

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Subject: FW: Memo to file VOQ 10389888
Date: Tuesday, March 15, 2011 8:10:15 AM
Attachments: [2007 Corvette 092308.jpg](#)
[2007 Corvette 110909.jpg](#)
[2007 Corvette 122810.jpg](#)
[2007 Corvette 030711.jpg](#)

-----Original Message-----

From: Reid, Randy (NHTSA)
Sent: Monday, March 14, 2011 4:53 PM
Subject: FW: Memo to file VOQ 10389888

Cynthia, please add these repair orders to VOQ 10389888, private repository and redact in the public.

-----Original Message-----

From: McHenry, Stephen (NHTSA)
Sent: Monday, March 14, 2011 9:39 AM
To: Reid, Randy (NHTSA)
Subject: Memo to file VOQ 10389888

-----Original Message-----

From: [REDACTED]
Sent: Wed 3/9/2011 3:53 PM
To: McHenry, Stephen (NHTSA)
Subject: Service Active Handling System on My 2007 Corvette

Stephen, I spoke with you on Monday about this problem that I'm having with my 2007 Corvette. I promised you that I would scan and email you the service tickets from the dealership that detail the problem and what they have done to supposedly fix it over the four years that I have had the car. I know I have had the car in at least six times, but I could only locate four of the tickets and I have attached them. I will continue to look for the other two and send them if I find them.

Also, here is the link from the Corvette Forum when I found your contact information and the link to the complaint form.

<http://forums.corvetteforum.com/c6-tech-performance/2336065-service-active-handling-consumer-action.html>

Lastly, there are now two different forms to choose from, a portable form and an online form. Which do you suggest that I use?

<https://www-odi.nhtsa.dot.gov/ivoq/index.cfm>

Regards,

[REDACTED]

CUSTOMER #: 64263

333684

RELIABLE CHEVROLET

800 NORTH CENTRAL EXPRESSWAY
P.O. BOX 831240
RICHARDSON, TEXAS 75080-1240
SERVICE (972) 952-8133
COLLISION REPAIR (972) 952-1530



INVOICE

PAGE 1

WYLIE, TX

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 94 EDDIE MARTINEZ

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE, TAG. Includes details for MARROON 07 CHEVROLET CORVETTE and service dates.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES ENGINE IS RUNNING/IDLING ROUGH, WANTS TO STALL, CK AND REPORT

DIAG1 DIAGNOSTIC CHARGES
38 CA 99.99 99.99
33343 SCAN THE COMPUTER, NO CODES STORED. THE ENGINE IS OPERATING TO SPECS.

B CUSTOMER STATES "SVC ACTIVE HANDLING" LIGHT/MESSAGE ARE ON, STEERING WHEEL SHAKING, CK AND REPORT
CAUSE: SCAN THE COMPUTER, CODE C0710 IS STORED. RUN DIAGNOSIS. REPLACE STEERING WHEEL POSITION SENSOR CONNECTOR RETAINER CLIP. CLEAR CODE, RETEST, OK.

E9464 GM BULLETIN 060235002B: INSTALL SWPS CONNECTOR.
11 WPC (N/C)
1 19179794 CLIP (N/C)
CC: 0621
FC: 9090
PART#:
COUNT:
CLAIM TYPE:
AUTH CODE:



C \$0 DEDUCTIBLE
0 \$0 DEDUCTIBLE
99 I (N/C)

D COMPLIMENTARY HAND WASH AND VACUUM.
CSIW COMPLIMENTARY HAND WASH AND VACUUM.
80 I (N/C)

*** THANK YOU FOR CHOOSING RELIABLE ***

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a summary of charges: LABOR AMOUNT 99.99, TOTAL CHARGES 99.99.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 99.99

CUSTOMER COPY

CUSTOMER #: 64263

258693

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INVOICE

PAGE 1

WYLIE, TX
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 7 SHAWN DOWNS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
MARROON	07	CHEVROLET CORVETTE	1G1YY26U975 [REDACTED]	[REDACTED]	16769/16769	T3484	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN06 DD			18:00 23SEP08			CC	23SEP08
R.O. OPENED	READY	OPTIONS: DLR:OTHER ENG:6.0_Liter_SFI					
09:30 23SEP08	17:24 23SEP08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A		LUBE,OIL,AND OIL FILTER (MOBIL #1)					
		SP3 LUBE,OIL,AND OIL FILTER (MOBIL #1)					
		21 CA				16.38	16.38
		1 89017524 FILTER			5.15	5.15	5.15
		7 12346184 OIL			10.14	6.34	44.38

16769 TECH NOTE: RECOMMEND REPLACEMENT OF THE FRONT TIRES.

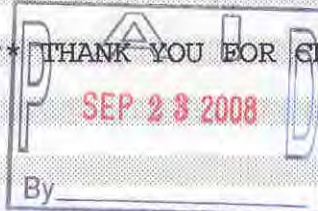
B CUST STATES THE ACTIVE HANDLING LIGHT KEEPS COMING ON AND SEEMS TO MORE WHEN TILTING STEERING WHEEL UP OR DOWN
CAUSE: SCAN THE COMPUTER, CODE C0710 IS STORED, FOUND THE STEERING WHEEL POSITION SENSOR IS INOPERATIVE. REPLACE THE SENSOR, CLEAR CODE.
E7690 SENSOR, STEERING WHEEL ROTATION REPLACE

57 W		(N/C)
1 15231656 SENSOR		(N/C)
FC: 6G		
PART#: 15231656		
COUNT: 1		
CLAIM TYPE:		
AUTH CODE:		
WG		

C WASH AND VACUUM VEHICLE AT NO CHARGE
CSIW WASH AND VACUUM VEHICLE AT NO CHARGE

80 I		(N/C)
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*** THANK YOU FOR CHOOSING RELIABLE ***



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	16.38
		PARTS AMOUNT	49.53
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	65.91
		LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	4.09
		PLEASE PAY THIS AMOUNT	70.00

CUSTOMER COPY

4263

292685

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INVOICE

PAGE 1

WYLIE, TX
HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 1 JERRY WHITE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE, TAG. Includes details for MARROON 07 CHEVROLET CORVETTE and delivery dates.

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Includes service details and costs.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes service descriptions like 15,000 MILE SERVICE and associated costs.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes service descriptions like COMPLETE TRANSMISSION FLUID EXCHANGE.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes service descriptions like CUST STATES ACTHANDING LIGHT COMING ON.

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a disclaimer and a summary of charges.

CUSTOMER COPY

4263

328299

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PAGE 1

WYLIE, TX

SERVICE ADVISOR: 94 EDDIE MARTINEZ

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE, TAG. Includes details for MARROON 07 CHEVROLET CORVETTE, VIN 1G1YY26U975, MILEAGE 31354/31354, TAG T2450. Also includes dates and payment info.

08:02 27DEC10 17:32 27DEC10
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES "SVC ACTIVE HANDLING" LIGHT KEEPS COMING ON
CAUSE: SCAN THE COMPUTER, CODE C0710 IS STORED. RUN DIAGNOSIS, INTERNAL
MALFUNCTION IN THE STEERING WHEEL POSITION SENSOR. REPLACE
SENSOR, CLEAR CODE.
E7690 SENSOR, STEERING WHEEL ROTATION REPLACE
57 WPC (N/C)
1 15231656 SENSOR (N/C)
GMADD DIAGNOSIS
57 WPC (N/C)
CC: 0621
FC: 6579
PART#:
COUNT:
CLAIM TYPE:
AUTH CODE:

B CUSTOMER STATES THERE IS A VIBRATION OR RATTLE NOISE FROM REAR OF
VEHICLE, POSSIBLY EXHAUST, ON ACCEL OR WHEN GOING OVER BUMPS
S150 REPOSITION AFTERMARKET REAR EMBLEM.
11 I (N/C)

C CUSTOMER STATES ROOF CREAKS AND RATTLES
CAUSE: BOTH REMOVABLE TOP LATCHES ON THE LEFT AND RIGHT SIDE ARE
RATTLING. REPLACE BOTH LATCH/HANDLE ASSEMBLIES MULTIPLE REPAIRS
OKED PER B.K.
B2364 HANDLE, HATCH ROOF FRONT RIGHT REPLACE
30 W (N/C)
1 19206591 HANDLE (N/C)
1 19206592 HANDLE (N/C)
120 OLH TO REPLACE THE LEFT SIDE ROOF LATCH ALSO.
30 W (N/C)
CC: 0890
FC: 6063

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a disclaimer on behalf of the servicing dealer and a list of charges: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER COPY