

1997 Corvette: Recall Notice: Rear Suspension Tie Rod Assembly

Subject: Rear Suspension Tie Rod Assembly

Model and Year: 1997 Chevrolet Corvette

Source: Product Recall Campaign / Product Safety Campaign

Bulletin No: 97014

Section: NA

Date: March 1997



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 97014
Date: March, 1997



PRODUCT RECALL CAMPAIGN

PRODUCT SAFETY CAMPAIGN

SUBJECT: 97014 - REAR SUSPENSION TIE ROD ASSEMBLY

MODELS: 1997 CHEVROLET CORVETTE

THE COMPLETION OF THIS BULLETIN SERVICE PROCEDURE WILL LIFT THE STOP DELIVERY MESSAGE 01-076, DATED MARCH 20, 1997

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign 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 (60) 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. As you will see in reading the attached copy of the divisional letter that is being sent to customers, the customers are being instructed to contact the appropriate Customer Assistance Center if their dealer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 1997 Chevrolet Corvette model vehicles. Some of these vehicles exhibit a condition in which a rear suspension tie rod assembly may fracture at the inboard bearing.

DEFECT INVOLVED(Con't)

If this were to occur while the vehicle was in motion, loss of directional control could result and a vehicle crash could occur without prior warning.

To prevent the possibility of this condition occurring, dealers are to replace the left and right-hand rear suspension tie rod links.

VEHICLES INVOLVED

Involved are **all** 1997 Chevrolet Corvette model built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	PLANT CODE	FROM	THROUGH
1997	Chevrolet	Corvette	Bowling Green	"5"	V5100001	V5102053

NOTICE: Vehicle eligibility will not show in the VISS (Vehicle Information Service System) until after **APRIL 1, 1997**.

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Notice: An initial supply of parts equivalent to 75% of those required to complete this campaign will be pre-shipped to involved dealers of record. This pre-shipment will occur March 26, 1997. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts required to complete this campaign are to be obtained from General Motors Service Parts Operations (GMSPPO). Please refer to your "involved vehicles listing" prior to ordering requirements. Normal orders should be placed on a CSO-3 Customer Special Order - Overnight Delivery. Apply for reimbursement for any additional charges associated with CSO-3 orders in the "NET ITEMS" column of the warranty claim table.

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PARTS INFORMATION(Con't)

Part Number	Description	Quantity/ Vehicle
26058599	LINK KIT - REAR SUSPENSION	2

CUSTOMER NOTIFICATION

Owners have been notified by telephone of this campaign on their vehicles by the Chevrolet Customer Assistance Center. Customers will **ALSO** be notified of this campaign on their vehicles by General Motors. A letter will be sent to all owners of record (see copy of special customer letter included with this bulletin - actual divisional letter may vary slightly).

DEALER CAMPAIGN RESPONSIBILITY

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

Dealers are to service all vehicles subject to this campaign 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. (In this case, dealers should be advised to contact owners ASAP by phone and to review all of the information in the attached owner letter with the owner.)

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

SERVICE PROCEDURE

1. Locate wheel lock key.
2. Raise and support the vehicle.
3. Remove both tire and wheel assemblies with impact wrench.
4. Disconnect stabilizer shaft insulator clamps(leave ends connected). Pivot shaft down out of the way (as illustrated in Book #2; Section 3 Page 3-62).
5. Remove left muffler assembly.

SERVICE PROCEDURE(Con't)

Note: Caution should be used when removing muffler assemblies so gaskets are not damaged.

3. Remove right muffler assembly.
7. Remove vibration damper from left rear corner of transmission.
8. Loosen tie rod jam nuts. Remove tie rod inner nuts at crossmember. Pivot rotor forward to remove tie rod end from crossmember. Remove inner tie rod from the outboard tie rod end.
9. Install both **NEW** inner tie rods (with new jam nuts) into the outboard tie rod ends. Position the jam nuts approximately the same as the old assemblies. Torque inner nut to 80 Nm (59 lb. ft.). Jam nuts will be torqued in Step 14 after front and rear toe adjustment.

NOTE: INNER TIE ROD NUTS MUST BE REPLACED WITH NEW NUTS EACH TIME THEY ARE REMOVED

CAUTION

- ENSURE FLATS OF INNER TIE ROD ENDS ARE PROPERLY POSITIONED IN CROSSMEMBER PRIOR TO TIGHTENING ATTACHMENT NUT.
 - INNER TIE ROD NUTS MUST ONLY BE TIGHTENED WITH A RATCHET AND TORQUE WRENCH (80 Nm/59 lb. ft.). **DO NOT USE AN IMPACT WRENCH, DO NOT OVERTIGHTEN.**
10. Reinstall vibration damper on transmission. Torque to 25 Nm (18 lb. ft.).
 11. Reinstall both mufflers(care should be taken when installing gaskets). Torque flange bolts to 50 Nm (37 lb. ft.), and rear hanger bolts to 50 Nm (37 lb. ft.).
 12. Reinstall stabilizer shaft. Torque fasteners to:
Upper Bolts - 65 Nm (49 lb. ft.)
Lower Nuts - 95 Nm (70 lb. ft.).
 13. Reinstall both tire and wheel assemblies using an impact wrench and a torque limiting socket in the star pattern.

SERVICE PROCEDURE(Con't)

14. Check and/or set front and rear toe alignment. Torque tie rod jam nuts 68 Nm (50 lb. ft.).

REAR SUM TOE	0.00 Degree +/- 0.20
REAR CAMBER	-0.25 Degrees +/- 0.50 per Wheel
FRONT SUM TOE	+0.10 Degree +/- 0.20
FRONT CAMBER	-0.25 Degree +/- 0.50 per Wheel
FRONT CASTER	+6.50 Degree +/- 0.50 per Wheel

5. Install the GM Campaign Identification Label.
16. Vehicle is eligible for **HAND** wash if acceptable to owner.

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin will require a "Campaign Identification Label". Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Each "Campaign Identification Label" is to be located on the radiator core support in an area which will be visible when the vehicle is brought in by the customer for periodic servicing. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels can be obtained from VISPAC Incorporated by calling 1-800-269-5100 (Monday-Friday, 8:00 a.m. to 4:30 p.m. EST). Ask for Item Number S-1015 when ordering.



Apply the "Campaign Identification Label" only on a clean, dry surface.

CLAIM INFORMATION

Submit a Product Campaign Claim after APRIL 1, 1997 with the information indicated below:

REPAIR PERFORMED	PART COUNT	FAILED PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEMS
Install Link Kits & Adjust Front and Rear Toe	2	26058599	**	MA-96	V0022	1.5	

- * For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".
- ** The "Parts Allowance" should be the sum total of the current GMSPO Dealer Net price plus 40% for parts required to complete the repair.
- *** Enter any additional charges for the following:
 Towing/flatbedding of vehicle
 Daily rental of alternative transportation
 Hand car wash
 Additional shipping charges for parts ordered on a CSO-3 = Customer Special Order - Overnight Delivery. Amount should reflect actual CSO-3 charges from GMSPO.

Refer to the General Motors Corporation Claims Processing Manual for details on Product Campaign Claim Submission.

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. Properly 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 that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



We Support
Voluntary Technician
Certification

Central Office
Chevrolet Motor Division
General Motors Corporation
30007 Van Dyke Avenue, Warren, Michigan 48090-9065



C97014-S

(Sample Of Notification Used)

April, 1997

Dear Chevrolet Corvette Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 1997 Chevrolet Corvette model vehicles. Some of these vehicles exhibit a condition in which a rear suspension tie rod assembly may fracture. If this were to occur while the vehicle was in motion, a loss of directional control could occur and a vehicle crash could result without prior warning.

What Will Be Done: To prevent the possibility of this condition occurring, your dealer will tow (by flat bed) your vehicle to the dealership and replace the left and right-hand rear suspension tie rod links. This service will be performed for you at **no charge**.

What you should do: The Chevrolet Customer Assistance Center may have already contacted or will be contacting you regarding this condition. If you have not yet heard from them, please contact your dealer as soon as possible to arrange to have your vehicle picked up and repaired.

PLEASE DO NOT OPERATE YOUR VEHICLE UNTIL YOUR DEALER HAS REPAIRED IT.

Parts are available and instructions for making this correction have been sent to your dealer. The length of time required to perform this is approximately one and 1/2 hours. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.

Your Chevrolet dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. 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 listed below:

Customer Assistance Center Telephone Number	Deaf, Hearing Impaired or Speech Impaired *
1-800-222-1020	1-800-833-2438

Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

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, S.W. Washington, D.C. 20590 or call 1-800-424-9393 (Washington D.C. residents use 202-366-0123).

Customer Reply Card: The enclosed customer reply card identifies your vehicle. If your vehicle has not yet been picked up by your dealer for repair, 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 postage paid reply card and returning it to us.

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.

Chevrolet Motor Division
GENERAL MOTORS CORPORATION

Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/1997-corvette-recall-notice-rear-suspension-tie-rod-assembly-1154.html>