described in

detail the content of those discussions, and provide all related documents.

Dated: March 4, 2014

A handwritten signature in blue ink that reads "O. Kevin Vincent". The signature is written in a cursive style with a horizontal line underneath the name.

O. Kevin Vincent  
Chief Counsel