

From: Margaret Cauthome
Date: 2/26/02 10:41AM
Subject: Re: Automobile Defects-Delegated

785626

Thank you for your e-mail dated December 12, 2001, concerning the driver's side air bag restraint system in your 1990 Chevrolet Corvette, as well as reimbursement costs for repairs. We regret any inconvenience our delay in responding to your correspondence may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted.

We sympathize with you concerning the service or reimbursement problem(s) you reported; however, this does not fall under our jurisdiction. If you have not done so, you may wish to consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Office of the Attorney General in your state regarding your problem(s) and your rights under the Lemon Law. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your request or consider retaining an attorney to proceed against the manufacturer under state law.

If I can be of any further assistance, I can be contacted at (202) 366-5211.

Sincerely,

Alberto A. Jimenez
U.S. Department of Transportation
NHTSA, Office of Defects Investigation
Information Management Staff
400 7th Street, SW
Washington, DC 20590

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>>> Gwapropos <NHTSA> 12/12/01 04:17PM >>>
MCauthome@nhtsa.dot.gov: Please do not reply to
gwapropos@nhtsa.dot.gov. Please respond To the author of the attached

letter (address embedded below), Or forward it To someone who can. Your efforts are appreciated.

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

From: WEBMASTER2@nhtsa.dot.gov [mailto:WEBMASTER2@nhtsa.dot.gov]

Sent: Wednesday, December 12, 2001 2:38 PM

To: gwapropos@nhtsa.dot.gov

Subject: Automobile Defects-Delegated <3800301.31686.19.43/end>

[REDACTED]

1990 was the first year that GM installed a driver's side air bag restraint in the Corvette. With little research and development, they used a Seiman's Diagnostic Energy Reserve Module (DERM) to operate that system. I bought a 1990 Corvette with about 15,000 miles in about 1995. Shortly after I bought the car, the DERM malfunctioned, and the replacement cost me \$1,200.00. I have found since that such failures were very common with the 1990 Corvette.

GM denied any problem and any accountability when I contacted them about the

problem, and I reluctantly accepted their conclusion. In consideration of the

type of problem and of the frequency of the problem, is there any further recourse for recalling vehicles which are malfunctioning, and for reimbursing

those owners who incurred replacement expenses?

I'll appreciate your consideration and comments.

[REDACTED]



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received 26-FEB-2002	Ord. or rt. dt	_____
	pd. rt	_____
	rp. ltr	_____
Reference No.		785626

OWNER INFORMATION (Type or Print)		
DAVID	DELBAUGH	496700
34 GALE RD.		
CAMP HILL	PA	17011

Work Number	
Home Number	717-737-3283

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Leave blank for NHTSA use)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHEVROLET	CORVETTE	1990	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual	<input type="checkbox"/> Yes	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes	<input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle	<input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station wagon