



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)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
JUN 13 2012
04-MAY-2012

Repository ☐
Reference No.
10457509

OWNER INFORMATION (Type or Print)

Name
Address
City SAVANNAH State GA Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1YY32GX45
Make CHEVROLET Model CORVETTE Model Year 2004
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s)
☐ Cruise Control 20-APR-2012
18

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM
Failure Mileage ~~13900~~ 14600 Failure Speed 30

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) ☐ Original Equipment Failure Location:
☐ Prior Repair
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 ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police
N

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).

TL* THE CONTACT OWNS A 2004 CHEVROLET CORVETTE. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT NOTICED THAT THE SERVICE ACTIVE HANDLING SYSTEM WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE YAW RATE SENSOR IN THE CENTER CONSOLE WOULD HAVE TO BE REPLACED. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 10V172000 (STEERING: COLUMN), BUT WAS ADVISED BY THE MANUFACTURER THAT THE VIN WAS NOT INCLUDED IN THE RECALL AND THE RECALL ONLY INCLUDED 2005-2006 MODEL YEARS. THE CONTACT BELIEVED THAT THE FAILURE WAS RELATED TO THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 13,900.

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 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.

[REDACTED]
Savannah, GA
[REDACTED]

May 29, 2012

NHTSA Ref. #10457509

I am enclosing the correspondence to GM with copies to NHTSA. It appears that GM is standing their ground that my car is not included in their recall. I received a phone call but they refuse to give me anything in writing as to their position and what their decision is based on. Melassa Golden called Friday May 25 at 5:20pm to say they received the SRR Certified mail. I have asked that GM pay for the repair if it is the same as the recall and if not, I will pay for it. Provided they can show me the part that failed. GM has adamantly refused to even discuss it.

It is suspicious that this would fail in my vehicle considering the cost of the car, the upkeep it has received and the low mileage. It is not a repair that is caused by wearing out, time or mileage. It would have to be a defect.

I need your advice as soon as possible as to what to do.

Sincerely,
[REDACTED]

Enclosure(s)

[REDACTED]
Savannah, GA [REDACTED]
[REDACTED]

CERTIFIED-SIGNED RECEIPT REQUESTED

May 22, 2012

Corporate Offices
Alicia Boler-Davis
Chevrolet Customer Services
P.O. Box 33170
Detroit, MI 48232-5170

Corporate Offices
Daniel F. Akerson,
G.M. Chairman & CEO
P.O. Box 33170
Detroit, MI 48232-5170

Ms. Gay P. Kent, Dir., Product Investigations
GM Corporation
3001 Van Dyke - Mail Code 480-210-G11
Warren MI 48090-9055

Build date on my 2004 Corvette Convertible is 4/06/2004, VIN #1G1YY32GX45 [REDACTED] I have 14,000 miles. GM recall #N100118 and NHTSA Campaign 10V172000 was issued in 2010 for Corvettes built between March 2004 and January 2006. Furthermore NHTSA and General Motors acknowledge this recall for Corvettes (Ref: ltr dated April 26, 2010 from GM - Gay Kent to Daniel Smith NHTSA; Ref: ltr dated April 29, 2010 - Recall 10V-172 Subject: STEERING WHEEL POSITION SENSOR-; Ref Recall Bulletin No: 10118 Date - April 2010 Titled "PRODUCT SAFETY RECALL"; Ref ltr. Dated April 29, 2010 from George Person, NHTSA to Gay Kent, General Motors) Option N37 Steering: Power Telescoping & Manual Tilt Steering Column.

I am experiencing the problem outlined by this recall. The recall specified year models 2005 and 2006. I am requesting that General Motors repair my Corvette. This is the ninth Vette I've owned but the first time I've experienced a blatant disregard for customer service /satisfaction. If I have the vehicle repaired and the failed part is the N37 Steering Column will I be reimbursed? If GM can prove, certify, plainly display this problem is not reflected in the recall, I will drop the issue. However, I want General Motors to tell me what caused this problem as, per your local Chevrolet mechanic, it was not caused by age, wear and tear or limited driving (low mileage). It has been meticulously maintained by Chevrolet.

I am a member of a number of Vette organizations including National Corvette Owners Association. Corvette owners are a passionate group. It is imperative that this safety hazard be corrected immediately. I was offered a \$1,000 customer appreciation certificate by (your) Melassa Golden, Exec. Assistant, to be used toward my next GM vehicle. Under the circumstances, why would I want another GM vehicle?

Please reply immediately, at least within 10 days after receipt of this letter. Time is of the essence. By copies of this letter I am notifying NHTSA of this safety hazard on my vehicle.

Sincerely,

[REDACTED]
Copies to:
NHTSA
George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement
1200 New Jersey Avenue, SE
Washington, DC 20590

Mr. Daniel Smith
Assoc. Administrator for Enforcement
NHTSA-Recall Management Div. (NVS-215)
1200 New Jersey Avenue, SE - Room W45-306
Washington, DC 20590

CUSTOMER #: 61033

127993

INVOICE

DAN VADEN
CHEVROLET

We'll Go The Extra Mile For You!

9393 Abercorn Street · Savannah, GA 31406
(912) 925-9393

PAGE 1

SAVANNAH, GA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 2805 JENNIFER L ANDREWS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
BLUE	04	CHEVROLET CORVETTE		1G1YY32GX45			14614 / 14614	T7505
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30AUG04 IS			18:00 18APR12				CASH	20APR12
30AUG04 DD								
R.O. OPENED		READY		OPTIONS: ENG:5.7 LITER SFI ALUM TRN:A				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES DIC READS SERVICE ACTIVE HANDLING

CAUSE: CHECKED FOUND YAW RATE SENSOR VOLTAGE OUT OF SPECS. CHECKED LOW
REFERENCE CIRCUIT OF RAW RATE SENSOR . CIRCUIT OK NEEDS SENSOR

SUSP SUSPENSION

4977 CP

99.00

99.00

PARTS: 0.00 LABOR: 99.00 OTHER: 0.00 TOTAL LINE A: 99.00

B INSPECTION

CAUSE: PERFORM MULTI POINT INSPECTION

INSP INSPECTION

4977 CP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

"Our goal is 100% customer satisfaction. If you are not completely satisfied please contact our Service Manager."

() Cash

() Credit Card

() Check

Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	99.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.00

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Alicia Boler-Davis
Chevrolet Customer Services
P.O. Box 33170
Detroit MI 48232-5170

2. Article Number

(Transfer from service label)

7009 2820 0001 0274 1504

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *Bragg*

- ☐ Agent
☐ Addressee

B. Received by (Printed Name)

Bragg

C. Date of Delivery

5/24/12

D. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

3. Service Type

- ☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Daniel Akerson, Chmn/CEO
GM Corporation
P.O. Box 33170
Detroit, MI 48232-5170

2. Article Number

(Transfer from service label)

7009 2820 0001 0274 1511

PS Form 3811, August 2001

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *Bragg*

- ☐ Agent
☐ Addressee

B. Received by (Printed Name)

Bragg

C. Date of Delivery

5/24/12

D. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

3. Service Type

- ☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *Daniel Akerson*

- ☐ Agent
☐ Addressee

B. Received by (Printed Name)

Daniel Akerson

C. Date of Delivery

5/24/12

D. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Ms. Gay Kent
Dir. Prod Investigation
GM Corp
3001 Van Dyke - Mail Code
480-210-G11
Warren, MI 48090-9055

3. Service Type

- ☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

2. Article Number

(Transfer from service label)

7009 2820 0001 0274 1528

PS Form 3811, August 2001

Domestic Return Receipt

102595-02-M-1540

search site

MT Classic Mobile Newsletter MT Radio

Home Cars Road Tests Auto Shows News Future Videos Photos Features Forums WOT Subscribe

Recalls Specs Safety Pricing Photos Used Car Dealers Warranty

find your dealer now ►



Home > Used Cars > Chevrolet > Corvette > 2005 > Recalls

2005 Chevrolet Corvette Recalls

Overview

Model Summary

- [Get a Free Price Quote](#)
- [Find a Local Dealer](#)
- [Low Rate Financing](#)
- [Free Insurance Quote](#)

Find it used

Classifieds

Pricing

Resale Values
Option Packages
Ownership Costs
Payment Calculator
Dealer Quote


[More Photos](#)

2005 Chevrolet Corvette

Average Resale Value: \$26,975

MPG Range: 28 mpg

Bodystyles: Coupe, Convertible

[PRICE NEW MODEL](#)
[SEARCH CLASSIFIEDS](#)
[Safety Features](#) [Crash Test Ratings](#) [Recalls](#)

Multimedia

Exterior Photos
Interior Photos
360 Photos
Miscellaneous
Videos
Colors

Compare

All Trims
Select a Vehicle
Competitors

Specifications

Performance
Handling
Exterior
Interior
Warranty

Reviews

Reviews
Latest News
Consumer Reviews

Safety

Safety Features
Crash Test Ratings
Recalls

Buying Tools

Free Price Quote
Locate a Local Dealer
Free Credit Scores

Recall ID # 50943 - SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS

[Full Details](#)

Recall Date	NOV 03, 2004
Component	SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS
Model Affected	Corvette

Potential Units Affected 5225

Recall ID # 59711 - STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND CONNECTIONS

[Full Details](#)

Recall Date	OCT 05, 2005
Component	STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND CONNECTIONS
Model Affected	Corvette

Potential Units Affected 123592

Recall ID # 59871 - STRUCTURE:BODY:ROOF AND PILLARS

[Full Details](#)

Recall Date	MAY 24, 2006
Component	STRUCTURE:BODY:ROOF AND PILLARS
Model Affected	Corvette

Potential Units Affected 30793

Recall ID # 81974 - STRUCTURE:BODY:ROOF AND PILLARS

[Full Details](#)

Recall Date	DEC 23, 2009
Component	STRUCTURE:BODY:ROOF AND PILLARS

Model Affected: Corvette

Potential Units Affected: 22090

Recall ID # 83375 - STEERING:COLUMN

☐ Hide Details

Home | New Cars | Used Cars | Car Reviews | Auto Shows | Future Cars | Car Prices | Car Pictures | Auto Rebates | Site Map

Recall Dates:
APR 26, 2010

Model Affected:
2005 Chevrolet Corvette

Summary:

GM IS RECALLING CERTAIN MODEL YEAR 2005 AND 2006 CHEVROLET CORVETTE PASSENGER CARS MANUFACTURED BETWEEN MARCH 2004 AND JANUARY 2006 EQUIPPED WITH A TILT AND TELESCOPING STEERING COLUMN (RPO N37). IN RARE CASES, REPEATED MOVEMENT OF THE STEERING COLUMN MAY CAUSE A SIGNAL INTERRUPTION WITHIN THE COLUMN. IF THIS OCCURS, THE MESSAGE, "SERVICE ACTIVE HANDLING SYSTEM" WILL APPEAR IN THE DRIVER INFORMATION CENTER, AND ONE OR MORE OF THE BRAKES MAY APPLY, POSSIBLY CAUSING THE VEHICLE TO PULL TO THE RIGHT OR LEFT.

Consequences:

IF THE DRIVER DOES NOT RESPOND TO THE CHANGE IN VEHICLE MOVEMENT, A CRASH COULD OCCUR.

Remedy:

GM WILL NOTIFY OWNERS AND DEALERS WILL REPAIR THE VEHICLES FREE OF CHARGE. THE SAFETY RECALL BEGAN ON APRIL 30, 2010. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438 AND GMC AT 1-866-996-9463 OR AT THE OWNER CENTER AT WWW.GMOWNERCENTER.COM.

Potential Units Affected:
40028

Notes:
GENERAL MOTORS CORP.

[» More from AOL Autos](#)

- GPS Tracking Devices Warrant Fears
- Our Man Defends His Minivan Love
- 2011 Best Tailgate Vehicles

CHECK INSURANCE RATES

Save money on your car insurance! Start by receiving a no-hassle quote for auto insurance.

[See how much you can save!](#)**AUTO LOAN QUOTE**

Want to save money on your next auto purchase? Start by receiving a no-hassle quote for auto financing.

[Explore Your Financing Options!](#)

RSS

Stay up to
Speed with the
MOTOR TREND
Mobile iPhone App



NEWS, PHOTOS AND
MORE ON YOUR PHONE

[SIGN ME UP!](#)[Search MOTOR TREND](#)

[Dealer](#) | [Car Dealers](#) | [Car Insurance](#) | [Used Car Dealers](#) | [MT Classic](#) | [Subscribe](#) | [Give a Gift](#) | [Subscriber Services](#) | [MT Classic Subscription](#)



File In Section: Product Recalls
Bulletin No.: 10118
Date: April 2010

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: "Service Active Handling System" Message in Driver Information Center

MODELS: 2005-2006 Chevrolet Corvette
Equipped with Tilt and Telescoping Steering Column (N37)

Due to part availability, customers involved in this recall will be notified in phases.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2005 and 2006 model year Chevrolet Corvette vehicles equipped with a tilt and telescoping steering column (N37). In rare cases, repeated movement of the steering column may cause a signal interruption within the column. If this occurs, the message, "Service Active Handling System" will appear in the Driver Information Center, and one or more of the brakes may apply, possibly causing the vehicle to pull to the right or left. If the driver does not respond to the change in vehicle movement, a crash could occur.

CORRECTION

Dealers are to inspect the wire connection in the steering column, and if necessary, install an additional clip to secure the wire connection.

VEHICLES INVOLVED

Involved are **certain** 2005 and 2006 model year Chevrolet Corvette vehicles equipped with a tilt and telescoping steering column (N37), and built within these VIN breakpoints:

Year	Division	Model	From	Through
2005	Chevrolet	Corvette	55100001	55137341
2006	Chevrolet	Corvette	65100001	65115536

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using GMVIS (dealers using WINS) or the Investigate Vehicle History link (dealers using GWM). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports,

GM Vehicle Inquiry System

Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN	1G1YY32GX45
-----	-------------

VEHICLE BUILD

Merchandising Model :	1YY67 -2004 CORVETTE CONVERTIBLE		
Gross Vehicle Weight Rating :	1670 kg (3682 lb)	Order Number :	HCCR0Z
Build Date :	04/06/2004	Build Plant :	145Y

OPTION CODES

AAB - MEMORY PACKAGE	AK5 - DRIVER & PASSENGER SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM
AQ9 - ADJUSTABLE SPORT BUCKET SEATS WITH LEATHER TRIMMED SEATING SURFACES	BGR - BOWLING GREEN PLANT
B84 - BODY SIDE MOLDINGS	CJ2 - AIR CONDITIONING-ELECTRONIC DUAL ZONE
C05 - CONVERTIBLE FOLDING ROOF	DD0 - ELECTROCHROMIC MIRRORS: INSIDE REARVIEW&LEFT OUTSIDE REARVIEW
DD8 - OSRV	DL5 - ROADSIDE SERVICE INFORMATION DECAL
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - 50-STATE EMISSIONS
GU2 - REAR AXLE 2.73 RATIO	IL2 - TRIM INTERIOR DESIGN
JL9 - 4-WHEEL DISC ANTI-LOCK BRAKE SYSTEM	K63 - 110 AMP GENERATOR
LS1 - 5.7L LITER SFI V8 - 350HP	MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE
M30 - 4-SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	NK4 - LEATHER WRAPPED STEERING WHEEL
NT9 - FED EMIS SYS, TIER 2 PHASE-OUT	N37 - STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN
QF5 - HIGH POLISHED ALUMINUM WHEELS	SLM - STOCK ORDERS
T82 - TWILIGHT SENTINEL	UN0 - AM/FM STEREO W/CD PLAYER
UV6 - HEAD UP DISPLAY	UZ6 - BOSE SPEAKER & AMPLIFIER SYSTEM
U1S - CD 12 DISC CHANGER, REMOTE	U52 - ELECTRONIC INSTRUMENTATION
U75 - POWER RADIO ANTENNA	VDC - VEHICLE INFORMATION CD
VM3 - CONSUMER INFORMATION LABEL	V49 - LICENSE PLATE FRAME: FRONT
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	XGG - FRONT TIRE-P245/45ZR17 BW SBR

YGH - REAR TIRE-P275/40ZR18 BW SBR	Z15 - COMMEMORATIVE EDITION
ISC - COMMEMORATIVE EDITION * MEMORY PACKAGE * TWILIGHT SENTINEL * ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR * HEAD UP DISPLAY * STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN * COMMEMORATIVE EDITION	ISZ - PREFERRED EQUIPMENT SAVINGS
15I - SHALE INTERIOR TRIM	152 - SHALE COMMEMORATIVE
19U - LEMANS BLUE	54T - SHALE

© 1998-2004 General Motors Corporation. All Rights Reserved.



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 29, 2010

MS. GAY P. KENT
DIRECTOR, PRODUCT INVESTIGATIONS
STRUCTURE & SAFETY INTEGRATION
GENERAL MOTORS CORPORATION
30001 VAN DYKE – MAIL CODE 480-210-G11
WARREN MI 48090-9055

NVS-215kjs
10V-172

Subject: STEERING WHEEL POSITION SENSOR

Dear MS. KENT:

This letter serves to acknowledge General Motors' notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
CHEVROLET/CORVETTE/2005-2006

NHTSA Campaign Number: 10V-172

Mfg's Report Date: April 26, 2010

Components: STEERING COLUMN

Potential Number of Units Affected: 40,028

Summary:

GM IS RECALLING CERTAIN MODEL YEAR 2005 AND 2006 CHEVROLET CORVETTE PASSENGER CARS MANUFACTURED BETWEEN MARCH 2004 AND JANUARY 2006 EQUIPPED WITH A TILT AND TELESOPING STEERING COLUMN (RPO N37). IN RARE CASES, REPEATED MOVEMENT OF THE STEERING COLUMN MAY CAUSE A SIGNAL INTERRUPTION WITHIN THE COLUMN. IF THIS OCCURS, THE MESSAGE, "SERVICE ACTIVE HANDLING SYSTEM" WILL APPEAR IN THE DRIVER INFORMATION CENTER, AND ONE OR MORE OF THE BRAKES MAY APPLY, POSSIBLY CAUSING THE VEHICLE TO PULL TO THE RIGHT OR LEFT.

Consequence:

IF THE DRIVER DOES NOT RESPOND TO THE CHANGE IN VEHICLE MOVEMENT, A CRASH COULD OCCUR.

Remedy:

GM WILL NOTIFY OWNERS AND DEALERS WILL REPAIR THE VEHICLES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT APRIL 30, 2010. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438 AND GMC AT 1-866-996-9463 OR AT THE OWNER CENTER AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

Notes:

GM'S RECALL CAMPAIGN NUMBER IS N100118. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of an Engineering Analysis, EA09-002, conducted by the Office of Defects Investigation.

The information in your defect noncompliance report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person", written in a cursive style.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement



GENERAL MOTORS LLC
Global Interior and Safety Center

RECEIVED

By Recall Mgt Div. at 3:46 pm, Apr 27, 2010

10V-172
(4 pages)

April 26, 2010

Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Mr. Smith:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall of certain 2005-2006 model year Chevrolet Corvette vehicles.

573.6(c)(1): Chevrolet Brand of General Motors LLC

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which may relate to motor vehicle safety, exists in certain 2005-2006 model year Chevrolet Corvette vehicles equipped with tilt and telescoping steering column (RPO N37). These vehicles may have an intermittent or open condition in a connector in the Steering Wheel Position Sensor (SWPS) circuit located in the steering column. If this intermittent or open condition occurs, the "SERVICE ACTIVE HANDLING SYSTEM" message is displayed, and a short-duration brake apply may occur if the signals for steering wheel rotation or ground are corrupted. Based upon an evaluation conducted at the Milford Proving Grounds, GM measured brake apply durations of 0.6 to 1.6 seconds. GM assessed the brake application as observable, but controllable. Vehicle heading is maintained by minor corrections in steering. Depending on whether the condition in the SWPS connector is intermittent or open, the ESC is either disabled until the connector is repaired, or until the next ignition cycle. If the system is disabled, the "SERVICE ACTIVE HANDLING SYSTEM" message remains active until the vehicle is repaired.

573.6(c)(6): In September, 2005, a Red-X study was initiated by the ESC system supplier based on 2005 Corvette SWPS warranty part returns associated with customer complaints of the "SERVICE ACTIVE HANDLING SYSTEM" message displayed in the driver information center (DIC). This condition resulted in setting a diagnostic trouble code (DTC). Analysis of the returned SWPSs indicated that more than 85% had no trouble found. At that time General Motors was aware of the warranty claims related to the "SERVICE ACTIVE HANDLING SYSTEM" message, but did not have any information to indicate that this condition could result in a brake application of one or more wheels.



The Red X study concluded that fretting corrosion on the connector was the root cause and that the telescoping steering column was a contributor to the issue. The supplier investigated potential solutions. It was determined that stabilizing the connection of the SWPS would address the condition.

In response to the Red-X study an immediate containment fix of tape and a wire strap was implemented at the assembly plant on January 20, 2006, and service bulletin 06-02-35-002 was approved and issued in January 2006. In order to clarify connector numbers the bulletin was supplemented to 06-02-35-002A in August 2006.

The supplier developed a design to add a terminal position assurance (TPA) clip for the SWPS connector in place of the tape and wire strap corrective action. This TPA was released to production in April of 2007. Service bulletin 06-02-35-002B was issued to release the TPA in service in October of 2007.

All of these actions were to respond to customer complaints of "SERVICE ACTIVE HANDLING SYSTEM" messages displayed in the DIC. GM Engineering was not aware of reports of inappropriate or unexpected brake application.

On September 17, 2008, the NHTSA opened PE08-056 involving allegations of inappropriate brake application of one or more wheels induced by an ESC system malfunction in 2005-2006 Corvettes. GM conducted a demonstration drive on October 10, 2008 in an effort to replicate the alleged condition. GM responded to PE08-056 on November 21, 2008. GM's risk assessment indicated that the subject condition did not present an unreasonable risk to motor vehicle safety for the following reasons: 1) Low rate of occurrence; 2) The rare set of conditions that would need to be present; 3) The driver's ability to maintain directional control of the vehicle if the alleged condition were occur; 4) No reports of injuries.

On January 20, 2010, the NHTSA conducted a demonstration of the ESC system that added a 1 K ohm resistor in the 5 V reference in a right turn at 60 mph and a 2.6 K ohm resistor in the ground during straight-line driving. When General Motors employees drove the vehicle with those inputs, they found that only a minor steering input was needed to maintain control of the vehicle. Subsequently, in a January 27, 2010 meeting, GM and the NHTSA reviewed reports and warranty claims that may or may not relate to this condition. As part of that review there was a discussion of the approximately 2000 claims that the NHTSA had previously indicated may relate to this condition. General Motors stated its belief that only a small fraction of those cases actually had a brake application that may have been perceptible. In March 2010, GM completed a survey of some of those customers and reviewed those results with the NHTSA on April 1, 2010. GM believes those results support the conclusion that only a small fraction of those claims involved a brake application. However, in order to resolve the open investigation, General Motors has decided to conduct a safety recall.

The issue was presented to the Field Performance Evaluation Review Committee and on April 22, 2010, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers will inspect and, if necessary, install a terminal position assurance clip to the connector.

Pursuant to 577.11(e), GM will provide reimbursement to owners for repairs completed on or before ten days after the owner mailing is completed, according to the plan submitted on January 22, 2009.

573.6(c)(10): GM provided the dealer bulletin and owner letter under separate cover. The dealer bulletin was sent on April 23, 2010 and GM will start mailing owner letters by April 30, 2010 with an expected completion date at the end of May 2010.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Kent", written over the printed name.

Gay P. Kent,
Director, Product Investigations
and Safety Regulations

N100118
Attachment

573.6(c)(2),(3),(4)

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE**

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES</u> <u>(FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	Y	2005	29,271	03/2004	09/2005	Corvette	*
Chevrolet	Y	2006	10,757	03/2005	01/2006	Corvette	"
GM Total:			40,028				

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): The Steering Wheel Position Sensor was supplied by Delphi.

Delphi Automotive
3900 Holland Rd.
Saginaw, MI 48601

Telephone: 313-665-7377

N100118

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G1YY32GX45
-------	-------------

VEHICLE INFORMATION

Merchandising Model :	IYY67 -2004 CORVETTE CONVERTIBLE				Warranty Start Date :		08/30/2004	
BARS Order Type :	70 - RETAIL - STOCK							
Delivering Dealer :	MCDANIEL CHEVROLET, INC. 1065 MT VERNON AVE MARION, OH 43302-5536 (740) 389-6335				Selling Source :		13 - CHEVROLET	
					Site Code :		09149	
					Business Associate Code :		112847	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid	

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04043	LOWER CONTROL ARM WASHER	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	08/30/2004	32 miles	08/30/2007	36032 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	08/30/2004	32 miles	08/30/2010	100032 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/30/2004	32 miles	08/30/2012	80032 miles
36/36000 FEDERAL EMISSION	08/30/2004	32 miles	08/30/2007	36032 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

04/25/2005	166191	#	E0420 - WHEEL - ONE - R&R OR REPLACE	3312 miles
04/25/2005	166191	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	3312 miles
11/01/2004	160139	#	V1234 - 04043 - INSPECT AND REPLACE ALL FRONT AND REAR LCA NUTS	600 miles
09/07/2004	157876	#	B9626 - LAMP ASSEMBLY, EXTERIOR - SIDE MARKER FRONT - RIGHT - REPL	343 miles
09/07/2004	157876	#	B9627 - LAMP ASSEMBLY, EXTERIOR - SIDE MARKER FRONT - LEFT - REPLA	343 miles
09/07/2004	157876	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	343 miles
04/08/2004	151977	#	Z6999 - PDI RELATED FLUID ADDS	2 miles
04/06/2004	A26603	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 1998-2005 General Motors Corporation. All Rights Reserved.