

Germentown, MD

August 6, 2004

U.S. Department of Transportation  
Nation Highway Traffic Safety Administration  
Office of Defects Investigation  
NSA 10.01, 400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Re: ODI# 10082305

Dear NHTSA,

Enclosed is a copy of the most recent correspondence that I have had between myself and GM/Chevrolet Division. Please see that these documents are filed with the others.

Thank you,

*Qdd  
10082305*

2004 SEP -8 AM 2:38

Germantown, MD

VIN#1G1YY22G5W5

August 5, 2004

General Motors/Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232-5170

Re: Steering Column Lock Recall for Corvettes

Dear GM/Chevrolet,

I am writing because I have just received my recall letter that the representatives at GM Customer Service said I would not receive. Unfortunately, I have already experienced the costly "Pull Key Wait 10 sec/Service Column Lock Error" as stated in my previous correspondence with GM. I am enclosing the Customer Reimbursement Claim Form along with the following information:

1. Myself, paid for the repairs.
2. The VIN# 1G1YY22G5W5
3. The problem, as stated above and in previous correspondence, occurred on June 24, 2003. Vehicle was towed to Criswell that same day. Diagnosis of the problem took forever and then I was finally told that the "BCM/PCM" (?) had to be replaced. The repair(s) were done over a period of 6/24/03 - 7/29/03 at Criswell Chevrolet, 503 Quince Orchard Road, Gaithersburg, MD 20878. Vehicle was picked up from Criswell on or about August 7, 2003.
4. The total cost of the repairs is documented on the enclosed invoice/receipt. I was personally responsible for a deduction amount of \$250 because I took out an extended warranty (for an additional \$1000) when I purchased the vehicle, used, on March 24, 2003 with 43,884 miles on the odometer. My warranty included the coverage of some mechanical repair expenses, but not all.
5. Copy of the cancelled check from my financial institution is enclosed. Notice the invoice number of 299264 is on both the invoice/receipt and the cancelled check copy.

Thank you for your attention to this matter.

Respectfully,

A proud past & present owner of several Chevrolet vehicles

Cc: NHTSA - ODI #10082305



July 2004

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 model year Chevrolet Corvette vehicles. When you remove the ignition key, the electronic column lock (ECL) system prevents turning of the steering wheel. When the vehicle is started, it unlocks the steering system. Two conditions can prevent steering while the vehicle is moving:

1. Your vehicle is designed so that if the column fails to unlock when you start your vehicle, the fuel supply will be shut off if you try to move your vehicle. If voltage at the powertrain control module (PCM) is low or interrupted, however, the fuel shut off may not occur and the vehicle can be accelerated while the steering is locked.
2. During quick cranks, the ECL lock pin may not withdraw fully and, in vehicles where there is abnormally low clearance to the lock plate, there may be contact between the pin and lock plate. This can cause a noise or ratcheting when the steering wheel is turned or, if there is insufficient clearance, the steering wheel cannot be turned.

If one of these conditions occurs, a crash could occur without warning.

**What Will Be Done:** On vehicles equipped with an automatic transmission, your Chevrolet dealer will remove the column lock. After this service correction, the steering column will no longer lock when the key is removed.

On vehicles equipped with a manual transmission, your Chevrolet dealer will 1) reprogram the PCM and, 2) verify that there is adequate lock plate clearance and, if necessary, replace the lock plate. After this service correction, the steering column will continue to lock when the key is removed.

This service correction will be performed for you at no charge.

Until your Corvette is repaired, you can easily verify that the column is unlocked by turning the steering wheel a full turn before shifting into gear. If you hear a ratcheting noise while turning the wheel or experience column lock after starting the engine, contact your dealer to arrange for repair.

**How Long Will The Repair Take?** This service correction will take approximately 20 minutes to 1 hour and 40 minutes, depending on the type of transmission you have in your vehicle. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.





**General Motors  
Product Recall Customer Reimbursement Procedure**

If you have paid to have this recall condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.830.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.



**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**