

10109764

December 23, 2004

2005 JAN 12 PM 11:46

National Highway Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Dear Sir,

I recently received a Safety Recall Notice on a possible steering lockup condition for my 97 Corvette (copy enclosed). The notice states that a low clearance between the solenoid pin and lock plate can result in steering lockup under certain unexpected conditions. I did experience this problem last year. The notice states that the lock plate will be replaced with a new design. The form also states that reimbursement is available if I have already paid for repairs for this specific problem. I submitted receipts for reimbursement as directed by the Chevrolet recall notice but was surprised to have them inform me that they would not honor the stated conditions of their recall notice!

I received a phone call today from Chevrolet saying that they declined to reimburse me for my repairs, which is in direct disagreement with their stated policy for this safety recall. The reason they gave was that my dealer replaced the locking solenoid with an apparently improved solenoid pin so that it would not jam in the existing lock plate. Chevrolet is apparently now only willing to replace the lock plate with a new designed lock plate that presumably was not available at the time when my steering problem occurred.

At the time of my problem back in March 2003, my dealer's service manager told me their direction from Chevrolet was to replace the solenoid with a version with a better pin that would not jam in the lock plate. This was the solution fix available at that time. The fact that Chevrolet now has a slightly different safety correction (replace the lock plate with a new design rather than replace the solenoid and pin) from the one they recommended in 2003 should not negate their stated policy of reimbursement for individuals who have had this safety problem corrected earlier at their own expense using previously approved Chevrolet recommendations.

The Safety Recall Notice states that the labor for the new modification could be up to 1 hour and 40 minutes and this correlates with the labor charge of \$97.50 that I had to pay. Obviously, a new design lock plate will be a cheaper part to replace than the \$163 solenoid that I was charged at the time. I find it strange that Chevrolet is unwilling to honor their stated remedy in the Safety Recall Notice and refund at least a portion of the expenses that I had to cover to correct this safety problem. I feel that their refusal to make any reimbursement is in total disagreement with their own statements in their Safety Recall Notice. I would appreciate any help you could give me in resolving this matter.

Sincerely,

Las Cruces, NM

Janon
1/12/05



November 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 1997 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
Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: DEC 7, 200417-Digit Vehicle Identification Number (VIN): 1G1YY22G4K5Mileage at Time of Repair: 21137 Date of Repair: 08/28/03

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: LAS CRUCES State: NM ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 342.88

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this field action.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-8170All special policy reimbursement questions should be directed to the following number:
1-800-204-0261

COPY

**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).**