

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Consumer email - ODI #10836899 / Summary of the final resolution for your case [REDACTED]  
**Date:** Tuesday, February 23, 2016 11:35:28 AM

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

**From:** [REDACTED]  
**Sent:** Sunday, February 21, 2016 4:41 PM  
**To:** [GMCACUpdate@gm.com](mailto:GMCACUpdate@gm.com)  
**Cc:** donotreplyodi (VOLPE) <[donotreplyodi@dot.gov](mailto:donotreplyodi@dot.gov)>  
**Subject:** RE: Summary of the final resolution for your case [REDACTED]

Dear Kevin:

As noted in the customer service letter, the 2 dr. Corvette does lock the driver/passenger in the car and they can't escape without knowing there is an emergency release. FOB seems not to be detected, as stated in the letter. Happens to both doors. Very dangerous if valet or passenger left sitting in the car is unaware of the defective door issue. Also as stated car locks you out! This is potentially dangerous if you are in a situation where for safety concerns you need to enter your car quickly. Car has you locked out! As the letter stated you need to resort to emergency measure as well.

Naturally this situation needs to be resolved. I have reported on this to NHTSA and have a case file number from them. Just like the Headlamps issue, it has something to do with GM's wiring of their vehicle's. Having the head lamps suddenly go out leaving you driving on the highway while in pitch back, is no good experience any one would like to endure.

Thanks

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

**From:** [GMCACUpdate@gm.com](mailto:GMCACUpdate@gm.com) [<mailto:GMCACUpdate@gm.com>]  
**Sent:** Thursday, February 18, 2016 11:30 AM  
**To:** [REDACTED]  
**Subject:** Summary of the final resolution for your case [REDACTED]

Email ID# T2EM05CAC (Do not delete/alter this line)

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Dear [REDACTED],

Per your request, here is a summary of the final resolution for your 2007 Chevrolet Corvette, case number [REDACTED]

At this point in time there is nothing to broken related to the concern presented in the Side Door Release Operation Customer Advisory Letter. If the door is not opening due to this concern, it could

be a relay or the wiring but that would need to be determined. Since you are experiencing concerns with the doors opening it is something else that would need to be diagnosed as customer responsibility. General Motors will not be providing assistance at this time.

Chevrolet does review each customer's concern on an individual basis. All the facts in your situation were carefully considered, and we have determined that this decision is appropriate given the details of your case.

Regards,

Kevin

Chevrolet Customer Assistance

Phone Number: 1-866-790-5600

Extension Number: 5913577

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