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DEC 1 1 2001



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

AUTO SAFETY HOTLINE
VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-8383
DC METRO AREA 202-346-0122

Posted

FOR AGENCY USE ONLY

DATE RECEIVED
01 NOV 30 AM 9:30
OFFICE DEFECTS IN: STR

od. or
rt. dt
od. rt
up. ltr

REFERENCE NO.

OWNER INFORMATION (TYPE OR PRINT)

NAME

[Redacted Name]

COPIED

563834

DAY TIME TELEPHONE NO. (AREA CODE)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

SIGNATURE OF OWNER

[Redacted Signature]

DATE 10-15-01

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. 1G1YY22G7V5101217
VEHICLE MAKE Chevrolet
VEHICLE MODEL Corvette
MODEL YEAR 1997

CURRENT ODOMETER READING 41203
DATE PURCHASED
DEALER'S NAME, CITY & STATE
ENGINE SIZE (CID) 5.7
NO. CYLINDERS 8
TRANSMISSION TYPE MANUAL AUTOMATIC
ANTILOCK BRAKES YES NO
RESTRAINT SYSTEM DRIVERSIDE AIRBAG MOTORBELT
 PASSENGERSIDE AIRBAG
 3-POINT BELT 2-POINT BELT
CRUISE CONTROL YES NO
DRIVETRAIN FRONT REAR 4-WHEEL
BODY STYLE STAWAG 4 DR HATCH BK VAN PK UP TRK OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT Steering Column Lock
PART NAME(S) Steering Column Lock motor was jammed and unable to release
LOCATION LEFT FRONT RIGHT REAR
FAILED PART(S) ORIGINAL REPLACEMENT

NO. OF FAILURES 1
DATE(S) OF FAILURE(S) September 5 2001
MILEAGE AT FAILURE(S) 41203
VEHICLE SPEED AT FAILURE(S) 5 mph
MANUFACTURER CONTACTED YES NO
NHTSA PREVIOUSLY CONTACTED YES NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT YES NO
FIRE YES NO
NUMBER PERSONS INJURED none
NUMBER OF FATALITIES none
PROPERTY DAMAGE ESTS NA
POLICE REPORTED YES NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Steering column locked as the vehicle was in reverse and was unable to start the car. This is a very big problem.

CONTINUE ON BACK IF NEEDED

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 to 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.

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W. BABYLON CHEVROLET, INC.

INVOICE



D/B/A PALANKER CHEVROLET, INC.
670 W. Montauk Hwy.
W. BABYLON, NEW YORK 11704
(631) 422-3700

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N.Y.S. REPAIR SHOP # R-7069108

SERVICE ADVISOR: 530 PETER DAMIANEAS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PC NO., RATE, PAYMENT, INV. DATE. Includes details for a 1997 Chevrolet Corvette.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a note about steering column lock and a parts list with costs.

PERFORM RECALL #00-0-34
CAUSE: PERFORMED RECALL #00-0-34
V0505 INSPECT LAP BELT RETRACTORS & INSTALL BELT WEBBING GUIDES
106 W
1 10306414 GUIDE KIT
FC: 96
PART#: 10306414
COUNT: 1
CLAIM TYPE:
AUTH CODE:
MA



Summary table for recall work: PARTS: 0.00, LABOR: 0.00, OTHER: 0.00, TOTAL LINE B: 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE
ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR
EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF
TESTING, INSPECTION OR DELIVERY AT MY RISK. AN
EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLE
TO SECURE THE AMOUNT OF REPAIRS THERETO.
YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE
TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,
THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR
CONTROL

IF YOU ARE NOT COMPLETELY
SATISFIED OR HAVE ANY
QUESTIONS, PLEASE CONTACT
YOUR SERVICE WRITER.
PARTS AND LABOR
ARE WARRANTED FOR 12
MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST. THE
DEALER HEREBY LIMITS ANY
IMPLIED WARRANTIES TO THE
SAME PERIOD.

Table with columns: DESCRIPTION, TOTALS. Lists charges: LABOR AMOUNT (300.00), PARTS AMOUNT (146.41), TOTAL CHARGES (446.41).

[REDACTED]

September 13, 2001 [REDACTED]

Brian Small
Regional Service Manager
C/o General Motors
2500 Westchester Avenue
Purchase, New York 10577

Dear Mr. Small:

I am writing to request your consideration in providing a rebate for repairs that were made to two 1997 Chevrolet Corvettes (see attached invoices). Specifically, the repairs were for the malfunctioning of the electronic column lock.

I am a registered dealer operating in the State of New York. I purchased the two vehicles in question for the purpose of resale. However, prior to such resale, the electronic column lock on both vehicles malfunctioned (VINs 1G1YY22G1V5101908 and 1G1YY22G7V5101217) -- steering wheel locked and would not release. I brought both of these vehicles to W. Babylon Chevrolet, a franchised dealership located in West Babylon, New York, for repairs. At the time of repair, I was informed that this particular defect was the subject of a Customer Satisfaction Campaign Bulletin (#01044) for certain Corvettes. Unfortunately, the Corvettes that I had serviced were of the wrong model year, and did not qualify for any rebates. Therefore, I had to pay out-of-pocket monies to cover the repairs for the two vehicles -- \$987.82.

I believe that the malfunction outlined in the 1998 to 2000 model year Corvettes is the same malfunction experienced by the 1997 Corvettes. I cannot understand why your company would provide a rebate for a specific malfunction in a certain model year, but would not provide a rebate for the same malfunction in a previous model year vehicle. Thus, I am requesting that your company reimburse me for all costs associated with the repair and replacement of the defective electronic column locks for the two vehicles -- \$987.82.

Please do not hesitate to contact me if you have any questions.

Sincerely,

[REDACTED]