

FEB 6 2004

Mr. Dennis Fike
7136 Elk Mar Drive
Elkridge, MD 21075

NVS-211sc
DP04-002

Dear Mr. Fike:

This responds to your letter to the National Highway Traffic Safety Administration (NHTSA) dated January 13, 2004, concerning your model year (MY) 1997 Chevrolet Venture van. Specifically, you alleged that a General Motors Corporation (GM) authorized dealer informed you that your van was not included in a safety recall (NHTSA campaign number 02V-286) and charged you for the replacement of the steering rack and pinion unit and power steering pump in December 2003. You believe that your van should have been included in the recall and the repairs should have been performed without charge to you.

The recall in question addressed steering rack and pinion unit lower pinion bearing failures on certain MY 1996 through 1998 GM vehicles. The recall remedy was to inspect and replace the steering gear pinion bearing. If the inspection indicated that the bearing failure damaged the steering gear, then the steering gear assembly would be replaced. The recall remedy did not address the power steering gear, and there is no recall for power steering pump failure on these vehicles.

After reviewing your letter, we contacted GM. GM informed us that your vehicle *was* covered by safety recall 02V-286 and that the recall remedy was performed on your vehicle on February 25, 2003. The entire rack and pinion unit was replaced. Mr. Larry Long of my staff discussed this with you by telephone on January 20, 2004, and suggested that you contact the dealer for reimbursement of the charge for replacing the failed rack and pinion unit in your vehicle in December 2003 because GM warrants its replacement parts for 12 months or 12,000 miles, whichever ever comes first.

We have enclosed a copy of our email correspondence with GM concerning the steering rack and pinion recall remedy on your vehicle.

Sincerely,

Original Signed By

Kenneth N. Weinstein
Associate Administrator
for Enforcement

Enclosure

Dp04-002

Long, Larry

From: joy.m.hotchkiss@gm.com
Sent: Tuesday, January 20, 2004 9:17 AM
To: Long, Larry
Subject: Re: Recall 02V-286

Yes it was involved and also corrected as shown below.

Let me know if I can be of any futher assistance.

VIN :	1GNDX03E3VD202732
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CL
AI
M
HI
ST
OR
Y

Repair Order Date :	02/03 /2003	Repair Order Number :	467 133	Odometer Reading :	72737 miles
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Servi ced By :	MILLER BROTHERS CHEVROLET-OLDSMOBILE-CADILLAC, INC. 9035 BALTIMORE NATL PIKE ELLCOTT CITY, MD 21042-3921 (410) 465-2100	Selling Source :	13 - CHEVROLE T
		Site Code :	14378
		Business Associate Code :	113682

Cycle Date	Cycle Number	Case	Type	Labor Operation	Part	AUTH CODE	Persons Code	Line Total	Comments
02/25/03	355	01	#	V0949 - 02049-INSP LOWER PINION BEARING AND REPL STEERING GEAR	2605 3458 - ST/G R REM	N / A	N/ A	\$ 52 9. 78	N

Thanks,
Joy Hotchkiss
Staff Assistant
Product Investigations
Phone (586) 986-5474
Fax (586) 947-2318

"Long, Larry "
<Larry.Long@nhtsa
<joy.m.hotchkiss@gm.com>
.dot.gov>
01/20/2004 07:50
AM

To: "Joy Hotchkiss (E-mail)"
cc:
Subject: Recall 02V-286

Good morning Joy. I hope your Christmas holidays were relaxing.
I need to find out whether this vehicle is under recall 02V-286; its within
the VIN range but I don't know if its one of the affected ones.

#1GNDX03E3VD202732.

Thanks.