



February 6, 2004

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Mr. K. N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W., Room 5321  
Washington, D.C. 20590

2004 FEB -9 P 02:37  
RECEIVED

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect involving certain 1997-2004 model year Chevrolet Corvette model vehicles.

573.6(c)(1): Chevrolet Division of General Motors Corporation

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 relates to motor vehicle safety, exists in certain 1997-2004 model year Chevrolet Corvette vehicles with electronic column lock (ECL). When the ignition switch is turned to "lock," the ECL prevents turning of the steering system. When the vehicle is started, the ECL unlocks the steering system. The vehicle is designed so that if the column fails to unlock when the vehicle is started and the customer tries to drive, the fuel supply will be shut off so that the vehicle cannot move when the vehicle cannot be steered. If voltage at the Powertrain Control Module (PCM) is low or interrupted, however, the fuel shut off may not occur and the vehicle can be accelerated while the steering system is locked. If this occurs, a crash could occur without warning.

Note: The ECL was standard production content for U.S. Corvettes with automatic transmissions for model years 1997, 1998, 1999 and 2000. In May 2001, General Motors began a customer satisfaction program covering 1998-2000 Corvettes built from 04/01/98 through 12/31/99 because of manufacturing problems that could cause the ECL to fail to unlock (recall #01044). The service procedure for the automatic transmission vehicles was to disable the ECL. The same procedure was performed on some additional automatic transmission vehicles under a service bulletin. Automatic transmission Corvettes sold in the United States after the 2000 model year, do not have an ECL. All manual transmission Corvettes, model years 1997-2004, have an ECL.

573.6(c)(6): During vehicle testing in December 2003, it was observed that while the steering system was locked, the fuel inhibit function was not operating in a vehicle and the cause was traced to an intermittent battery connection. Additional testing and investigation continued during December 2003 and January 2004. On January 22, 2004, Engineering interviewed an employee from the Bowling Green assembly plant who had reported that an ECL failed to unlock and that fuel was not inhibited in a 2004 Corvette. On January 23, 2004, the vehicle was inspected and it was concluded that the condition resulted from resetting of the PCM as a result of low battery voltage. Because of the PCM reset, the message from the body control module about the ECL status is not processed.

On January 29, 2004 Product Investigations presented the issue to the FPE Director. The FPE Director reviewed the issue with the GMNA Senior Management Committee. On February 2, 2004 GM made the decision to conduct a safety recall.



573.5(c)(8): For manual transmission vehicles, dealers will reprogram the PCM. For automatic transmission vehicles, dealers will disable the ECL. Additional information will be included in the service procedure of the final dealer bulletin.

General Motors will provide reimbursement to owners for repairs completed on or before ten days after the final owner mailing is completed, according to the plan submitted on January 15, 2003.

573.6(a)(9): Draft copies of the dealer bulletin and owner notification are attached. Final copies of the dealer bulletin and owner notification will be forwarded when available. General Motors plans to begin this safety recall in the second quarter of 2004.

Sincerely,



Gay P. Kent  
Director  
Product Investigations

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

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<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	Y Car	1997	9,008	08/98	07/97	Corvette	* Unknown
Chevrolet	Y Car	1998	24,429	03/97	06/98	Corvette	*
Chevrolet	Y Car	1999	16,121	03/98	06/99	Corvette	*
Chevrolet	Y Car	2000	23,104	03/99	06/00	Corvette	*
Chevrolet	Y Car	2001	14,953	03/00	06/01	Corvette	*
Chevrolet	Y Car	2002	16,822	03/01	06/02	Corvette	*
Chevrolet	Y Car	2003	16,123	02/02	06/03	Corvette	*
Chevrolet	Y Car	2004	<u>7,068</u>	02/03	01/04	Corvette	*
<b>Grand Total:</b>			<b>126,624</b>				

\* All involved vehicles will be corrected.



# Recall Bulletin



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## PRODUCT SAFETY RECALL

**SUBJECT: ELECTRONIC COLUMN LOCK SYSTEM**

**MODELS: 1997-2004 CHEVROLET CORVETTE EQUIPPED WITH A MANUAL TRANSMISSION  
1997-2000 CHEVROLET CORVETTE EQUIPPED WITH AN AUTOMATIC TRANSMISSION  
2001-2004 CHEVROLET CORVETTE EQUIPPED WITH AUTOMATIC TRANSMISSION - EXPORT ONLY**

### **DRAFT**

**A FINAL VERSION OF THIS DRAFT WILL BE USED  
IF THERE IS A DECISION TO RECALL**

### **CONDITION**

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1997-2004 model year Chevrolet Corvette vehicles with electronic column lock (ECL) systems. When you turn your ignition switch to "lock," the system prevents turning of the steering system. When you start your vehicle, it unlocks the steering system. Your vehicle is designed so that if the column fails to unlock when you start your car, the fuel supply will be shut off if you try to move your vehicle. If voltage at the Powertrain Control Module is low or interrupted, however, the fuel shut off may not occur and the vehicle can be accelerated while the steering system is locked. If this occurs, a crash could occur without warning.

### **CORRECTION**

Dealers are to remove the column lock plate on U.S. and Canadian vehicles equipped with an automatic transmission. On vehicles equipped with a manual transmission, and IPC vehicles equipped with an automatic transmission, dealers are to reprogram the PCM.

### **VEHICLES INVOLVED**

Involved are <all or certain> 20## <use body style designation (F-Car, W-Car, Etc.) or specific model & division if not all involved> model vehicles equipped with <list special equipment with RPO's> and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
20##	-----	-----	#####	#####
20##	-----	-----	#####	#####

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. The customer name and address data furnished will enable dealers to follow up with customers involved in this recall.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PARTS INFORMATION

[ALL DEVIATIONS FROM THE FOLLOWING VERBIAGE MUST BE CLEARED THROUGH GMSP0 (I.E. VIP ORDERS, SPAC CASES, ETC.)]

#### For Standard Recall Parts Distribution Use:

Parts required to complete this recall are to be obtained from General Motors Service Parts Operations (GMSP0). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
#####	-----	#

#### If Pre-shipment Use: (NOT FOR IPC)

Parts Pre-Ship Information - For US and Canada

**Important:** An initial supply of <part names> required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of \_\_\_\_\_ ##, 200# and will be approximately ##% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSP0). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
#####	-----	#

#### Common Optional Special Parts Information Statements Which May Be Needed:

**Important:** Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf

stock. Parts should only be ordered when inspection determines that it is necessary to <insert description of inspected condition that requires part>.

**Important:** It is estimated that only ##% of involved vehicles will require <part> replacement. Please order parts accordingly.

**For Isuzu models: [Include This Section Only If Needed]**

Parts required to complete this recall are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" prior to ordering requirements.

Part Number	Description	Quantity/Vehicle
#####	-----	#

**<SPECIAL TOOL/VIDEO TAPE/KIT [Include This Section Only If Needed]**

Beginning the week of \_\_\_\_\_ ##, 200#, each dealer will be shipped a \_\_\_\_\_, J-#####, for use in this recall. This tool/video tape/kit is being furnished at no charge. Additional tools/video tapes/kits, if required, may be purchased by contacting \_\_\_\_\_ at 1-800-###-####.>

**SERVICE PROCEDURE**

**[Include one of the following only if applicable]**

**Category - Recall Service Procedure is Different Than Service Manual Information.**

**IMPORTANT:** The service procedure contained in this recall is different from the service procedure found in the appropriate service manual(s). In the near future the service manual(s) will be updated with this new service procedure. Please be advised that the labor time allowance listed in the labor time guide is not affected by this new service procedure.

(OR)

**Category - Recall Service Procedure and Labor Time Allowance is Different Than Service Manual Information and Labor Time Guide.**

**IMPORTANT:** The service procedure contained in this recall is different from the service procedure found in the appropriate service manual. As a result, the labor time allowance has been revised to correspond with this new service procedure. In the near future the service manual and labor time guide will be updated with this new information.

(OR)

**Category - Recall Labor Time Allowance is Different Than the Labor Time Guide.**

**IMPORTANT:** The labor time allowance listed in this recall is different than that currently published in the labor time guide for performing the same operation. In the near future, the labor time guide will be updated with this new information.

<Detail per individual recall>

**CUSTOMER REIMBURSEMENT For US [Include This Section Only If Needed]**

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

**CUSTOMER REIMBURSEMENT For Canada [Include This Section Only If Needed]**

Customer requests for reimbursement of previously paid repairs to correct \_\_\_\_\_ are to be submitted by \_\_\_\_\_ ##, 200#.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

**FLOOR PLAN REIMBURSEMENT**

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

**COURTESY TRANSPORTATION [Include This Section Only If Needed]**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**CLAIM INFORMATION**

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
	#	#####	**	MA-96	V---	##	***
Courtesy Transportation	N/A	N/A	N/A	MA-96	****		*****
Floor Plan Reimbursement				MA-96	V---		*****
Customer Reimbursement (Canadian Dealers ONLY)				MA-96	V----	0.2	*****

- \* For Recall Administrative Allowance, add 0.1 hours to the "Labor Hours".
- \*\* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for <list parts required> needed to complete the repair.
- \*\*\* [Remove this item and corresponding column above if not applicable to recall] The amount identified in the "Net Item" column should represent the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for <list parts required> needed to perform the required repairs.
- \*\*\*\* [Remove this line if majority of vehicles are out of warranty] Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.
- \*\*\*\*\* The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.
- \*\*\*\*\* [Remove this item and corresponding column above if not applicable to recall] The amount identified in the "Net Item" column should represent the dollar amount shown below:

Vehicle	Reimbursement Amount
	\$ #.##

- \*\*\*\*\* [Remove this item and corresponding column above if not applicable to recall] The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**CUSTOMER NOTIFICATION – For US and CANADA**

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin). <Explain any special customer contacts being made (phone calls, etc.)>

**CUSTOMER NOTIFICATION – For IPC**

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.



**DEALER RECALL RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)**

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**DEALER RECALL RESPONSIBILITY - ALL**

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have the condition. For your dealership, for information on whether your vehicle may benefit from the information.



We Support  
Voluntary Technician  
Certification

&lt;Month Of Mailing&gt;, 200#

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1997-2004 model year Chevrolet Corvette vehicles with electronic column lock systems. When you turn your ignition switch to "lock," the system prevents turning of the steering system. When you start your vehicle, it unlocks the steering system. Your vehicle is designed so that if the column fails to unlock when you start your car, the fuel supply will be shut off if you try to move your vehicle. If voltage at the powertrain control module is low or interrupted, however, the fuel shut off may not occur and the vehicle can be accelerated while the steering system is locked. If this occurs, a crash could occur without warning.

**What Will Be Done:** On U.S. and Canadian vehicles equipped with an automatic transmission, your GM dealer will disable the steering column lock by removing the column lock plate. When you remove the ignition key, the transmission shifter will lock but the steering column will not lock. On vehicles equipped with a manual transmission, and on export vehicles equipped with an automatic transmission, your dealer will reprogram the powertrain control module. The steering column on these vehicles will continue to lock when the key is removed. This service will be performed for your at no charge.

**How Long Will The Repair Take?** This <inspection and service correction or service correction> will take approximately <insert labor time rounded up to next higher 5 minutes>. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your <Division> as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Text Telephones (TTY)
Buick	1-866-808-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Pontiac	1-800-620-7668	1-800-833-7668
Oldsmobile	1-800-630-6537	1-800-833-6537
Hummer	1-866-964-8563	

Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Card:** The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Courtesy Transportation:** <Use this section only when applicable> If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure