



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.
Your Confirmation number (ODI Number) is: 10082305

Your Complaint Information

Consumer Information

Name : [REDACTED]
 Org. Name : [REDACTED]
 Address : [REDACTED]
 City, State, Zip : Germantown, MD [REDACTED]
 USA
 Daytime Phone : [REDACTED] Ext : [REDACTED]
 Evening Phone : [REDACTED] Fax : [REDACTED]
 Email : [REDACTED]

2004 AUG 19 PM 6:22

Complaint Information

Description : In short, I experienced the "steering column lock" error that is now recalled on certain Chev Corvette. I had this repaired at my cost. My 1998 Chev Corvette VIN#1G1YY2ZG5W5 [REDACTED] falls within GM's VIN #'s on the Technical Service Bulletin 01-02-35-008, but my repairs were not performed for free, as stated in the bulletin. I have contacted GM several, several times only to be told that I am not eligible for reimbursement. They claim that my vehicle was and is not part of any recall, bulletin, etc. I beg to differ. I have receipts for everything and copies of the bulletins, recalls, etc. but GM still refuses to acknowledge that my car should have been repaired for free. I have been fighting with them for over a year now and I have gotten nowhere!

Incident Date : 6/24/2003
 Num. Pulls : 1
 Num. Deaths : 0
 Num. Injured : 0
 Referral Source : ACQUAINTANCE

Fire : No
 Property Damage : No
 Crash : No
 Police Report : No

Vehicle Information

VIN : 1G1YY2ZG5W5 [REDACTED] Purchase Date : 3/24/2003
 Year, Make :

Year Model :	1998/CHEVROLET/CORVETTE	Original Owner :	No
# of Cylinders :	6	Trans. Type :	AUTOMATIC
Engine Size :	350	VehicleDetails Usage :	
Cruise Control :	Yes	AntiLock Brakes :	Yes
Current Mileage :	60000	Speed :	0
Failure Mileage :	46140	Powertrain :	ALL WHEEL DRIVE
Body Style :	2-DOOR	Fuel System :	FUEL INJECTION
Fuel Type :	GAS		

Vehicle Component Information

Component 1:	STEERING-COLUMN LOCKING:ANTI-THEFT DEVICE	OEM:	Yes
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Vehicle Dealer Information

Is Dealer :	1	Dealer Type :	SALES DEALER
Name :			
Address :			
Dealer Phone :		Dealer Fax :	
Email :			

100

Gaithersburg, Maryland. Shocked at the cost, I had no choice but to pay if I ever wanted to see my dream car again. The service technician didn't bother going into any of the repair details with me (of course not), but according to the invoice, something to do with the BCM and the PCM was involved in the repair process.

After getting my vehicle out of the repair shop, I waited for what I thought was a reasonable amount of time for a GM/Chevrolet rep to contact me before calling GM/Chevrolet a third time. This time, out of frustration, I forgot to get the name of the person I spoke to at 1-866-952-4368 ext. 58315 who stated that someone would call me back, but I did manage to receive another file #1-116530030. My fourth attempt at trying to talk to someone regarding this issue, I spoke to "Kenyetta Williams" at 1-866-952-4368 ext. 57340. Miss Williams also stated that she would have someone look into this and call me back.

Months go by and I did not hear anything from GM/Chevrolet. I was starting to feel like I had no recourse of action until almost a year later, fellow Corvette owners were all a buzz about the NHTSA recall campaign #04V060000/GM recall #04006 regarding the steering column lock. The recall stated that certain 1997-2000 model year, automatic transmission, Corvettes were involved and included repair instructions for those vehicles that were not repaired under Customer Satisfaction Program 01044A or the Technical Service Bulletin 01-02-35-006. Finally, I was positive that my vehicle fell under this recall notice because although I had it repaired, it was supposed to be done at no cost.

On February 17, 2004 I called GM/Chevrolet once again and was told to wait for a recall letter in the mail. I was also told that the recall letter would have instructions on how to file for reimbursement, since I already had my vehicle's steering column lock repaired. I waited and waited, but did not receive a notice.

On May 5, 2004 I emailed GM/Chevrolet this time through the My GM Link Chevrolet Customer Assistance Center. I explained everything briefly and received a prompt response from "Tonika Elston" stating that there were no open recalls for my vehicle, but someone named Michael Webster would contact/follow up with me soon. I was also given another file #1-189220102. Still, no one contacted me.

So on July 19, 2004 I contacted GM/Chevrolet again to follow up on the recall. I painfully explained everything all over again and was told that (1) Michael Webster no longer worked at GM/Chevrolet and, (2) once again, my vehicle was not part of the recall or any other of the previously mentioned bulletins. I just wanted to scream. My vehicle's VIN falls under the Technical Service Bulletin 01-02-35-006, yet I paid deeply for a repair that should have been at no cost to me, so I do not understand why GM/Chevrolet refuses to acknowledge the obvious. Everyone that I talk to at GM/Chevrolet seems to have absolutely no clue.

I have been a loyal Chevrolet owner since the age of 16. Owning a Corvette was a dream of mine and I was finally able to purchase one on March 24, 2003. Although used, with 43,884 miles on the odometer, I didn't care because it was what I always wanted. However, my dream quickly turned into a

nightmare when exactly three months and 2,256 miles later, my dream car left me stranded in a parking lot and refused to go.

I am very disappointed that it has taken over a year (and counting) to get anywhere regarding this matter. The bottom line is this: my car fell under the technical bulletin 01-02-35-008 and I paid for repairs that should have been done for free. I want GM/Chevrolet to reimburse me for the cost that I incurred to repair the steering column lock and then I want GM/Chevrolet to review the steering column lock recall for all 1997-2000 Corvettes and include those VINs in the recall.

A prompt response is greatly appreciated. I have included copies of all GM bulletins, NHTSA recalls/notices, and repair receipts referenced in this letter.

Respectfully,

[Redacted Signature]

7/20/04

A proud past & present owner of several Chevrolet vehicles:
1976 Chevrolet Camaro
1979 Chevrolet Camaro
1994 Chevrolet Cavalier
1998 Chevrolet Tracker
1997 Chevrolet Cavalier
1998 Chevrolet Corvette
2002 Chevrolet Malibu

Cc: NHTSA - ODI #10082905

Encl(s): Repair Invoice/Receipt - R.O. date 06/24/2003
NHTSA Technical Service Bulletin (GM #01044) issued July 2001
GM Customer Service Satisfaction Campaign #01044A issued September 2001
Technical Service Bulletin #01-02-35-008
NHTSA Recall/GM Recall #04006 issued February 6, 2004
GM Q & A Memo to all Chevrolet Dealers dated February 11, 2004



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : July 20, 2004 at 09:05 PM

TYPE : VEHICLE

YEAR : 1998

MAKE : CHEVROLET

MODEL : CORVETTE

Make : CHEVROLET

Model : CORVETTE

Year : 1998

Service Bulletin Num : 01044

Date of Bulletin: JUL 01, 2001

NHTSA Item Number: 622905

Component: STEERING:COLUMN LOCKING:ANTI-THEFT DEVICE

Summary:

CUSTOMER SATISFACTION CAMPAIGN INVOLVES VEHICLES EXHIBITING A CONDITION IN WHICH THE ELECTRONIC COLUMN LOCK MAY NOT FUNCTION AS INTENDED. *TT.



Office of Defects Investigation

Recalls - Search Results

Recall Date : February 6, 2004
 TYPE : VEHICLE
 BUILD DATES : March 1, 1997 - June 30, 1998
 MAKE : CHEVROLET
 MODEL : CORVETTE

Make : CHEVROLET

Model : CORVETTE

Year : 1998

NHTSA CAMPAIGN ID Number : 04V060000

Recall Date : FEB 06, 2004

Component: STEERING:COLUMN LOCKING:ANTI-THEFT DEVICE

Potential Number Of Units Affected : 126624

Summary:

ON CERTAIN PASSENGER VEHICLES EQUIPPED WITH ELECTRONIC COLUMN LOCK SYSTEMS (ECL), WHEN THE IGNITION SWITCH IS TURNED TO **LOCK**, THE ECL PREVENTS TURNING OF THE STEERING SYSTEM. WHEN THE VEHICLE IS STARTED, THE ECL UNLOCKS THE STEERING SYSTEM. THE VEHICLE IS DESIGNED SO THAT IF THE COLUMN FAILS TO UNLOCK WHEN THE VEHICLE IS STARTED AND THE CUSTOMER TRIES TO DRIVE, THE FUEL SUPPLY WILL BE SHUT OFF SO THAT THE VEHICLE CANNOT MOVE WHEN THE VEHICLE CANNOT BE STEERED. IF VOLTAGE AT THE POWERTRAIN CONTROL MODULE IS LOW OR INTERRUPTED, HOWEVER, THE FUEL SHUT OFF MAY NOT OCCUR AND THE VEHICLE CAN BE ACCELERATED WHILE THE STEERING SYSTEM IS LOCKED.

Consequences:

IF THIS OCCURS, A CRASH COULD OCCUR WITHOUT WARNING.

Remedy:

ON VEHICLES EQUIPPED WITH AN AUTOMATIC TRANSMISSION, THE DEALER WILL DISABLE THE STEERING COLUMN LOCK BY REMOVING THE COLUMN LOCK PLATE. WHEN THE IGNITION KEY IS REMOVED, THE TRANSMISSION SHIFTER WILL LOCK BUT THE STEERING COLUMN WILL NOT LOCK. ON VEHICLES EQUIPPED WITH A MANUAL TRANSMISSION, THE DEALER WILL REPROGRAM THE POWERTRAIN CONTROL MODULE, PERFORM A DIMENSIONAL CHECK OF THE COLUMN LOCK AND, IF NECESSARY, REPLACE THE LOCK PLATE. THE STEERING COLUMN ON THESE VEHICLES WILL CONTINUE TO LOCK WHEN THE KEY IS REMOVED. OWNER NOTIFICATION BEGAN ON APRIL 26, 2004. OWNERS SHOULD CONTACT CHEVROLET AT 1-800-630-2438.

Notes:

GM RECALL NO. 04006. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

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Printable View of Your Q&As

1998-2000: Recall: Electronic Column Lock

Article No. 249
Added: 02:31 PM 12.12.02
Source: Corvette Action Center
Original URL: <http://corvetteactioncenter.com/kb/question.php?qstId=249>

<< Back to original article

1998-2000 Corvette Recall

GM Service Operations DCS851
Urgent - Distribute Immediately

Date: September 6, 2001
Subject: 01044A - Customer Satisfaction Campaign Corvette Electronic Column Lock
Models: 1998-2000 Corvette

To: All Chevrolet Dealers

Attn: Service Managers, Parts Managers, and Warranty Administrators

This bulletin supercedes and replaces campaign bulletin 01044 issued July, 2001. The service procedures have been revised along with the schematic for all manual transmission vehicles and export only automatic transmission vehicles. The steering wheel nut part number has been added to the part information table and the part count in the claim table has been adjusted accordingly.

This campaign is in effect through July 01, 2003.

CONDITION

General Motors has decided that certain 1998-2000 Corvette model vehicles may exhibit a condition in which the electronic column lock may not function as intended. The condition could result in the failure of the steering column to unlock during initial key-in and start-up. Should the column fail to unlock, the engine will stop running if the vehicle starts to move.

CORRECTION

Dealers are to install repair kit PN 88952427 for automatic transmission Corvettes in the US & Canada or repair kit PN 88952428 for all manual transmission Corvettes in the US & Canada. For Corvettes sold in all other countries, both manual and automatic, dealers are to install repair kit PN 88952428.

VEHICLES INVOLVED

Involved are certain 1998-2000 Corvette model vehicles built within these VIN breakpoints:

YEAR - DIVISION - MODEL - PLANT - FROM - THROUGH
1998 - Chevrolet - Corvette - Bowling Green - W5123355 - W5131069
1999 - Chevrolet - Corvette - Bowling Green - X5100001 - X5133283
2000 - Chevrolet - Corvette - Bowling Green - Y5100001 - Y5116233

IMPORTANT: Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) or GM Access Screen (Canada only) or DCS Screen 445 (IPC only) prior to beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

MAILING INFORMATION

Dealer mailings will begin on September 6, 2001.

GMVIS INFORMATION

GMVIS information is currently available.

GM SERVICE OPERATIONS

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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**Related Forum: 1997 - 2003 Technical Forum [Link:
<http://corvetteactioncenter.com/forums/forumdisplay.php?s=&forumid=5>]**



Printable View of Your Q&As

1997-1998, 2000: Service Bulletin: Electronic Steering Column Lock May Refuse to Operate - DIC Service Message Displayed

Article No. 236

Added: 02:05 PM 12.12.02

Source: Corvette Action Center

Original URL: <http://corvetteactioncenter.com/kb/question.php?qtId=236>

<< Back to original article

Source: Chevrolet Dealer Service Bulletin

Number: 01-02-35-008

Subject: Electronic Steering Column Lock May Refuse to Operate - DIC Service Message Displayed
(Update Column Lock Wiring, Install Revised Relay and/or Replace Electronic Column Lock)

Model Year 1997-1998, 2000 Chevrolet Corvette Built Between the Following VIN Breakpoints:

Year	Plant	From VIN	Through VIN
1997	Bowling Green		All
1998	Bowling Green	W5100001	W5123354
2000	Bowling Green	Y5116234	End of Production

Condition**Important**

This Service Bulletin only applies to vehicles that are NOT included in Customer Satisfaction Campaign 00104A Corvette Electronic Column Lock.

Some customers may comment that the electronic steering column may not function as intended. The condition could result in the failure of the steering column to unlock during initial key-in and start-up. The customer may also comment on a "Pull Key, Wait Ten Seconds" or a "Service Column Lock" message appearing on the Driver Information Center. Should the column fail to unlock, the PCM will disable the fuel to the engine, limiting the vehicle to approximately 3 km/h (2 mph).

Correction

The required repair varies depending on the model year, transmission and if the vehicle is domestic or export. Please refer to the chart below which outlines the proper parts to install with each combination.

Model Year	Transmission	Domestic/Export	Required Service
1997/98	Manual	U.S. & Canada	Replace the ECL P/N 26050960
1997/98	Automatic	U.S. & Canada	Install P/N 88952427 Harness Kit, Strg Whl Theft Dtmnt Lk Shorting, 26056108 Nut, Steering Wheel, Cam Orientation Plate

2000	Manual	U.S. & Canada	Replace the ECL and Install P/N 88952428 Wire Kit, Strg Whl Theft Dtrmt Lk
2000	Automatic	U.S. & Canada	Install P/N 88952427 Harness Kit, Strg Whl Theft Dtrmt Lk Shorting, 26056108 Nut, Steering Wheel, Cam Orientation Plate
1997/98	All	Export	Replace the ECL P/N 26050960
2000	All	Export	Replace ECL P/N 26050960 and Install P/N 88952428 Wire Kit, Strg Whl Theft Dtrmt Lk

Important

- When removing the driver's side knee bolster trim panel as described below, care must be taken not to damage the console trim plate as the knee bolster trim panel tucks in behind the console trim plate.
- Revised schematics are included to aid and/or verify the proper installation of the service kit.

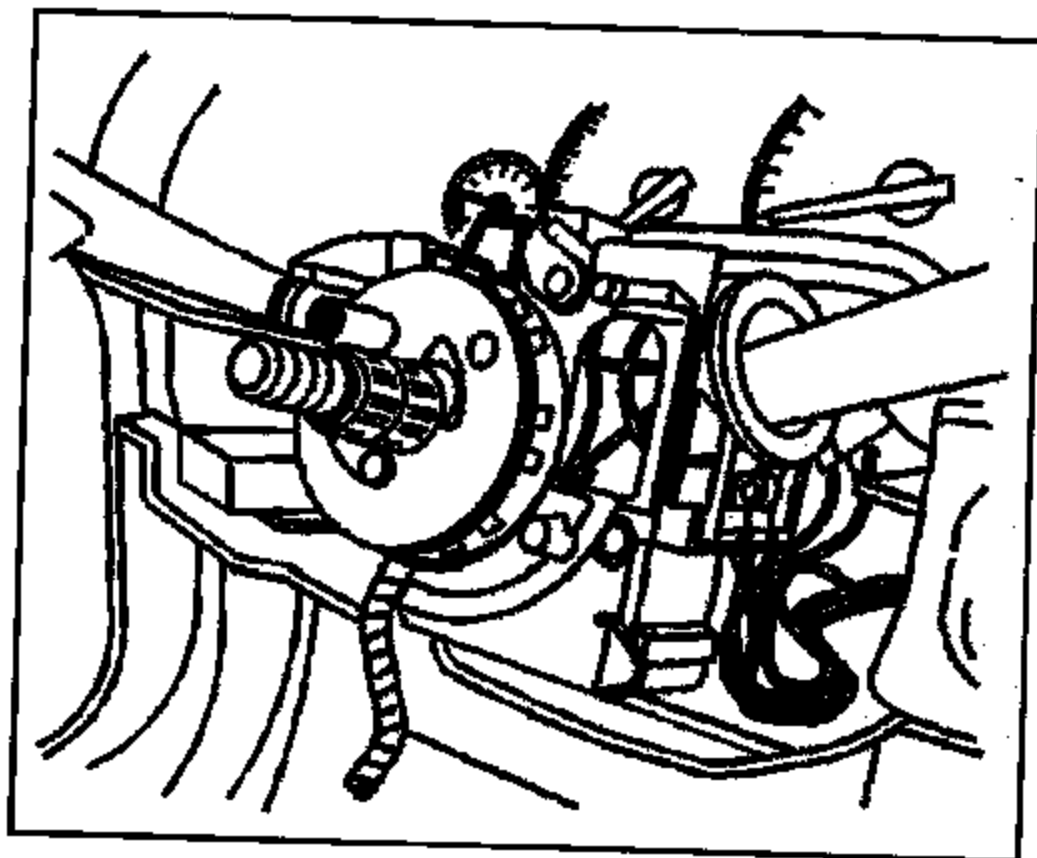
ECL Disconnect: 1997, 1998 and 2000 Models with Automatic Transmission (Domestic)

1. Disconnect the negative battery cable.
2. Disable the SIR module. Refer to Disabling the SIR System in the SIR sub-section of the Service Manual.
3. Remove the driver's side SIR module from the steering wheel.
4. Remove and discard the steering wheel set nut.
5. Using J 1859-A and J 42120, remove the steering wheel.
6. Remove the tilt steering lever.
7. Remove the combination trunk release and fog light switch.

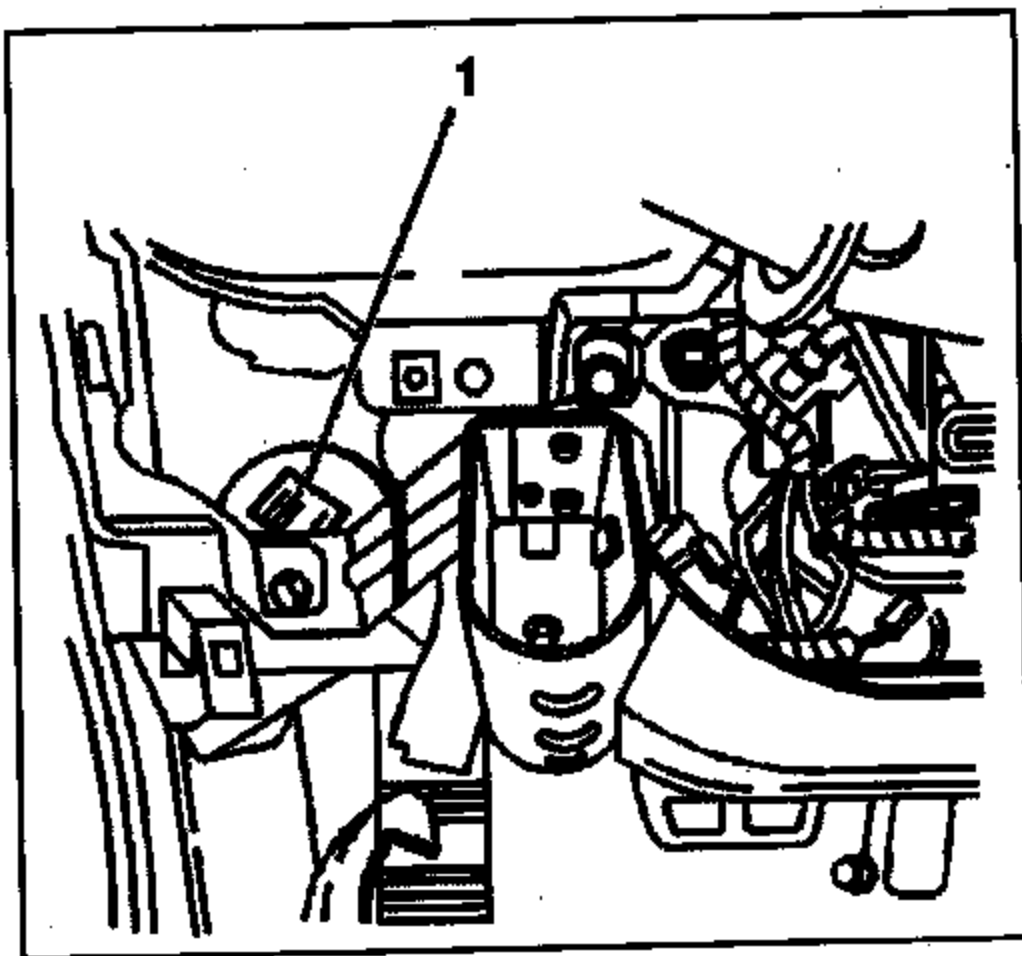
Important

When removing the driver's side knee bolster trim panel as described below, care must be taken not to damage the console trim plate as the knee bolster trim panel tucks in behind the console trim plate.

8. Remove the driver's side knee bolster trim retaining screws and panel. Pull back the console trim panel away from the I/P and disengage the knee bolster trim panel.
9. Remove the wiper control stalk.
10. Remove the lower and upper steering column shrouds. If the vehicle is equipped with power telescoping feature, disconnect the telescoping switch.
11. Remove the snap ring and SIR coil from the steering column.



12. Remove and discard the Steering Column Lock/Cam Orientation plate using the J 38364.
13. Install the Included Cam Orientation Plate and secure with a new locking ring, using J 42137 and J 38364 as shown.
14. Install the SIR coil and secure with snap ring.
15. Disconnect the connector from the ECL (located on the right lower side of the steering column) to the I/P main harness.



16. Route the new jumper wire and relay harness over the knee bolster (styrofoam and metal construction). The new relay (1) must be mounted to the left I/P brace with a zip tie as shown.
17. Install the new relay and jumper harness. Plug one end of the jumper harness into the connector on the I/P harness side. Plug the other end into the connector on the ECL side. The connectors on the jumper are specific and cannot be connected incorrectly. The connector becomes J165/P165.
18. Install the lower and upper steering column shrouds.
19. Install the wiper control stalk.
20. Install the tilt steering lever.
21. Install the steering wheel to the steering column.
22. Install a new steering wheel set nut, P/N 26056108. **Tighten**

Tighten the new steering wheel set nut to 41 N-m(30 lb ft).

23. Install the SIR module to the steering wheel.
24. Install the driver's side knee bolster trim panel.
25. Enable the SIR module. Refer to Enabling the SIR System in the SIR sub-section of the Service Manual.
26. Reconnect the battery.
27. Cycle the ECL. Depending on the position of the relay and the ECL bolt when the key is first turned on, you may receive the message "Pull Key and wait 10 sec." upon key on. If you receive the warning message, follow the instructions, key off and remove the key from the ignition. Wait a full ten seconds, re-insert the key and turn the key to the ON position. From this point, the ECL and relay should be synchronized.

ECL Upgrade: 1997,1998 and 2000 Models with Manual Transmission or Export Vehicles

Important

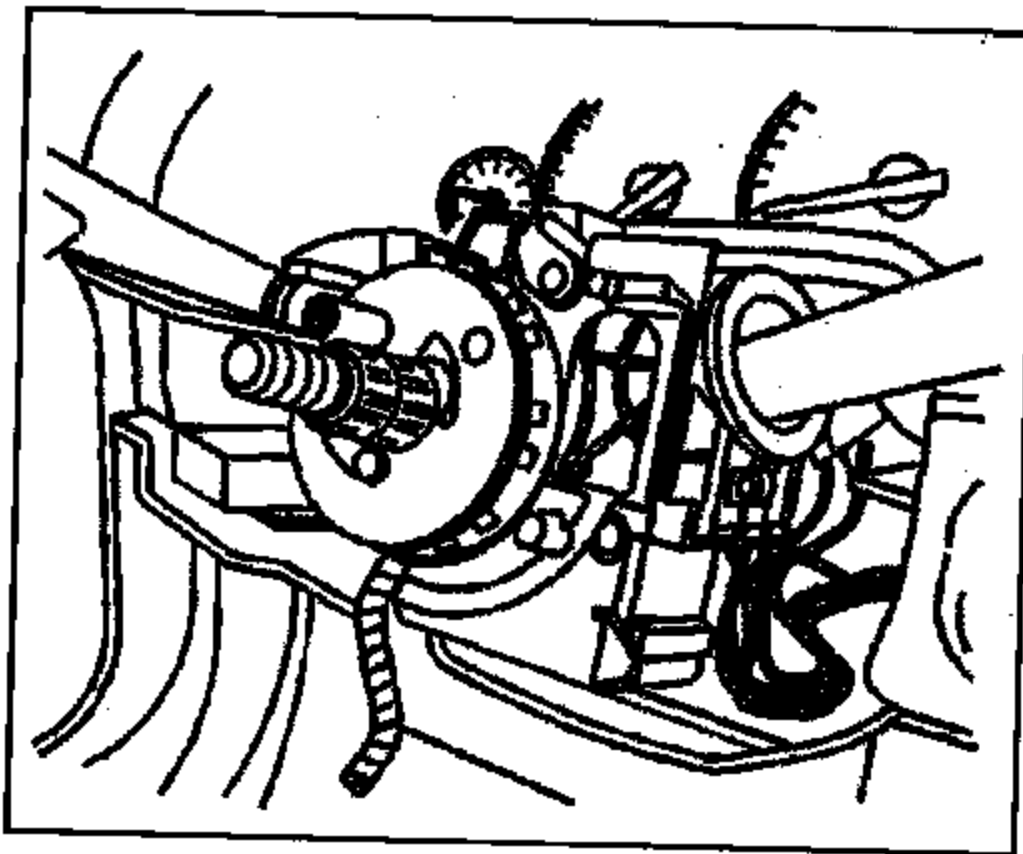
In order to complete the repairs for the vehicles referenced above, you must order P/N 26056108 Nut, Steering Wheel and P/N 26050960 Lock, Strg Whl Theft Dtrnt.

1. Disconnect the negative battery cable.
2. Disable the SIR module. Refer to Disabling the SIR System in the SIR sub-section in the Service Manual.
3. Remove the driver's side SIR module from the steering wheel.
4. Remove and discard the steering wheel set nut.
5. Using J 1859-A and J 42120, remove the steering wheel.
6. Remove the tilt steering lever.
7. Remove the combination trunk release and fog light switch.

Important

When removing the driver's side knee bolster trim panel as described below, care must be taken not to damage the console trim plate as the knee bolster trim panel tucks in behind the console trim plate.

8. Remove the driver's side knee bolster screws and trim panel. Pull back the console trim panel away from the I/P and disengage the knee bolster trim panel.
- 9.
10. Remove the wiper control stalk.
- 11.
12. Remove the lower and upper steering column shrouds. If the vehicle is equipped with a power telescoping feature, disconnect the telescoping switch.
- 13.
14. Remove the snap ring and SIR coil from the steering column.
15. Remove the steering column lock plate with J 38364.



16. Disconnect the ECL electrical harness (located on the right lower side of the steering column) to the I/P

- main harness.
17. Remove the ECL from the vehicle and discard.
 18. Install a new ECL.
 19. Connect the ECL electrical harness.
 20. Install the steering column locking plate using J 38364.
 21. Install the SIR coil and secure with snap ring.
 22. Install the lower and upper steering column shrouds. Connect the telescoping wheel switch harness (if equipped)
 23. Install the wiper control stalk.
 24. Install the tilt steering lever.
 25. Install a new steering wheel set nut. **Tighten**

Tighten the new steering wheel set nut to 41 N·m(30 lb ft).

26. Install the SIR module to the steering wheel.

Important

If the vehicle being serviced is a 2000 MY Manual Transmission or any 2000 MY Export, you MUST perform additional steps. At this time, refer to Wiring Upgrades for 2000 Manual Trans and Export below.

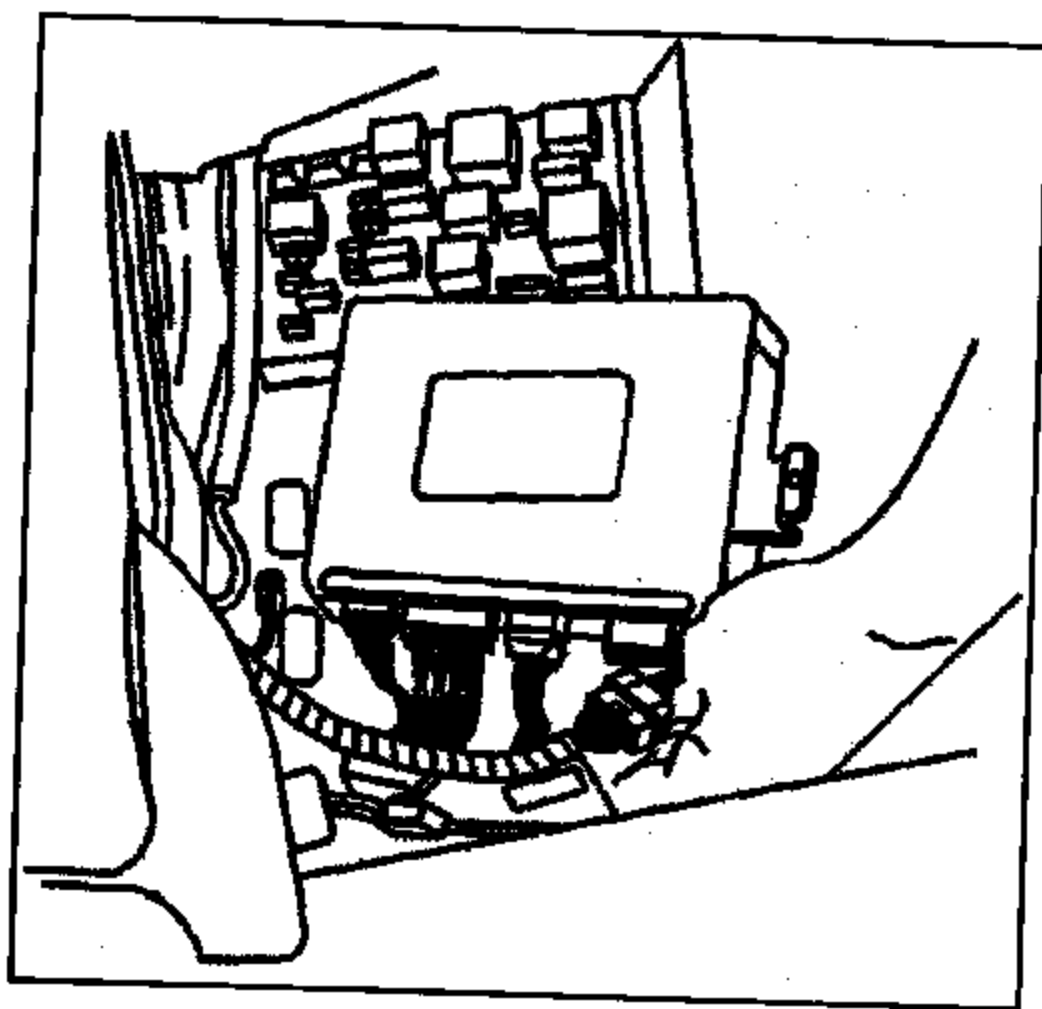
27. Install the driver's side knee bolster trim panel. Refer to Wiring Upgrades section below if vehicle is a 2000 MY Manual Trans. or Export.
28. Enable the SIR module. Refer to Enabling the SIR System in the SIR sub-section of the Service Manual.
29. Reconnect the battery.
30. Cycle the ECL. Depending on the position of the relay and the ECL locking bolt when the key is first turned on, you may receive the message "Pull key and wait 10 sec." upon key-on. If you receive the warning message, follow the instructions, key-off, and remove the key from the ignition. Wait a full ten seconds, re-insert the key and turn the key to the ON position. From this point, the ECL and relay should be synchronized.
31. Close the hood.

Wiring Upgrades for 2000 Models with Manual Transmission and Export Vehicles

Important

- In order to complete the wiring upgrades listed in the section, you will need to order P/N 88952428, Wire Kit, Strg Wheel Theft Dbrnt.
- You may use the included schematics to aid in verifying the installation of the new relay and jumper wire.

1. Remove the passenger side lock panel to access the electrical panel.
2. Release the retainer holding the BCM.



3. Disconnect the green 16-way connector from the BCM. The proper connector is illustrated. (BCM rotated 90 degrees)
4. Remove the purple wire and terminal from cavity A6 of the BCM connector.
5. Install the heat shrink tubing over the wire and connect the removed terminal to the jumper wire.
6. Apply the heat shrink tubing to the splice point and heat.
7. Install the jumper wire terminal into cavity A6 of the BCM connector.
8. Remove the Connector Position Assurance (CPA) clip from the back of the ECL relay connector.
9. Remove the ECL relay harness from the backside of the relay assembly.
10. Remove the relay.
11. Remove the orange wire from position C1 on the ECL relay connector.
12. Remove the white wire from position A2 on the ECL relay connector.
13. Swap the two terminal positions and re-insert, orange wire to A2 and white wire to C1.
14. Add the new purple wire from the jumper to terminal position B2.
15. Install the new single pole, double throw relay.
16. Install the Green 16-way connector to the BCM.
17. Secure the BCM to the electrical panel.
18. Tape the new purple wire neatly to another group of wires along it's path.
19. Install the electrical center kick panel cover.
20. Return to Step 25 under ECL Upgrade 1997, 1998 and 2000 Models with Manual Transmission or Export Vehicles.

FIGURE 1997 and 1998 (early) Manual (U.S. & Canada and All Export (Manual & Auto)(c)

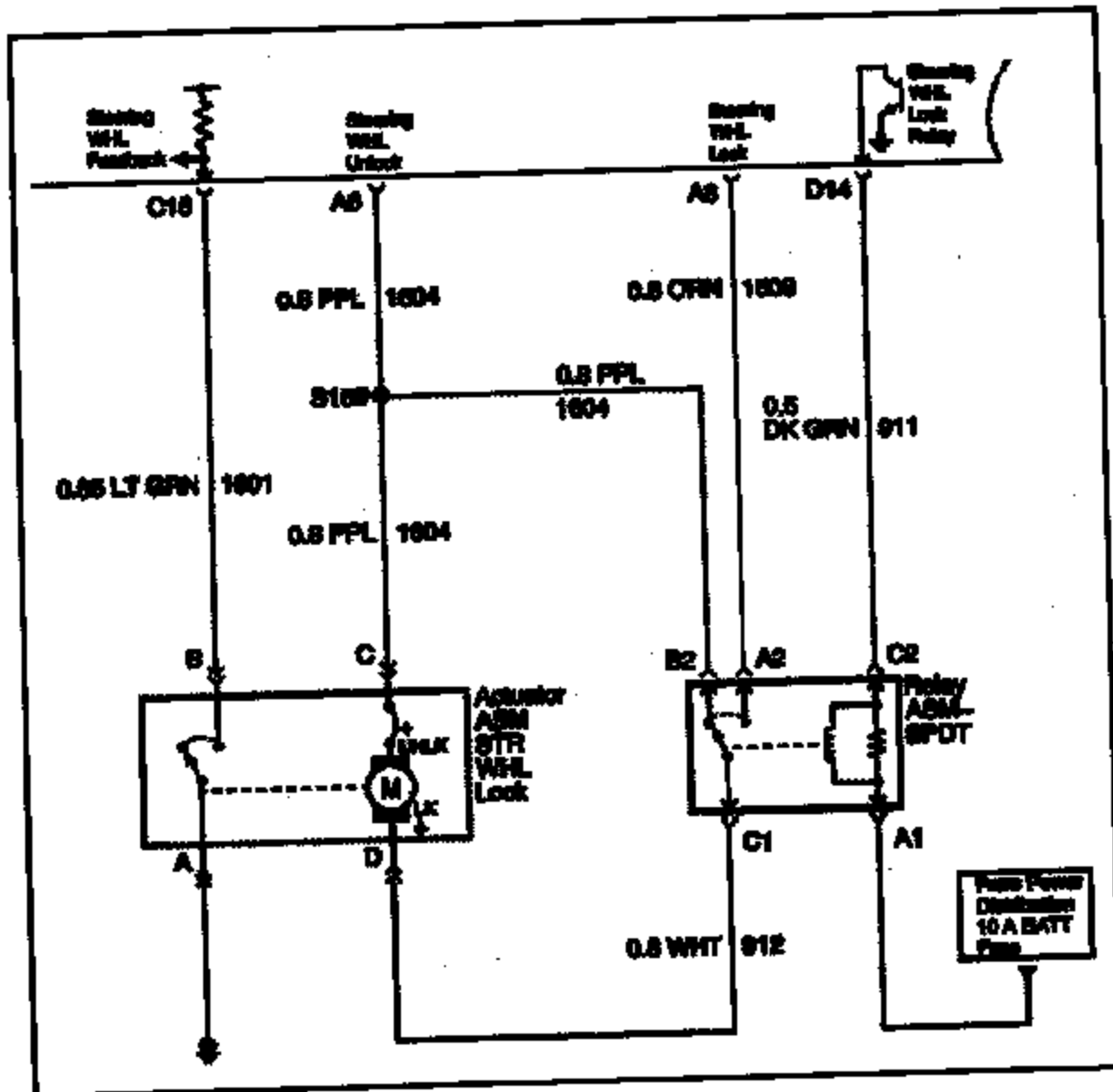


FIGURE 2000 (late) Automatic (U.S. & Canada)(c)

**Related Forum: 1997-2003 Technical Discussion [Link:
<http://corvetteactioncenter.com/forums/forumdisplay.php?s=2&forumid=5>]**

**GM SERVICE AND PARTS OPERATIONS
DC81129
URGENT - DISTRIBUTE IMMEDIATELY**

Date: February 11, 2004

Subject: Upcoming Safety Recall
04006 - Electronic Steering Column Lock

Models: Certain 1997-2000 Chevrolet Corvette with Automatic Transmission
(Excluding Vehicles Repaired by Customer Satisfaction Program
01044 or Technical Service Bulletin 01-02-35-006)

All 1997-2004 Chevrolet Corvette with Manual Transmission

To: All Chevrolet Dealers

Attention: Dealer Operator, General Manager, Sales Manager, Used Car
Manager, Service Manager, Parts Manager and Warranty
Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) web site, the media may report that General Motors will be announcing a safety recall involving certain [REDACTED] with [REDACTED] and all 1997-2004 model year Chevrolet Corvettes with manual transmissions.

These vehicles have a condition in which the vehicle can operate when the electronic steering column fails to unlock. If this were to occur the driver would have no ability to steer the vehicle.

To correct this condition in the [REDACTED] Chevrolet dealers will [REDACTED] [REDACTED] to correct this condition in 1997-2004 vehicles with manual transmissions, Chevrolet dealers will reprogram the Powertrain Control Module (PCM) software. [REDACTED]

There are approximately 140,000 vehicles involved. GM is working with its suppliers to obtain the parts needed to correct this condition as quickly as possible. Based on the anticipated schedule, we plan to notify customers about this recall during the second quarter of 2004. GMVIS information will not be available until the recall is formally announced.

Listed below are some anticipated questions and answers to assist in responding to customer inquiries.

Q1: What vehicles are in the recall population?

A1: Certain 1997-2000 model year Chevrolet Corvettes with automatic transmissions that were [REDACTED] or Technical Service Bulletin 01-02-36-008 and all 1997-2004 model year Chevrolet Corvettes with manual transmissions.

Q2: What is the condition that prompted a safety recall?

A2: Some involved vehicles have a condition in which the vehicle can operate when the electronic steering column fails to unlock.

Q3: What might occur as a result of this condition?

A3: The driver would have no ability to steer the vehicle.

Q4: Why does the engine stall in some cases and in other cases remain running, allowing the vehicle to move, when the steering column remains locked?

A4: In the event that the Electronic Column Lock (ECL) fails to unlock when the driver starts the engine of 1997-2004 model year Corvettes, [REDACTED]

the vehicle travels (reverse or forward) at the speed of about 2 MPH, the vehicle engine stalls. However, if the power supply to the PCM is interrupted or voltage is low, the PCM resets during engine starts and does not inhibit fuel. The driver is capable of moving the vehicle with a locked steering column.

Q5: Why should we be concerned about this condition?

A5: In the event that PCM does not inhibit fuel, the vehicle could travel at speeds higher than 2 MPH. In both cases, the driver would not have steering capability.

Q6: What was the cause of the condition that allows movement when the steering column remains locked?

A6: By design, when the ECL during ignition or engine start up, senses a steering column that has mechanically failed to unlock or cannot confirm that the ECL is in an unlocked state, the BCM signals the PCM to inhibit the fuel to avoid the possibility of moving the vehicle without being able to steer. If the power supply to the PCM is interrupted or voltage is low, the PCM resets during engine start up and does not have enough time to see the BCM's inhibit fuel signal. If the PCM does not see the inhibit fuel signal within a specified amount of time, it will allow vehicle motion. The PCM, then, does not see any new signals from the BCM regarding the column lock/unlock state. If the column has failed to unlock, the driver could move the vehicle.

Q7: Did GM conduct a recall for 1998-2000 model year Corvettes for a similar condition?

A7: GM conducted Customer Satisfaction Program 01044 and recalled 1998-2000 model year Chevrolet Corvettes built between April 1, 1998 through December 12, 1999. We conducted this program beginning in July 2001 for ECLs failing to unlock, causing inconvenience to the customers. The potential for the column to be locked and for the vehicle to be driven was only discovered recently.

- Q8:** Why was the recall conducted in July 2001 a Customer Satisfaction Program and this current field action a Product Safety Recall?
- A8:** The July 2001 program addressed a customer concern that could occur in certain 1998-2000 model year Corvettes where the steering column would fail to unlock during the initial key-in and start up. This current field action is a safety recall because of the potential for the driver to move the vehicle with the steering column in a lock mode.
- Q9:** Have there been any reports of incidents, injuries or fatalities related to this condition?
- A9:** GM has not confirmed any occurrences of this condition in the field. There are no confirmed occurrences of crashes, injuries, or fatalities related to the condition.
- Q10:** Why do some ECLs on Corvettes remain locked after engine start up?
- A10:** Some ECLs may remain locked after start up because the lock pin is not retracting from the steering column lock. There may be an electrical or mechanical problem that doesn't allow the steering column to unlock.
- Q11:** How was this condition discovered?
- A11:** The failure of the ECL to unlock, but the vehicle can be moved was identified during the investigation GM was conducting. GM recently discovered that the fuel was not being inhibited by the PCM even though the ECL was locked because of low battery voltage.
- Q12:** Does the lack of a steering column that locks when the key is removed make the Corvette noncompliant with FMVSS 114 "Theft Protection?"
- A12:** FMVSS "Theft Protection" requires vehicles to either lock the steering column or lock the vehicle in "Park" when the key is removed. A locking steering column is not required on automatic transmission Corvettes because these vehicles lock in "Park." [REDACTED] The locking steering column was not included in automatic transmission vehicles after the 2000 model year. All Corvettes with manual transmissions for model years 1997-2004 have a locking steering column, because obviously these vehicles do not have a lock in "Park" feature.
- Q13:** What will GM do to correct this condition on the subject vehicles?
- A13:** To correct this condition in the 1997-2000 vehicles with automatic transmissions, [REDACTED] [REDACTED] to correct this condition in 1997-2004 vehicles with manual transmissions, Chevrolet dealers will reprogram the PCM software. [REDACTED]
- Q14:** When can customers bring in their vehicles for repair?
- A14:** Customer notification begins in the second quarter of 2004. Customers should contact their dealers to arrange for servicing after they get their recall notification letters.

Q15: Are these vehicles safe to drive?

A15: The vehicles that are part of this recall meet all FMVSS standards and are safe to drive. The conditions of column lock up/tilt and column lock up/vehicle movement are not common occurrences. Until their vehicles are repaired, drivers can avoid the problem by turning the steering wheel fully left and right, after engine start up, and before shifting into gear. While doing this, if a "ratcheting" noise is heard, drivers should turn the engine off, remove the key, and contact a Chevrolet dealer to schedule repair. If no "ratcheting" noise is heard, drivers can continue to operate their vehicles but should bring the vehicle in for repair when they receive the recall notification letter.

Q16: What if the driver experiences column lock up, stalling, or lack of steering ability before they get the recall notice?

A16: If drivers experience column lock up, stalling, or lack of steering ability after starting the engine, they should contact a Chevrolet dealer to schedule repair.

Please contact the GM Dealer Business Center at 1-888-414-6322 (Prompt #3) if you have questions about this message.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

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