

MEMO EXECUTIVE SECRETARIAT
TO: ADMINISTRATOR, NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION 2006 FEB 21 P 10:50

FROM: [REDACTED]
SUBJECT: [REDACTED]
DATE: 2/10/2006

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TRAFFIC SAFETY DIV.

RMD
copy

I am having trouble with my 1997 Cavalier. I have sent General Motors a copy of the recall notice. Need to be able to talk with someone about the problem I am having with my Cavalier.

101519

2006 FEB 24 AM 10:02

Margaret
2/27/06

Dear Sir or Madam:

In 2003 your company issued a recall for the power steering pump because there was a problem with the pump causing the steering to lock while driving. I recently had this experience with my Chevrolet Cavalier. I had the auto tech explain to me what was wrong and what needed to be done to fix the problem.

The auto tech stated the power steering pump would cause the steering to lock and release and needed to be replaced. This would be a short-term solution to correct the problem. The correct procedure to correct the problem would be to have the power steering pump replace and the rack and pinion of the steering assembly.

Since this problem was issued in a recall letter from your company in 2003 the same procedure should have been done then to correct the problem (Reference Recall Letter # C02049-S).

Sincerely,



General Motors
Customer Service Center
General Motors Corporation
161 Renaissance Center, P.O. Box 183, Detroit, MI 48201-1038



0102048-8

January, 2003

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason for This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1995, 1997, and 1998 model year Chevrolet Cavalier, 1998 model year Chevrolet Lumina APV, and 1997 and 1998 model year Chevrolet Venture vehicles. Some of these vehicles have a condition where the lower pinion bearing in the power steering gear may separate. Most reports indicate that the driver experienced an intermittent loss of power steering assist when making left turns, usually at low speeds. Power assist is normal in right hand turns. When trying to turn left, some drivers could experience higher resistance or, in a few cases, shock towards the right. If this happens while the vehicle is moving, a crash could result.

What Will Be Done: Your Chevrolet dealer will inspect the condition of the lower pinion bearing in the rack and pinion steering gear assembly and replace the lower pinion bearing, or in a few cases, replace the rack and pinion steering gear assembly. This service will be performed for you at no charge.

How Long Will The Repair Take? The amount of time required to inspect and replace the lower pinion bearing is approximately 30 minutes for the Cavalier, and 2 hours for all other vehicles. A small number of vehicles will require the replacement of the rack and pinion steering gear assembly, which will take approximately 2 to 2-1/2 hours to perform the service correction. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles needing service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your Chevrolet dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center at 1-800-222-1030. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Toll Telephones, TDD/TTY).



GM OWNER: Please send this card to your GM dealer to help identify the correction required to your vehicle. PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE. SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

☐ I have never owned this vehicle. ☐ Vehicle damaged beyond repair. ☐ Vehicle stolen and not recovered.
☐ Campaign Completed on Date ____/____/____ by ☐ GM ☐ Other ☐ Vehicle Sold/Traded/Released to:

00000113705
02049 101JC1246VH1S017E C-1

WILLIE J. JONES
1400 JEFFERSON ST
HYATTSVILLE, MD 20782-3400

NAME _____
ADDRESS _____
CITY _____ STATE _____
ZIP _____
PHONE (____) _____
E-MAIL _____

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 Card: The attached customer reply card identifies your vehicle. Presentation of this card 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 attached and mailing it in the postage paid envelope.

Reimbursement: (Statement for all states except as shown below) If you have already paid for some or all of the cost to replace the power steering gear lower pinion bearing or the rack and pinion steering gear due to lower pinion bearing separation, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of these charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by January 31, 2004.

(Statement for California, Connecticut, Virginia, and Wisconsin)

If you have already paid for some or all of the cost to replace the power steering gear lower pinion bearing or the rack and pinion steering gear due to lower pinion bearing separation, and you have not received reimbursement under a Vehicle Service Contract, you should write to Chevrolet Motor Division, P.O. Box 33170, Detroit, MI 48232-5170, to seek reimbursement. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of these charges and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

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.

General Motors Corporation

Enclosure



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