



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236) **2004 OCT 19 PM 12:22**
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received	Repository <input type="checkbox"/>
	Reference No. 10089877

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City PLANO	State TX	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G0W5	Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased	Dealer's Name and Telephone Number FRIENDLY CHEV 214-920-1920	Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City DALLAS	State TX	Zip Code 75207
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 012200 STEERING:COLUMN LOCKING:ANTI-THEFT DEVICE Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-AUG-2004	Failure Mileage 53050	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHEN TRYING TO START THE VEHICLE STEERING COLUMN LOCKED. VEHICLE WAS TOWED. A RECALL LETTER WAS RECEIVED. COLUMN LOCK WAS REPLACED BY THE DEALER AT A COST TO THE CONSUMER. COLUMN WAS STILL DEFECTIVE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

National Highway Traffic Safety Administration ref-#10089877

Chevrolet Customer Assistance Center ref-# 1-251062069

September 13, 2004

To Whom It May Concern:

On Wednesday morning, August 25th, I stopped at the cleaners and picked up my laundry. As I started my car to leave, the steering column locked as the vehicle was running. I turned off the ignition and restarted it and the column was unlocked. I pulled around the corner to the local 7-11 store, purchased coffee, restarted my vehicle and the column locked again with the vehicle running and in gear. This time it would not unlock when I restarted it several times. I left the key with the 7-11 store manager, explained that I would have the vehicle towed away as soon as possible, and walked home. I looked at the recall I had received from Chevrolet briefly and satisfied that this was the problem, called Friendly Chevrolet (where I purchased the car) to have it towed in. The next day my service adviser, Dave Post called me to advise that the recall did not cover the problem. I found this strange since he had not even seen the recall, but since I was at work and didn't have it with me, told him that regardless the problem had to be fixed.

If you will review the documents I have enclosed, you will see my concerns, not only for my safety and the safety of others, but also why I was charged to replace something that should have been removed.

When I picked up my car from Friendly I looked for Dan Post. He spoke to me only long enough to point me to the pay window. When I got my bill I reviewed it, had the girl call Dan Post over and questioned him about the charges for replacing the steering column lock. He said he wasn't sure and went to get the service manager, who explained rather vaguely and without looking me in the eye that they sometimes had problems with this model vehicle after the column lock was removed and that most customers were given the choice of replacing the column lock or replacing a wiring harness. I said that I was given no such option, but that if the column no longer locked I would be satisfied. I asked him if the column still locked, and he replied that he didn't know. I went to my car and pulled the steering wheel far enough (the wheels could be heard to turn on the concrete) to know that the column had not locked. I thanked them and paid my bill. One hour and three stops later, my column started locking again. I called Dan Post and he said that it must have slipped back into operation, and to bring it back in. Needless to say I was upset and frankly have no wish to return to Friendly Chevrolet. I called the National Highway Safety Administration (ref #10089877) .I called the Chevrolet Customer Assistance Center (ref#1-251062069) and they made two calls to Friendly Chevrolet while I was on hold, all to no avail. Finally, I stopped payment on my check.

Replacing a wiring harness raises serious issues for me. On this same bill, you will see that I had a window regulator replaced. This is the 3rd left side window regulator that has been on

this vehicle. What if the same thing happens to my steering column lock that happened to my window regulator? Corvettes are collector vehicles and are kept by many people for years and years. I don't want the responsibility for someone's death or serious injury somewhere down the road when the steering column lock fails again. As for my disdain for Friendly Chevrolet, if you look at my bill you will see an environmental fee of \$35.68. I questioned the pay clerk about this and she told me it was for rag removal. I think that is an outrageous charge! If Friendly has say, 10 bays and these 10 bays complete 2 jobs a day, that's over \$700 a day. I think I need to quit my job and become a rag remover. Last week Toni from Friendly Chevrolet called and asked me about the stop payment on the check. I explained, she asked me to fax her a copy of the recall and she would get right back with me. I did, and I still haven't heard back.

I have considerable time and effort involved in this. My wife will not ride in my car. I would like for the original bill to be totally forgiven, for my column lock to be removed at no charge with a comparable rental car provided during service, and assurances that my vehicle will function properly after the lock is removed. I prefer that this be done at Huffhines Chevrolet in Plano Texas

Sincerely

[Redacted signature]

[Redacted]
Plano, Texas [Redacted]

[Redacted]
E-Mail [Redacted]

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



313-568-8000
1-800-222-1020

Shirley
Trinity Ch...
214-920-1900

Done Part 1
7500
4800

July 2004

Dear Chevrolet Customer:

800 462-8782
222-1020

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.

Rory [unclear]
comp #
#1-251062069

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Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Chevrolet dealer be unable to schedule a service date within a reasonable time, you should 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 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

Program Information Online: More information about this program (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure
04006

*Chrysler Dealership /
P.O. Box 33178
Detroit Mich
48232-5178*

copy of title

*copy of
frank's book
or bank statement*

*original repair order
letter documentation
my version of
what happened*

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).