

G M

11-27-03

ATTACHMENT "4A" Cont

Book 2 of 22

Part 1 of 2

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

SOUTH JORDAN

UT

HOME PHONE:

CASE NUMBER: 05589436

VIN: 1G1YY22G2Y5100352

DATE OPENED: 2001-09-27

MODEL YEAR: 2000

DATE CLOSED: 2001-11-02

SERIES: CORVETTE COUPE

SOURCE:

DELIVERY DATE:

BRC TYPE: LEGAL No

DEALER NAME: RIVERTON CHEVY OLDS

BRC PARENT: 05589309

DEALER ADDRESS: 10770 S AUTO MALL DR., SANDY, UT, 84070, USA

*****GENERAL CASE INFORMATION*****

T28 Possible Lemon Law

1 REPAIR ATTEMPT(S)

Other

gm legal - small claims

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

VEHICLE.

Excessive Effort

STEERING LOCKED UP AND CAUSED DAMAGE TO

B13 Reimbursement Requested

1 REPAIR ATTEMPT(S)

Other

BRC LEGAL

*****SMALL CLAIMS*****

CRM RECEIVED SMALL CLAIMS CASE. DO NOT TALK TO CUSTOMER. PLEASE DIRECT ALL CALLS TO
LORRIN WAGNER - BRC LEGAL - 1-800-231-1841 EXT. 58956.

*****WORK HISTORY*****

*****SMALL CLAIMS*****

CRM RECEIVED SMALL CLAIMS CASE. DO NOT TALK TO CUSTOMER. PLEASE DIRECT ALL CALLS TO
LORRIN WAGNER - BRC LEGAL - 1-800-231-1841 EXT. 58956.

370447577

2001-09-27

CRM RECEIVED SMALL CLAIMS CASE. CUSTOMER STATES VIN IN COMPLAINT BUT NOT WHY THEY FILED
SUIT.

CRM FOUND PREVIOUS FILE NUMBER 05307740, PLEASE DOCUMENT THIS FILE FOR ALL CURRENT CONCERNS.
TRIAL SCHEDULED FOR 10/9/01 @ 5:30 PM.

CRM WILL RESEARCH ISSUE.lorrin wagner/brc legal/58956; 0; 370447817

2001-09-27

SENT FIRST CALL FAX TO CAM.

lorrin wagner/brc legal/58956; 0; 370464452

2001-09-27

COURTHOUSE: 801-238-7480,

NO ATTY IS REQUIRED.

NO ANSWERS ARE DUE FOR SMALL CLAIMS.

NO FEES AT ALL.
SMALL CLAIMS ARE ALWAYS HELD AT NIGHT.
WE WILL ARRANGE DEFENSE.
Karin wagner/brc legal/58956; 0; 370475094
2001-09-28

CRM CALLED NUMBER ON COMPLAINT. LEFT MSG.
CRM WILL TRY TO CALL AGAIN AT ANOTHER TIME.; 0; 370558554
2001-09-28

PLAINTIFF CALLED CRM. ADVISED RIVERTON IS THE DEALER THEY HAVE WORKED WITH. CUSTOMER HAD CONCERN WITH STEERING COLUMN, RAN OVER FLAG POLES, CONCERN WAS REPAIRED BY DEALER FOR \$718.75, HE PAID IT DIRECTLY SINCE HIS DEDUCTIBLE IS \$1,000.00 AS REQUIRED BY LAW ACCORDING TO THE CUSTOMER. CAR WENT INTO SVC 7/11/01 AND WAS DONE 9/7/01, CUSTOMER IMMEDIATELY TRADED VEHICLE IN AND GOT A 2002 CHEVROLET CORVETTE. [REDACTED] IS NOT AN ATTY BUT IS HIS AGENT. SHE WILL BE PRESENT AT HEARING WITH PLAINTIFF AND WITNESS WHO SAW ACCIDENT, BUT WILL NOT TELL CRM WHO THAT IS. CUSTOMER NO LONGER OWNS VEHICLE. SUEING FOR LOSS OF VALUE, REPAIR AND ADDITIONAL COSTS. BUT HAD TO GO TO SMALL CLAIMS AT \$5,000.00 BECAUSE YOU CAN'T GET ANY HIGHER THERE. THEY WILL HAVE [REDACTED] CORPORATE ATTY PRESENT AT THE HEARING TO STAND BY IN CASE CM HAS AN ATTY. CRM ADVISED WE DON'T PLAN TO BRING ONE IF SHE HAD ASKED CRM WOULD HAVE ADVISED.

BOTH PLAINTIFF AND MS. ABBOTT WERE HIGHLY DEFENSIVE AND FEEL THAT THEY HAVE BEEN PUT OUT
EXTREMELY EVEN THOUGH; 0; 370564023
2001-09-28

THEY NO LONGER OWN VEH.
GRM TRIED TO CALL CAM, ON VACA UNTIL 10/8/01.; 0; 370564978
2001-10-02

CALLED LINNA LANDRY TO DISCUSS CASE SINCE STEVE FRANKLIN IS ON VACATION UNTIL 10/6/01.
 REQUESTED FAX NUMBER AND A CALL BACK TO DISCUSS.
 lorrin wagner/brc legal/58956; 0; 370901162
 2001-10-02

LINNA CALLED, SHE WILL PULL FILE AND CALL CRM BACK.
lorrin wagner/brc legal/58956; 0; 370910158
2001-10-03

CRM DISCUSSED CASE WITH CAM LINNA LANDRY. ADVISED TO CONTACT JERRY BROWN AVM. SEE IF HE CAN GO.
CRM LFT HIM A MSG.
BD509-58755.
CRM WILL AWAIT A RETURN CALL.
lorrin wagner/bro legal/58956; 0; 370979795
2001-10-03

CRM RECEIVED CALL FROM JERRY BROWN HE CAN ATTEND HEARING - ADVISED OF DETAILS. CRM WILL FAX
DOC'S TO HIM.; 0; 370996949
2001-10-10

CRM RECEIVED CALL FROM AVM. JUDGE RULED AGAINST DEFENDANT FOR \$735.29 WHICH INCLUDES COURT COSTS.
PLAINTIFF WANTED TO SETTLE FOR \$4,000.00 AND AVM DENIED. CRM ADVISED VERY GOOD JOB.
lorrin wagner/brc legal/58956; 0; 371575680
2001-10-10

1. FILE OPENED: 9/27/01
2. DECISION: RULING FOR PLAINTIFF IN THE AMOUNT OF \$735.29
3. DECISION MAKER: JUDGE
4. FILE CLOSED: 10/10/01
*****LORRIN WAGNER/BRC
LEGAL/58956.....: 0: 371582239

2001-10-10

RECEIVED SMALL CLAIMS CHECK REQUEST, PROCESSED CASH SETTLEMENT, FORWARDING FOR APPROVAL.
LOUISE TRENT/58250; 0; 371592343
2001-10-10

APPROVER REVIEWED FILE, CHECK REQUEST ACCEPTED AT 1ST LEVEL, SENDING TO BOB FICK. LOUISE
TRENT/ERC LEGAL; 0; 371603929
2001-10-30

CHECK & LETTER RETURNED BY FIDEK, WILL REFER TO CASE MANAGER FOR ANOTHER ADDRESS. LOUISE
TRENT/58250; 0; 373316270
2001-10-30

CRM RECEIVED WORD FROM CHECK WRITER LOUISE TRENT, CHECK WAS REJECTED.
CRM CALLED COURTHOUSE FOR ADDRESS. ADVISED LOUISE TRENT.
lorrin wagner/hrc legal/58956; 0; 373317201
2001-10-30

PER CASE MANAGER, SENDING CHECK TO: THIRD DISTRICT COURTHOUSE, ATTN SMALL CLAIMS, 450 SOUTH
STATES STREET, SALT LAKE CITY, UT 84111-1860. AM EMAILING CORRECTED LETTER TO MEX TO
EXPEDITE MAILING. LOUISE TRENT/58250; 0; 373317710

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

OWNER NAME: DRIVER AGE:
OWNER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE: 0
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
DAMAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:

COMP INSPECTED:
INVESTIGATIVE SUMMARY:
STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: * BUSINESS: 0
IDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



CT System

Service of Process Transmittal Form

Salt Lake City, Utah

09/17/2001

Via Federal Express (Overnight)

SEP 18 REC'D

TO: Lisa Walker
GENERAL MOTORS CORPORATION
3031 W GRAND BLVD.
RM 7230 NEW CENTER ONE BLDG.
DETROIT, MI 48202

Phone: (313) 874-7725 ex:
FAX: (313) 874-0854

426215

RE: PROCESS SERVED IN UTAH

FOR GENERAL MOTORS CORPORATION Domestic State: De

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

1. TITLE OF ACTION: [REDACTED] vs General Motor Corporation
2. DOCUMENT(S) SERVED: Small Claims Affidavit and Order
3. COURT: Third District Court, State of Utah, Salt Lake County, Salt Lake Department
Case Number 018803633
4. NATURE OF ACTION: Defendant owes plaintiff \$5,000 for 2000 Chevrolet Corvette. ✓
5. ON WHOM PROCESS WAS SERVED: CT Corporation System, Salt Lake City, Utah
6. DATE AND HOUR OF SERVICE: By Process server on 09/12/2001 at 14:40
7. APPEARANCE OR ANSWER DUE: Trial is scheduled for October 9, 2001 at 5:30pm
8. ATTORNEY(S): From: Mary Abbott, Agent
2759 Thunderbird Dr
Salt Lake City, UT 84109
9. REMARKS: Name discrepancy noted.

CC: 09/17/01 faxing to Constance J. McDonough,
waiting for delivery instructions.

SIGNED CT Corporation System
PER Supervisor of Process /SP
ADDRESS 50 West Broadway
Salt Lake City, UT 84101
SOP WS 0003828319

Information contained on this transmittal form is recorded for CT Corporation System's record keeping purposes only and to permit quick reference for the recipient. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer data, or any information that can be obtained from the documents themselves. The recipient is responsible for interpreting the documents and for taking the appropriate action.

Third District Court, State of Utah

SALT LAKE COUNTY, SALT LAKE DEPARTMENT
450 So State, P.O. Box 1860, Salt Lake City, Utah 84111

Name of Plaintiff(s) _____
Agent & Title _____
Street Address _____
City, State, ZIP _____ Day Phone _____

ORIGINAL

SMALL CLAIMS
AFFIDAVIT AND ORDER

Name of Defendant(s) _____
Social Security Number _____
Agent & Title _____
Street Address _____
City, State, ZIP _____ Day Phone _____

Cas No. 016903633

AFFIDAVIT

Plaintiff swears that the following is true:

(1) Defendant owes plaintiff \$ _____ plus a filing fee and a service fee.

This debt arose on _____, for: _____

(2) Plaintiff has asked defendant to pay the debt, but it has not been paid.

(3) Defendant resides OR the claim arose within the jurisdiction of this court.

SPRUED
FOR CONSTABLE WEAVER 571-7211
RW

Subscribed and SWORN to before me on _____

Date 9-12-01

Plaintiff

Clerk, Deputy or Notary

ORDER

THE STATE OF UTAH TO THE DEFENDANT:

You are directed to appear at a trial and answer the above claim on:

Date: October 7 2001

Time 5:00 p.m.

Place: 450 So. State, Salt Lake City, UT.

Dated September 11 2001

Clerk or Deputy

If you fail to appear at the trial, judgment may be entered against you for the amount listed above.

READ THE INSTRUCTIONS ON THE BACK OF THIS FORM

HOW TO FILE A SMALL CLAIMS AFFIDAVIT OR COUNTER AFFIDAVIT

Small Claims cases are governed by Utah Code Title 78, Chapter 6. These forms and instructions constitute the "simplified rules of procedure" referred to in Utah Code §78-6-1. If you have questions not addressed in these instructions, refer to the Utah Code. You should be able to locate a copy in your local library.

INSTRUCTIONS TO THE PLAINTIFF

1. FILING SUIT. You are the "plaintiff" in this case and the person you are suing is the "defendant." The maximum amount you may sue for is \$5,000.00. Claims must be for money only. The Small Claims Department cannot be used to sue for possession of property or to evict a tenant. The debt must be owed to you. An employee may represent an employer, but you may not bring an action on behalf of anyone else. The Small Claims Department has jurisdiction over cases in which the defendant resides or the debt arises within the geographic boundaries of the court. You need to know the amount of the debt, what it is for, and the defendant's name, street address, and telephone number. The defendant's Social Security Number will be helpful. If you are suing a business, call the Department of Commerce at 530-4849 to obtain the business' proper name and the name of its registered agent.

You must prepare the Affidavit, sign it in the presence of a notary public or court clerk, have your signature notarized, and file it with the court clerk. The Affidavit should be typewritten, but will be accepted if legibly handwritten. You must pay a filing fee (\$37.00 for claims \$200.00 or less; \$60.00 for claims over \$200.00) at the time you file the Affidavit. It is your responsibility to give the Affidavit to the Sheriff's department, Constable or other process server, for service on the defendant, and to pay for that service. The Affidavit must be served on defendant at least five days before the trial date.

2. TRIAL. The clerk will set a trial date and give you a copy of the Affidavit with the trial date on it. If you fail to appear at trial, your case will be dismissed. Contact your process server a few days before the trial to make sure the Affidavit has been served and proof of the service has been filed with the Court Clerk.

3. COUNTER AFFIDAVIT. If defendant files a Counter Affidavit against you, trial may be rescheduled. If you fail to appear at trial after a Counter Affidavit has been filed, judgment may be entered against you for the amount requested in the Counter Affidavit.

INSTRUCTIONS TO THE DEFENDANT

1. TRIAL. You have had a lawsuit filed against you. If you want to contest the plaintiff's claim, you must appear at trial on the appointed day. If you fail to appear at trial, judgment may be entered against you for the amount requested.

2. SETTLEMENT. If you do not dispute the claim, make arrangements with plaintiff to pay the claim and the court costs. If the plaintiff obtains judgment and pursues collection through the court, additional court costs may be charged to you.

3. COUNTER AFFIDAVIT. If the plaintiff owes you money, you may file a Counter Affidavit on a form provided by the clerk. You must file the Counter Affidavit, pay the proper fee (\$35.00 for claims \$200.00 or less, \$50.00 for claims over \$200.00) and mail it to the plaintiff, no later than 2 working days prior to the trial date. If you intend to file a Counter Affidavit, many of the "Instructions To the Plaintiff" will apply to you. Read them.

ADDITIONAL INSTRUCTIONS TO BOTH PARTIES

1. ATTORNEYS. Small Claims cases are informal. Parties are encouraged to represent themselves. However you may hire an attorney if you wish.

2. SETTLEMENT. If the claim is settled prior to the trial date, call the court at 238-7311 for instructions.

3. EVIDENCE AND WITNESSES. It is extremely important that you bring with you to trial all witnesses and papers necessary to prove your claim or defense. If you fail to do this, the case may be decided against you. The Utah Rules of Evidence will generally be followed because they are designed to foster accurate fact finding. While they serve as appropriate guidelines in Small Claims trials, judges are free to depart from their strict application when justice dictates. Evidence must be offered through the statements of live witnesses at trial, except that written statements such as repair bills, appraisals, repair bills and medical bills may be used instead of live testimony to establish the amount of a claim. If you intend to rely on such written statements, you should bring them with you. Be sure that the statements are identified, signed, and submitted on the preparer's original letterhead. If your case involves a damaged item, you must give the other party a chance to inspect the damage prior to trial. You must have damaged items available for inspection by the other party prior to trial.

If you need the testimony of a witness who might not attend trial voluntarily, you should ask the court, no later than 10 days before the trial date, to issue a Subpoena requiring that person to attend. It is your responsibility to have the Subpoena served and to pay the witness fee and the service fee.

4. JUDGMENT. If judgment is granted, the winning party has the right to enforce the judgment. The losing party may be required to satisfy regarding assets and income. A lien can be placed on the losing party's property, and non-dispatch wages, bank accounts, stocks and other assets can be seized and sold by the sheriff or constable. A judgment can accrue interest and the prevailing party may be entitled to recover court costs accruing after judgment. If judgment is granted or if a settlement is reached within 30 days of the date it is granted or if a settlement is reached, the case will be closed.

5. APPEAL. Either party may appeal a Small Claims judgment within 10 Business Days of the date of entry of judgment to the court or head of the court. A Notice of Appeal must be filed with the court and the appropriate fee paid.

In compliance with the Americans with Disabilities Act, individuals needing special accommodations (including auxiliary communication aids and services) during this proceeding should call the Court at 801-238-7311. Individuals with hearing disability who are needing information should call 801-238-7391.

October 10, 2001

Mary Abbott, Agent
2759 Thunderbird Drive
Salt Lake City, UT 84109

Re: [REDACTED] v. General Motors Corporation
2000 Chevrolet Corvette
Chevrolet File No. C05589436

Dear Ms. Abbott:

Enclosed please find a check in the amount of \$735.29 made payable to [REDACTED] to settle the above referenced case.

If you have any questions regarding this transaction, please contact me at the number below.

Thank you for your time and attention to this matter.

Very truly yours,

Louise Trent
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, extension 58250
FAX# 1-813-635-4081

North American Operations
 General Motors Corporation
 Reimbursements (2813)
 PO Box 82530
 Phoenix, AZ 85082-2530



CHECK No. 900486854 9047
117

DATE
10/16/01

*****735 DOLLARS

*****29 CENTS

AMOUNT
*****735.29

North American Operations
 General Motors Corporation
 Disbursement Account

SOUTH JORDAN UT

[Signature]
 SIGNATURE

The Chase Manhattan Bank, N.A.
 New York, New York

AMOUNT

⑈900486854⑈ ⑆026309379⑆ 601⑈252520⑈

ENDOR
 OR NO. RD 00000000

ENDOR NAME

North American Operations
 General Motors Corporation
 Disbursements (2813)
 PO Box 82530
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900486854

PAYMENT
 DATE 10/16/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YY282Y5100052	10/12/01	VN 00000000024040	00.0000	735.29	.00	735.29
05809434	00000000000000					
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT. FOR QUESTIONS CALL 800-445-8782				WS		
TOTAL				735.29	.00	735.29

Third District Court

Scott M. Matheson Courthouse
450 South State, PO Box 1860
Salt Lake City, UT 84111-1860



*Chrysler Division
General Motors Corp
P.O. Box 33170
Detroit, Michigan*

48232-5170

Lauri Trent

48232-5170 51





Customer Assistance Center

October 10, 2001

Third District Court House
Small Claims Department
450 South State Street
Salt Lake City, UT 84111-1860

Re: Thomas Max Coates v. General Motors Corporation
2000 Chevrolet Corvette
Chevrolet File No. C05589436

Dear Sir:

Enclosed please find a check in the amount of \$735.29 made payable to [REDACTED] to settle the above referenced case.

If you have any questions regarding this transaction, please contact me at the number below.

Thank you for your time and attention to this matter.

Very truly yours,

Louise Trent

To
Louise Trent
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, extension 58250
FAX# 1-813-635-4081

ORIGINAL

General Motors Corporation
Disbursements (2813)
PO Box 62630
Phoenix, AZ 85062-2530

CHINESE QIL 3014064004

PAYMENT DATE 10/16/01

THORNTON NAME: THORNTON

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT ON QUESTIONS CALL 800-462-2792

TABLE 39

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下馬路, 29

ORIGINAL

1



FedEx

To: MBX INTERNATIONAL (248) 475-7332
SCANNING DEPT-BRC LEGAL
1438 PACIFIC DRIVE

SHIP DATE: 02JAN02
WEIGHT: 9.1 LB

AUBURN HILLS, MI, 48326

Ref:



FedEx STANDARD OVERNIGHT

TRK # 7926 9162 6566

48326-MI-LIS

DTW
XH MTCA

THU
AA
Deliver by:
03JAN02



BRC LEGAL

Enu # 18
12500/36



BRC LEGAL

COREPOINT REQUEST

#

05589436

**PLEASE
AUTO-LINK**

Goodwill Request Form

CRM NAME: Lorrin Wagner Ext. 58956 Date: 10/10/01

A CARS BRC FILE MUST BE CREATED FOR EACH GOODWILL REQUEST

☒ Check Request ☐ GMPP ☐ OLC ☐ Other (RVDC, Misc. Check)

Customer Name: [REDACTED] File Number: C05589436

VIN: 1G1YY22G2Y5100352 Year/Make/Model 2000 Chevrolet Corvette

Primary & Secondary UCC Code(s): M41

Type of Case: ☒ Small Claims ☐ NISM ☐ Breach GM Legal No. 426215

Breach only: Local Counsel:

Contact:

Phone #:

Address:

Mail Checks to [REDACTED]

Goodwill Amount: \$735.29 Payable to: [REDACTED]

Address:

Salt Lake City, UT [REDACTED]

TIN/SS: judgement

Contact:

Phone #:

Mary Abbott, Agent

10/10/01

Privileged and Confidential Information

CASE ASSESSMENT BY: Lorrin Wagner

Customer Name: [REDACTED]
Contact:

CARS Request No.: 05589436

GM Legal File No.: 426215

Make: Chevrolet

Model: Corvette

Year: 2000

Vehicle ID No.: 1G1YY22G2Y3100352

In Service Date: 9/20/99

Small Claims Court: 3rd District Court, Salt Lake County UT

Claim in the amount of \$5,000.00

CAM: Steve Franklin/Linna Laundry

AVM: Jerry Brown

Attorney required: Yes ☐

No x

If yes, attorney information:

Vehicle history available: Yes x

No ☐

CAC comments available: Yes x

No ☐

Visual info available: Yes x

No ☐

- CRM received small claims file 9/27/01, customer seeks \$5,000.00 for 2000 Chevrolet Corvette - lemon (agent- Mary Abbott). CRM contacted CAM Steve Franklin to advise CRM will research to see if customer has attorney and GM is required to have one. CRM contacted court house who stated that attorney is not required. CRM contacted customer's agent Mary Abbott. CRM left vms on phone number on complaint.
- CRM received return call from Mary Abbott, CRM confirmed she is not an attorney, simply the plaintiff's agent. Plaintiff was also on line. They explained that they are suing for an accident. Vehicle's steering column locked up and the vehicle drove over the flag poles on the side of the road. Vehicle was repaired by the dealer at a cost to the customer of \$718.75. Apparently the customer did not file with their insurance carrier due to the deductible being \$1,000.00. Vehicle was towed into Riverton Chevrolet 7/11/01 where it was repaired and returned to the customer 9/7/01. The customer immediately traded the vehicle in and no longer owns it. Customer purchased a new 2002 Chevrolet. When addressed, the customer claims \$5,000.00 (maximum amount for small claims) for loss of value in the vehicle from the 2000 to the 2002 and the money paid for the repair. Customer stated that they had complained of the steering column to the dealer several times but evidence of this has never been brought forward.
- CRM contacted Jerry Brown - AVM who attended the hearing. He stated the plaintiff and his agent wanted to settle for \$4,000.00 but he declined the offer and the agent stated "we will be going for blood". Judge ruled in favor of the plaintiff in the amount of \$735.29 for the repair to the 2000 Chevrolet Corvette. CRM issuing checks.

DECISION MADE BY: Judge

BRC Legal Case Manager: Lorrin Wagner

Ph# 800-231-1841, prompt 9, 58956 FAX# 1-813-635-4081

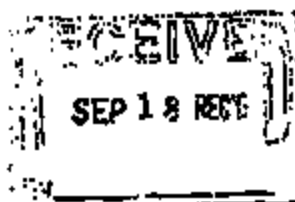
CT System

Service of Process Transmittal Form

Salt Lake City, Utah

09/17/2001

Via Federal Express (Overnight)



TO: Lisa Walker
GENERAL MOTORS CORPORATION
3031 W GRAND BLVD.
RM 7230 NEW CENTER ONE BLDG.
DETROIT, MI 48202

Phone: (313) 874-7725 ex:
FAX: (313) 874-0854

426215

S.C.

RE: PROCESS SERVED IN UTAH

FOR GENERAL MOTORS CORPORATION Domestic State: De

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

1. TITLE OF ACTION: [REDACTED] vs General Motor Corporation
2. DOCUMENT(S) SERVED: Small Claims Affidavit and Order
3. COURT: Third District Court, State of Utah, Salt Lake County, Salt Lake Department
Case Number 018803538
4. NATURE OF ACTION: Defendant owes plaintiff \$5,000 for 2000 Chevrolet Corvette.
5. ON WHOM PROCESS WAS SERVED: CT Corporation System, Salt Lake City, Utah
6. DATE AND HOUR OF SERVICE: By Process server on 09/12/2001 at 14:40
7. APPEARANCE OR ANSWER DUE: Trial is scheduled for October 8, 2001 at 5:30pm
8. ATTORNEY(IES): From: Mary Abbott, Agent
2780 Thunderbird Dr
Salt Lake City, UT 84108
9. REMARKS: Name discrepancy noted.

501-278-7311
7480CC: 09/17/01 faxing to Constance J. McDonough,
waiting for delivery instructions.

SIGNED CT Corporation System
FOR Supervisor of Process /SP
ADDRESS 50 West Broadway
Salt Lake City, UT 84101
SDP WS 0003828319

Information contained on this transmittal form is recorded for CT Corporation System's record keeping purposes only and to permit quick reference for the recipient. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information that can be obtained from the documents themselves. The recipient is responsible for interpreting the documents and for taking the appropriate action.

CONFIDENTIAL

Third District Court, State of Utah

SALT LAKE COUNTY, SALT LAKE DEPARTMENT

450 South State, P.O. Box 1860

Salt Lake City, Utah 84111-1860

Name [REDACTED], Plaintiff)

Street address _____)

City, State, Zip _____ Phone _____)

SMALL CLAIMS
JUDGMENTName General Motors Corporation, Defendant)Case No. 12117122

Social Security Number _____)

Street address _____)

City, State, Zip _____ Phone _____)

Date of trial October 9, 2001Parties appearing: ☒ Plaintiff ☒ Defendant

The Court Orders Judgment as Follows:

☒ For Plaintiff\$ 1068.29 Principal\$ 67.00 Court Costs\$ 1135.29 Total Judgment, with interest as allowed by Section 15-1-4 UCA until paid.

This judgment is effective for 8 years.

☐ For Defendant☐ No Cause of Action☐ Dismissal with Prejudice (plaintiff may not refile case)☐ Dismissal without Prejudice (plaintiff may refile case)☐ Judgment on Counter Affidavit \$ _____Dated 10/10/01, 2001

Judge

I ☐ mailed ☒ delivered a copy of this Judgment to☒ Plaintiff☒ DefendantDated 10/10/01, 2001

Signature of Plaintiff, Defendant or

Deputy Clerk

Return original to court

JST

MANAGEMENT APPROVAL CHECK LIST

REQUIRED ITEMS, IN EXACT ORDER, FOR GM APPROVAL:

CRM CHECK REQUEST 05589436

- ☒ 1) Goodwill Request Form
- ☐ 2) For Breaches, a copy of the letter to GM's local counsel advising that we have settled the case
- ☐ 3) Complete release of claim with signatures for nisms or signed offer letter for breach cases
- ☐ 4) Offer letter to plaintiffs counsel
- ☐ 5) Aftermarket item receipts (if being reimbursed)
- ☒ 6) Case assessment that explains reason (rationale), for why we extended the offer.
- ☐ 7) Valid registration or title showing proof of vehicle ownership.
- ☒ 8) Complaint and if started as demand, copy of demand letter
- ☐ 9) Repurchase/Trade repurchase worksheet.
- ☒ 10) ~~Confirmation that case will be dismissed. (Small Claims only)~~

judgement

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Gilroy , CA

CASE NUMBER: 1-108891357 VIN: 1G1YY22G3X5124416
MODEL YEAR: 1999
DATE OPENED: 2003-06-13 SERIES: Corvette
DATE CLOSED: 2003-06-20 MILEAGE: 29160.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: PARYes DEALER NAME: South County Chevrolet
BRC PARENT: DEALER ADDRESS: 17100 Laurel Road, Morgan Hill, CA, 95037-4434,

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) Excessive Effort

*****WORK HISTORY*****

Steering Column; ; 2003-06-13
2003-06-17

cust to complete research. - 1-108891357; ; 2003-06-17
2003-06-13

safety investig; ; 2003-06-13
2003-06-13

cust called in; ; 2003-06-13
2003-06-13

INBOUND CALL FROM CUST; ; 2003-06-13
2003-06-13

PAR; ; 2003-06-16
2003-06-16

Service Request Ownership has changed FROM: RUIZA TO: LOTTM; ; 2003-06-16
2003-06-16

assigned file to Sue Le at ext. 58509; ; 2003-06-16
2003-06-16

Service Request Ownership has changed FROM: LOTTM TO: SULE; ; 2003-06-16
2003-06-16

Ownership Recalated to BRC; ; 2003-06-16
2003-06-16

SCAN; ; 2003-06-16
2003-06-16

AT (408) 432-1900; ; 2003-06-16
2003-06-16

MAINTENANCE LOCATION: VEH SERVICED AT SOUTH COUNTY CHEVROLET

CURRENT LOCATION OF VEHICLE: AT CUSTS RESIDENCE
NOTIFY NAME: Owner

VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: Inspection Not Performed INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
P:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SITTING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
NAME:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

CRM CALLED CUST AND HE STATES THAT THE VEH HAS ALL WORK DONE AT RIZZA CHEVROLET AND THAT IS WHERE THE VEH IS NOW. CUST STATES THAT HIS INSURANCE CARRIER WAS NOT CONTACTED. CUST STATES THAT THE DAMAGE IS TO BACK PASSENGER SIDE BUMPER. CUST STATES THAT THE VEH WAS REPAIRED BY RIZZA CHEVROLET. CUST STATES THAT HE SUSTAINED NO INJURIES FROM THE ACCIDENT. CUST STATES THAT HE PUT THE VEH IN REVERSE AND LET THE VEH IDLE BACK. CUST STATES WHEN IT

G M R E S T R I C T E D

370820

TIME TO TURN OUT OF BACK UP TO TURN RIGHT THE STEERING WHEEL WOULD NOT TURN AND AT THAT TIME HE NOTICED THE STEERING LIGHT ON IN THE VEH. CUST STATES THAT HE DID NOT HAVE ENOUGH TIME TO HIT THE BRAKES AND THE RIGHT BUMPER HIT THE POLE. CRM CALLED DLR AND SPOKE W/ ALEX SVC ADVISOR WORKING ON THE VEH AND HE STATES THAT THE REPAIRS TO THE STEERING COLUMN UNDER THE CAMPAIGN HAS BEEN COMPLETED. CRM COULD NOT SPEAK W/ SVC MGR. CRM WILL CONTACT SVC MGR TO GET ESTIMATE OF THE DAMAGE AND AUTHORIZE REPAIR. VON KILPATRICK/PAR 57552; 0; 366755617

2001-08-15

CRM CALLED AND SPOKE W/ SVC MGR ART AND HE STATES THAT THE REPAIR IS ALREADY DONE. CRM ADVISED SVC MGR TO GET A ESTIMATE OF THE DAMAGES DONE TO THE VEH. SVC MGR TRANSFERRED ME TO PAUL CROUCHEN THE BODY SHOP MGR AND HE AGREED TO DO THE ESTIMATE AND FAX IT TO ME THEN REPAIR DAMAGES TO THE VEH. CRM CALLED CUST AND HE STATES THAT HE DOES NOT HAVE A FAX MACHINE OR ACCESS TO ONE ; BUT WILL SIGN THE RELEASE OF CLAIMS FORM AT THE DLR. VON KILPATRICK/PAR 57552; 0; 366758076

2001-09-11

BUSINESS SUMMARY: 1). CRM REVIEWED FILE. 2) CRM REVIEWED 1241 FACTS W/ CUST 3) CRM SPOKE W/ SVC MGR AND THE VEH WAS REPAIRED BEFORE WE COULD DO AN INSPECTION UNDER WARRANTY. 4) CRM SPOKE W/ BODY SHOP MGR TO GET THE BODY WORK DONE @ WARRANTY RATE. 5). CRM CLOSING FILE AND SENDING TO FTT TO PROCESS PAYMENT TO DLR BODY SHOP. VON KILPATRICK/PAR 57552; 0; 369086621

2001-09-18

*****FTT, SUE LE, TAMPA PAR 58509*****; 0; 369677491

2001-09-18

WMA 1242 / DIV 13 / DLR CODE 11514 / RO 144597 / \$821.16 / AUTH WG, CRM WILL CLOSE
; 0; 369677554

CORBO, ROBERT

*****PAR INFORMATION*****

INCIDENT DATE: 2001-08-09 INCIDENT TIME: 11:00:00
INCIDENT LOCATION: 83852 SOUTH PULASKI ROAD
CHICAGO, ILLINOIS

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: STEERING WHEEL LOCKED & WHEN CUST WENT TO TURN VEH DIDNT TURN, LOCKED UP & HIT A EDISON UTILITY PO

ALLEGED DEFECTIVE COMPONENT: STEERING LOCK CLOMUMN RECALL #01044

INCIDENT RESULT: FIXING DAMAGES TO VEHICLE, REPAIR ALREADY PERFORMED UNDER WARRANTY
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: STATE FARM INSURANCE

G M R E S T R I C T E D

370820

INSURANCE COMPANY ADDRESS: UNKNOWN
 AGENT NAME: TOM PORTER
 AGENT PHONE NUMBER: 708-425-8899

MORE INFORMATION: HIT A UTILITY POLE. CALL CUSTOMER AT WORK.

MAINTENANCE LOCATION: RIZZA CHEVROLET, BRIDGEVIEW, ILLINOIS
 CURRENT LOCATION OF VEHICLE: RIZZY CHEVROLET
 NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
 MILEAGE AT INSPECTION:
 WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
 ROAD TEST DESCRIPTION:
 ROAD TEST RESULT:
 COMP INSPECTED:
 INVESTIGATIVE SUMMARY: NONE
 PAR STATUS: Accepted

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:

DEALER BAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:

FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE:
 BRC WARRANTY DATE:
 NADA: 0
 SALES TAX:

ENGINE TYPE:
 MILEAGE @ BUY-BACK: 0
 MSRP:

DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

LEGAL TYPE:
 LEMON LAW:
 VEHICLE DESTINATION:
 LIEN PAYOFF:
 TITLE BRAND:

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

GM RESTRICTED

370820

MENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

PANY:

CONTACT TYPE: Claimant

ADDRESS:

CONTACT PHONE:

LEWONT, IL

GM**PAR CASE INFORMATION**

370820

Problem ID: 05293581

CONTACT INFORMATIONName: [REDACTED]
Address: [REDACTED]
LEMONT, IL [REDACTED]
Phone: [REDACTED]**VEHICLE INFORMATION**VIN: 1G1YY2G3X8128019
MAKE: CHEVROLET
MODEL: CORVETTE COUPE
YEAR: 1998
ODOMETER: 8,004**BRC CONTACT INFORMATION**NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: ClaimantACCOUNT/POLICY:
SERVICE DEALER:
CONTRACT:
SELLING DEALER:
CONTRACT:
PAYEE: No**PAR DETAILS**CONTACT ID: 00000007070275
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: STEERING LOCK CLOWMUM
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: STATE FARM INSURANCE
INSURANCE COMPANY ADDR: UNKNOWN
INSPECTION: No
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:BODY INJURY: No
COLLISION: Yes
PROPERTY DMG: No
NON COLL: No
DMB ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME: TOM PORTER
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: NONE
AGENT PHONE: 708-425-8895
INCIDENT DATE & TIME: 08/09/2001 11:00:00 AM**PROPERTY DAMAGE**INCIDENT LOCATION: 83852 SOUTH PULASKI ROAD
CHICAGO, ILLINOIS

INCIDENT RESULT: FIXING DAMAGES TO VEHICLE, REPAIR ALREADY PERFORMED UNDER WARRANTY

VEHICLE LOCATION: RIZZY CHEVROLET

MAINTENANCE LOCATION: RIZZY CHEVROLET, BRIDGEVIEW, ILLINOIS

OWNER DESC: STEERING WHEEL LOCKED & WHEN CUST WENT TO TURN VEH DIDNT TURN, LOCKED UP &
HIT A EDISON UTILITY PO
MORE INFO: HIT A UTILITY POLE. CALL CUSTOMER AT WORK.**REIMBURSEMENT INFORMATION**ID:
PAYEE:
ADDRESS:
COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1000:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 05293561

CC CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: STEERING COLUMN

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: PAR

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: M41

COMPONENT DESCRIPTION 3: PAR

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Steering Column/Lock/Attaching Parts

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

PAR CASE INFORMATION

Problem ID: 06293861

WORK HISTORY

08/15/2001 - 02:07:11 AM CRM CALLED CUST AND LEFT A MSG TO CONTACT US BACK. VON KILPATRICK/PAR 57552

08/15/2001 - 03:12:11 AM CRM CALLED AND SPOKE W/ SVC MGR ART AND HE STATES THAT THE REPAIR IS ALREADY DONE. CRM ADVISED SVC MGR TO GET A ESTIMATE OF THE DAMAGES DONE TO THE VEH. SVC MGR TRANSFERRED ME TO PAUL CROUCHEN THE BODY SHOP MGR AND HE AGREED TO DO THE ESTIMATE AND FAX IT TO ME THEN REPAIR DAMAGES TO THE VEH. CRM CALLED CUST AND HE STATES THAT HE DOES NOT HAVE A FAX MACHINE OR ACCESS TO ONE ; BUT WILL SIGN THE RELEASE OF CLAIMS FORM AT THE DLR. VON KILPATRICK/PAR 57552

08/15/2001 - 02:31:05 AM CRM CALLED CUST AND HE STATES THAT THE VEH HAS ALL WORK DONE AT RIZZA CHEVROLET AND THAT IS WHERE THE VEH IS NOW. CUST STATES THAT HIS INSURANCE CARRIER WAS NOT CONTACTED. CUST STATES THAT THE DAMAGE IS TO BACK PASSENGER SIDE BUMPER. CUST STATES THAT THE VEH WAS TOWED BY RIZZA CHEVROLET. CUST STATES THAT HE SUSTAINED NO INJURIES FROM THE ACCIDENT. <*****DESCRIPTION*****>. CUST STATES THAT HE PUT THE VEH IN REVERSE AND LET THE VEH IDLE BACK. CUST STATES WHEN IT WAS TIME TO TURN OUT OF BACK UP TO TURN RIGHT THE STEERING WHEEL WOULD NOT TURN AND AT THAT TIME HE NOTICED THE STEERING LIGHT ON IN THE VEH. CUST STATES THAT HE DID NOT HAVE ENOUGH TIME TO HIT THE BRAKES AND THE RIGHT BUMPER HIT THE POLE. CRM CALLED DLR AND SPOKE W/ ALEX SVC ADVISOR WORKING ON THE VEH AND HE STATES THAT THE REPAIRS TO THE STEERING COLUMN UNDER THE CAMPAIGN HAS BEEN COMPLETED. CRM COULD NOT SPEAK W/ SVC MGR. CRM WILL CONTACT SVC MGR TO GET ESTIMATE OF THE DAMAGE AND AUTHORIZE REPAIR. VON KILPATRICK/PAR 57552

09/11/2001 - 02:08:21 AM BUSINESS SUMMARY: 1). CRM REVIEWED FILE. 2) CRM REVIEWED 1241 FACTS W/ CUST 3) CRM SPOKE W/ SVC MGR AND THE VEH WAS REPAIRED BEFORE WE COULD DO AN INSPECTION UNDER WARRANTY. 4) CRM SPOKE W/ BODY SHOP MGR TO GET THE BODY WORK DONE @ WARRANTY RATE. 5). CR M CLOSING FILE AND SENDING TO FTT TO PROCESS PAYMENT TO DLR BODY SHOP. VON KILPATRICK/PAR 57552

09/18/2001 - 10:19:53 AM *****FTT, BLUE LE, TAMPA PAR 58509*****

09/18/2001 - 10:28:13 AM 1. GMWA 1242 / DIV 13 / DLR CODE 11514 / RO 144597 / \$821.16 / AUTH WG, CRM WILL CLOSE CASE

GM Vehicle Inquiry System

Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

VIN:	1G1YY22G3X3126019
------	-------------------

VEHICLE INFORMATION

Merchandising Model:	1YY07 - 1999 CORVETTE COUPE		Warranty Start Date:		04/24/1999		
BARS Order Type:	60 - RETAIL - SOLD						
Delivering Dealer:	RIZZA CHEVROLET, INC. 8200 S HARLEM AVE BRIDGEVIEW, IL 60455-1694 (708) 594-6400		Selling Source:		13 - CHEVROLET		
			Site Code:		11514		
			Business Associate Code:		113244		
Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00034	LAP BELT WEBBING TWISTED	11/10/2000	Open
01044	CORVETTE ELECTRONIC COLUMN LOCK	07/10/2001	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	04/24/1999	10 miles	4/24/2002	36010 miles
72/100 SHEET METAL RUST-THROUGH	04/24/1999	10 miles	4/24/2005	100010 miles
36/36 CORROSION	04/24/1999	10 miles	4/24/2002	36010 miles
96/90 PCM/CC EMISSIONS	04/24/1999	10 miles	4/24/2007	80010 miles
36/36 FEDERAL EMISSIONS	04/24/1999	10 miles	4/24/2002	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
05/02/2001	845089	#	28012 - ROADSIDE SERVICE (LOCKOUT)	6800 miles
07/10/2000	120570	#	T2020 - WARRANTY TOWING	5223 miles
07/10/2000	120570	#	N0110 - BATTERY REPLACE ONE	5223 miles
10/18/1999	105981	#	R3011 - FKE SYST COMP RPL	3359 miles
04/14/1999	A26019	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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To: PAUL
Department: BODY SHOP
Phone: 708-594-8400
Fax: 708-599-8252

From: Vonshantha Kilpatrick
Phone: 1-800-231-1841 ext. 57552
Fax: 813-835-4071

DATE: 8/16/2001
Pages including this cover 3
pages

Case Number: 05293561
Owner's Name: [REDACTED]
VIN: 1G1YY22G3X5126019

If you have a question please contact the individual sending this document at the number listed, or write to:

General Motors
Product Allegation Resolution Team
5701 E. Hillsborough Ave.
Suite 2380
Tampa, Florida 33610
Attn: Vonshantha Kilpatrick
Customer Relationship Manager

Release Of Claim

I, _____, in consideration of the body and/or mechanical repairs made to my vehicle, paid for by General Motors Corporation, a Delaware Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts, and components that are distributed by General Motors Corporation and their respective agent and employees from any and all claims and causes of action for any injuries, losses, and damage to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with the incident on August 8, 2001. On this date, Vehicle Identification Number 1G1YY22G3X5128019 registered mileage of 7000 miles.

It is understood that this is a goodwill offer and that this offer is not to be construed as an admission of liability on the part of General Motors Corporation.

The undersigned has carefully read and understands this Release and signs it to resolve the claim as described above.

DATE SIGNED: _____

Witness

Claimant

Address

Claimant

Address

In the STATE OF _____, COUNTY OF _____. On this day appeared _____ to me known to be the person(s) described in and who executed the foregoing instrument and acknowledged that he (she)(they) executed the same as his(her)(their) free act and deed.

Notary Public

County

My Commission Expires: _____

REPAIRS Z1242

1. REPAIRS SHOULD BE MADE AT WARRANTY RATE/ NO TAX EXCEPT FOR SUBLET
2. USE LABOR OPERATION CODE OF Z1242
3. WRITE AN ITEMIZED REPAIR ORDER WITH A NET AMOUNT
4. PUT CUSTOMER IN RENTAL UP TO \$30.00 PER DAY/ CADILLAC \$37.00 (IF NEEDED)
5. PLEASE FAX THE FOLLOWING BACK

REPAIR ORDER

COPY OF RECEIPTS FROM SUBLET

RELEASE OF CLAIM (IF CUST REFUSE TO SIGN, PUT CUST REFUSE TO SIGN
AT THE BOTTOM)

ESTIMATE

6. DO NOT SUBMIT FOR PAYMENT, YOU WILL BE CALLED AND GIVE THE PROPER
TIME TO SUBMIT AND HOW TO SUBMIT

THANK YOU VERY MUCH FOR YOUR TIME. IF YOU HAVE ANY QUESTIONS, PLEASE
CALL ME 1-888-231-1841 EST 57552

Ken Silpatrick

25176

RIKKA BODY SHOP

License #: UDL49748 Federal ID #: 363184489

Quality Repairs on All Makes & Models

8251 S. HARLEM AVE.

8200 S. HARLEM AVE.

BRIDGEVIEW, IL 60455

(708) 599-7840 Fax: (708) 599-8252

PRELIMINARY ESTIMATE

Written by: PAUL KRACCHUN #

Adjuster:

Insured

Owner

Address

LEMON, IL

Business:

Evening:

Claim #

Policy #

Deductible:

Date of Loss:

Type of Loss:

Point of Impact:

Inspect

Location:

Insurance

Company:

Days to Repair

1999 CHEV CORVETTE 8-5.7L-FI 2D BLACK Int:

VIN: 1G1YY22G3K5126019 Lin: F 909 518 IL Prod Date:

Odometer: 8004

Air Conditioning

Intermittent Wipers

Dual Mirrors

Clear Coat Paint

Power Windows

Power Mirrors

Passenger Airbag

Leather Seats

Tilt Wheel

Keyless Entry

Removable Top

Power Steering

Power Locks

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Bucket Seats

Cruise Control

Theft Deterrent/Alarm

Traction Control

Power Brakes

Power Driver Seat

Driver Airbag

Positraction

Aluminum Wheels

08/16/2001 11:35 AM

Job Number:

25176

PRELIMINARY ESTIMATE

1999 CHEV CORVETTE 8-5.7L-FI 2D BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		REAR BUMPER				
2	R&I	R&I bumper cover			4.0	
3*	Rpr	Cover			1.5	3.4
4		Add for Clear Coat				1.4
Subtotals ==>				0.00	5.5	4.8

Estimate Notes:

CASE # 05293561, PLEASE CALL IF OK

Parts		0.00
Body Labor	5.5 hrs @ \$ 70.87/hr	389.79
Paint Labor	4.8 hrs @ \$ 70.87/hr	340.18
Paint Supplies	4.8 hrs @ \$ 19.00/hr	91.20

SUBTOTAL		\$ 821.17
Sales Tax	\$ 91.20 @ 7.7500%	7.07
GRAND TOTAL		\$ 828.24

ADJUSTMENTS:

Deductible		0.00
CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 828.24

08/16/2001 at 11:39 AM
25176

Job Number:

PRELIMINARY ESTIMATE

1999 CHEV CORVETTE 8-5.7L-FI 2D BLACK Int:

THANK YOU FOR CHOOSING RIEZA CHEVROLET BODY SHOP, YOUR BUSINESS IS GREATLY APPRECIATED.

HOURS: 8 A.M. - 5 P.M. MON. THROUGH FRIDAY.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRICF97 Database Data 6/2001 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AN or Qual Repl Parts. Used parts are described as UNQ, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

WOLFPATH ID: L29WR7

GMWA PRE-AUTHORIZATION

2001/09/18 10:18:13

PASH CODE: 9052

DIV	DLR CODE	RO NBR	LBR OP	AUTH CODE	VIN	TOTAL
13	11514	144597	E1242	WG	1G1YY22G3K5126019	821 . 16

COMMENTS: ISSUE TO PAY DEALER FOR REPAIRS DUE TO PRODUCT ALLEGATION
WITH STEERING FOR CUST GOODWILL AND CUST SATISFACTION

COMMENTS:

COMMENTS:

COMMENTS:

PF: 3-EXIT 4-CLM INQUIRY 5-CLM DETAIL 6-CLM COMMENTS

9-REJ DETAIL 10-DEBIT

12-MANUAL DS

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES ; PF2 = NO)

GMWA Pre-Authorization Form

Check VIN LOOKUP and WINS for the following information:

Ownership (1st, 2nd, 3rd):	1ST
Delivery Date:	06/24/98
Used Purchase Date:	
Where Purchased?	
Service Contract (Y or N)	N
Warr. Bk/Branded Title (Y or N):	N

File Number:	C08283561		
Vehicle Identification Number:	1G1YY22G3X0128019		
Mileage	8,004		
Dealership Contact:	PAUL	Title:	SVC MGR
Division (10-cvt, 12-pwr, 40-gmc, 52-cvtr, 12-cvtr, 11-2nd):	13		
Dealer Code:	00-11514		
Repair Order # (6 digits)	114587		
Labor Operation Code:	Z1242	Total:	\$ 821.16
Labor Operation Code:		Total:	

List Specifics Below, DO NOT use the word "Defective"

Complaint:	cust states steering column locked up
------------	---------------------------------------

Cause:	campaign 01044
--------	----------------

Correction:	repair veh
-------------	------------

Justification:	for cust goodwill and cust satisfaction
----------------	---

CRM:	SUE LE
------	--------

Date Entered:	09/18/01
---------------	----------

Manager Entering:	
-------------------	--

**Z1242 / Z1243 Warranty Claim Tracking
Pre-Approval Documentation****Vehicle Information**

Date: 9/18/01
File No.: C06283581
Customer Name: [REDACTED]
VIN: 1G1YY22G8X5128019
In-Service Date: 8/24/99
Mileage: 8,004

Dealer Information

Dealer: RIZZA CHEVROLET
Dealer Code: 13-11514
Dealer Contact: PAUL, SVM

Claim Information

RO No.: 144597
RO Date: 8/21/01
TAG Case No.:

Labor OP(Z1242 or Z1243): Z1242

Claim Type:
Cause Code (CC): MJ
Failure Code (FC): 88

Labor Hours: NO NOT BREAK UP LABOR HOURS
Other Hours:

Net Amount: \$821.16

Authorization Code: DO NOT PUT ANY AUTH CODES
Reviewed By: SUE LE

Retain copy with dealer repair order.

Keyword Reason/Additional Comments



RIZZA CHEVY

World of Cars

Goodwrench
Service
Center

8900 SOUTH HARLEM AVENUE • BRIDGEVIEW, ILLINOIS 60455 • (708) 594-8098

CUSTOMER NO 53069	NAME PAUL J. KRAUCHER	AGE 708	PHONE 8249	DATE 08/29/01	CU# B144597
	ADDRESS [REDACTED]	CITY [REDACTED]	STATE [REDACTED]	COLOR BLACK/LIGHT	VEHICLE
	VEHICLE MAKE 77/CHEVROLET/CORVETTE/2DR H/B	VEHICLE YEAR 06/24/99	VEHICLE MAKE 1 G 1 Y 2 2 8 3 X 5 1 2 6 0 1 9	VEHICLE MAKE 08/21/01	VEHICLE MAKE
LEMON, IL					

JOB 1 CHARGE

LABOR

JM 1 19CV22

REAR BUMPER HOURS: 10.30 TECH(S) 176
REPAIR REAR BUMPER COVER PER ESTIMATE
GENERAL MOTORS CUSTOMER ASSISTANCE CASE # 05293561
REPAIR REAR BUMPER PER ESTIMATE, R AND 1 REAR BUMPER
COVER, REPAIR AND REFINISH, COLOR AND CLEAR COAT.
LABOR OPERATION CODE 21242.

729.96

G.D.G. & SUPPLIES

1.0 PAINT/MATERIAL

0

91.200 /UNIT

TOTAL -- GOR

91.20

91.20

JOB 1 TOTALS

LABOR

729.96

G.D.G.

91.20

JM 1 JOURNAL PREFIX CUES JOB 1 TOTAL

821.16

TOTALS

RIZZA CHEVROLET THANKS YOU FOR YOUR BUSINESS !!

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW.

FOR YOUR SERVICE ADVISOR LISTED ON YOUR WORK ORDER

CALL SERVICE MANAGEMENT AT 594-6400 ASK FOR A MANAGER.

PLEASE ASK FOR A SERVICE MANAGER IF YOUR SERVICE ADVISOR
DID NOT EXPLAIN THE SERVICE THAT YOU WERE ASKING FOR ON
AFTER YOUR VEHICLE IS REPAIRED. THANK YOU !!

REMEMBER WE NEED COMPLETELY SATISFIED ON QUESTIONS !!
IF YOU CAN'T PLEASE LET US KNOW AND WE WILL ASSIST YOU IN
ANY WAY WE CAN. OUR CUSTOMER IS OUR FUTURE BUSINESS

TOTAL LABOR....

729.96

TOTAL PARTS....

0.00

TOTAL SUBLET....

0.00

TOTAL G.D.G....

91.20

TOTAL MISC CHG....

0.00

TOTAL MISC DISC....

0.00

TOTAL TAX....

0.00

TOTAL INVOICE *

821.16

CUSTOMER SIGNATURE

SERVICE HOURS: Mon. thru Fri. 7:00 A.M. - 6:00 P.M.

PARTS OPEN SATURDAY: 8:00 A.M. - 12:00 P.M.

1 OF 1

AUG 29 2001 14:15

C END OF INVOICE

1

17144598
PAGE 02

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

COSTA MESA

CA

HOME PHONE:

CASE NUMBER: 05390105

VIN: 1G1YY22G4X5116325

MODEL YEAR: 1999

DATE OPENED: 2001-08-23

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-09-19

MILEAGE: 32000

SOURCE:

DELIVERY DATE:

BRC TYPE: PAR Yes

DEALER NAME:

BRC PARENT: 05389932

DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241

Other

0 REPAIR ATTEMPT(S)

steering wheel locked

A04 Possible Safety Concern

Other

0 REPAIR ATTEMPT(S)

product allegation

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

product allegation

Initiate Par

*****WORK HISTORY*****

crm received and reviewed case and called cust. crm left a message on cust's answering machine with 800# and ext. Leonard Bathea/par/58110; 0; 368055188
2001-08-30

crm received and reviewed case and called cust. cust std he's second owner at 26,000 miles and there are no after market items. cust std insurance has settled and owns veh. cust std ins company looking for subrogation. crm advised cust a different dept handles that but crm would like to take info. cust std he was traveling 60 mph on the interstate and switched lanes. cust std the traction control took over and the veh started rocking back and forth. cust std he was unable to steer and the veh ran into a veh beside cust. cust std his veh went into a spin and then rolled backward down an embankment. cust std veh hit a tree and veh came to a stop. cust std after he hit the tree he was able to steer again. cust std he has had the problem with the traction control module and has called the dlr and CAC about the incident. cust std he was advised that is the way that option performs and he would have to deal with it. cust std after the accident the tires were balled but cust feels the accident caused <<cont>>; 0; 368065658
2001-08-30

<<cont>> the tires to go bald. crm advised the cust of esis address and advised cust to have ins co write esis for subrogation. cust std insurance agent is tiffany kilpatrick and her number is 714-368-5621 and the policy # is [REDACTED] crm advised cust esis would handle the case because ins co has settled and case would be closed here. crm closing case and forwarding to esis. Leonard Bathea/par/58110; 0; 368065800
01-08-30

BUSINESS SUMMARY--1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm advised customer that since customer has settled with insurance company, gm would not be accepting responsibility. 4-no offers made to customer. 5-Crm closingfile and forwarding to esis. Leonard Bathea/par/58110; 0; 368065836

2001-08-30

std neither him nor his passenger was injured beyond minor scratches. cust std he is looking for compensation but he would like to have insurance company reimbursed. Leonard Bethea/par/58110; 0; 368066138
2001-09-19

CUST STATES THAT HE HAS NOT HEARD FROM GM. CUST SEEKS STATUS. CRM ADVISED CUST AS OF 8-30-01 HE WAS GIVEN A DECLINATION BECAUSE CLAIM IS SETTLED W/ INSURANCE CARRIER. CUST STATES THAT THEY ARE SEEKING ALLEGATION. CRM ADVISED CUST THAT HE CAN HAVE THE INSURANCE CARRIER CONTACT US; BUT THE DECISION IS MADE AND WILL NOT CHANGE. CUST STATES THAT HE WILL SEEK LEGAL BECAUSE THIS WAS NOT HANDLED CORRECTLY. VON KILPATRICK/PAR 57552; 0; 369776997
CHARLES, RANDALL

*****PAR INFORMATION*****

INCIDENT DATE: 2001-08-18 INCIDENT TIME: 11:00:00
INCIDENT LOCATION: garden grove freeway #22

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none

OWNER DESCRIPTION: steering wheel locked up while changing lanes veh hit another veh. then tree

ALLEGED DEFECTIVE COMPONENT: STEERING COLUMN LOCKING MECHANISM

INCIDENT RESULT: declined via phone on 8/30/01
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: Y
NUMBER OF VEHICLES: 1

PROPERTY DAMAGE: unspecified

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: 21ST CENTURY INS.
IRVINE , CA INSURANCE COMPANY ADDRESS: P.O. BOX 507005
92619

AGENT NAME: TIFFANY KILPATRICK
AGENT PHONE NUMBER: 714-368-5621

MORE INFORMATION: insurance co. will take police report to the dealership
MAINTENANCE LOCATION: ??
CURRENT LOCATION OF VEHICLE: High Tech Collision, 1399 Logan Ave Costa Mesa CA 92626 714-436-5010
NOTIFY NAME: CUST

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
INSPECTED:
INVESTIGATIVE SUMMARY: none
PAR STATUS: Accepted

*****PAR INFORMATION*****

SOURCE: TRANSACTION:

REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
LEASE:
REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE: Claimant

CONTACT PHONE: [REDACTED]

ADDRESS: [REDACTED]

COSTA MESA, CA [REDACTED]

FedEx | Ship Manager | Label7916 5418 0331

Page 1 of 1

From: DONNA TONELLI (813)335-4123
GM CUST SERV GROUP/TAMPA
5701 E HILLSBOROUGH AVE
SUITE 2300
TAMPA, FL, 33610



FedEx

To: MSX International (800)231-1841

1464 John A. Papalas Drive

Lincoln Park, MI, 48146

SHIP DATE: 07SEP01
WEIGHT: 10 LBS

Ref:



DELIVERY ADDRESS INFORMATION ONLY

TRK # 7916 5418 0331

FedEx STANDARD OVERNIGHT

48146-MI-US

DTW
XH NFBA

MON

A1

Deliver by:
10SEP01

09-19-01 PM 3:13 ACV



05390105

BRC PAR

Corepoint
Request

#C 05390105

Please Auto-Link

GENERAL MOTORS CORPORATION

BRAND: Chevrolet

DATE: 08/30/01

ESIS/GM Central Claims
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: Claimant: [REDACTED]

Date of Incident: August 8, 2001

File Number: 05390105

Gentlemen:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. ☒ The attached report is for your information and record.
2. ☐ We believe this claim may deserve further investigation by you.
3. ☐ Other: (Please Select Description)

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Further inquiries regarding this claim should be directed to the undersigned.

Sincerely,



Leonard Bethea
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- ☒ Customer File
- ☒ VIN Profile
- ☐ Inspection Report
- ☐ Pictures
- ☐ Estimates
- ☐ Police or Fire Report
- ☐ Repair Orders
- ☐ Dism Tape
- ☐ Other: (Description)



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 30, 2001

[REDACTED]
Costa Mesa CA [REDACTED]

RE: File Number: 05390105

Vehicle Identification Number: 1G1YY22G4X5116325

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1999 Chevrolet Corvette.

Our review of your file has revealed that you have already received a settlement from your insurance company regarding this matter. Therefore, General Motors is unable to assume responsibility for damages.

Sincerely,

Leonard Bathea
Customer Relationship Manager
Product Allegation Resolution Team

GM**PAR CASE INFORMATION**

Problem ID: 05390105

CONTACT INFORMATION

Name: [REDACTED]
Address: [REDACTED]
COSTA MESA, CA [REDACTED]
Phone: [REDACTED]

VIN: 1G1YY22G4X5118328
MAKE: CHEVROLET
MODEL: CORVETTE COUPE
YEAR: 1989
ODOMETER: 32,000

CONTACT INFORMATION

NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER:
CONTRACT:
SELLING DEALER:
CONTRACT:
PAYEE: No

PAR DETAILS

CONTACT ID: C0000030817397
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: none
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: Yes
NUMBER INVOLVED: 1
DEFECTIVE COMPONENT: STEERING COLUMN LOCKIN
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: 21ST CENTURY INS.
INSURANCE COMPANY ADDR: P.O. BOX 507005
INSPECTION: No
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE: unspecified
INCIDENT LOCATION: garden grove freeway #22
INCIDENT RESULT: declined via phone on 8/30/01
VEHICLE LOCATION: High Tech Collision, 1399 Logan Ave Costa Mesa CA 92626 714-438-8010
MAINTENANCE LOCATION: ??
OWNER DESC: steering wheel locked up while changing lanes veh hit another veh. then tree
MORE INFO: insurance co. will take police report to the dealership

BODY INJURY: No
COLLISION: Yes
PROPERTY DMG: No
NON COLL: No
DMB ABV K: No
NOTIFY NAME: CUST
AGENT NAME: TIFFANY KILPATRICK
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: none
AGENT PHONE: 714-388-8621
INCIDENT DATE & TIME: 08/18/2001 11:00:00 AM

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 05390105

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: steering wheel locked

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: product allegation

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: M41

COMPONENT DESCRIPTION 3: product allegation

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Steering Column/Lock/Attaching Parts

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 06390106

08/30/2001 - 03:39:35 AM ctm received and reviewed case and called cust. ctm left a message on cust's answering machine with 800# and ext. Leonard Bethas/par/58110

08/30/2001 - 06:42:39 AM cust said neither him nor his passenger was injured beyond minor scratches. cust said he is not looking for compensation but he would like to have insurance company reimbursed. Leonard Bethas/par/58110

08/30/2001 - 06:38:34 AM BUSINESS SUMMARY--1-ctm reviewed file. 2-ctm contacted customer and reviewed 1241 facts. 3-ctm advised customer that since customer has settled with insurance company, gm would not be accepting responsibility. 4-no offers made to customer. 5-Ctm closing file and forwarding to esb. Leonard Bethas/par/58110

08/30/2001 - 06:35:43 AM <<cont>> the time to go bald. ctm advised the cust of esb address and advised cust to have lns co write esb for subrogation. cust said insurance agent is Tiffany Kilpatrick and her number is 714-368-6621 and the policy # is 1025100. ctm advised cust esb would handle the case because lns co has settled and case would be closed here. ctm closing case and forwarding to esb. Leonard Bethas/par/58110

08/30/2001 - 06:29:12 AM ctm received and reviewed case and called cust. cust said he's second owner at 26,000 miles and there are no after market items. cust said insurance has settled and owns veh. cust said lns company looking for subrogation. ctm advised cust a different dept handles that but ctm would like to take info. cust said he was traveling 60 mph on the interstate and switched lanes. cust said the traction control took over and the veh started rocking back and forth. cust said he was unable to steer and the veh ran into a veh beside cust. cust said his veh went into a spin and then rolled backward down an embankment. cust said veh hit a tree and veh came to a stop. cust said after he hit the tree he was able to steer again. cust said he has had the problem with the traction control module and has called the dir and CAC about the incident. cust said he was advised that is the way that option performs and he would have to deal with it. cust said after the accident the tires were bled but cust feels the accident caused <<cont>>

[illegible]

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G1YY22G4X5116325
------	-------------------

VEHICLE INFORMATION

Merchandising Model:	1YY07 - 1999 CORVETTE COUPE	Warranty Start Date:	01/23/1999				
BARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	CAMERER CHEVROLET-OLDSMOBILE-PONTIAC-GEO INC. 90 N MAIN ST CARROLLTON, IL 62016-1129 (217) 942-5411	Selling Source:	13 - CHEVROLET				
		Site Code:	03181				
		Business Associate Code:	111365				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00034	LAP BELT WEBBING TWISTED	11/10/2000	Open
01044	CORVETTE ELECTRONIC COLUMN LOCK	07/10/2001	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	01/23/1999	1 miles	1/23/2002	36001 miles
72/100 SHEET METAL RUST-THROUGH	01/23/1999	1 miles	1/23/2005	100001 miles
36/36 CORROSION	01/23/1999	1 miles	1/23/2002	36001 miles
96/80 PCM/CC EMISSIONS	01/23/1999	1 miles	1/23/2007	80001 miles
36/36 FEDERAL EMISSIONS	01/23/1999	1 miles	1/23/2002	36001 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/01/2000	090940	#	B7501 - STEER LOCK PART RPL	21409 miles
06/01/2000	090940	#	Z7904 - DEALER SERVICE LOANER REIMBURSEMENT (FOUR DAYS)	21409 miles
06/01/2000	090940	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	21409 miles
06/01/2000	090940	#	T2020 - WARRANTY TOWING	21409 miles
05/19/2000	090298	#	L2905 - DUAL EXH SYS RPL	21063 miles
05/19/2000	090298	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	21063 miles
05/19/2000	090298	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	21063 miles
05/19/2000	090298	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	21063 miles
11/17/1999	081559	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	14804 miles
11/17/1999	081559	#	N6360 - INSTRUMENT PANEL RP	14804 miles
11/17/1999	081559	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	14804 miles
08/25/1999	077269	#	N4180 - INST PNL DIGITAL RP	11496 miles
08/25/1999	077269	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	11496 miles
08/25/1999	077269	#	Z7906 - DEALER SERVICE LOANER REIMBURSEMENT (OVER FIVE DAYS)	11496 miles
07/19/1999	075327	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	6030 miles
04/21/1999	070721	#	C7050 - BUCK CUSH R&R/RPL	6030 miles
04/21/1999	070721	#	R0940 - RF SPEAKER RPL	6030 miles
02/17/1999	067608	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	1157 miles
02/10/1999	067250	#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	1157 miles
01/06/1999	A16325	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

GM RESTRICTED

370027

CASE NUMBER: 05390105 VIN: 1G1YY22G4X5116325
 DATE OPENED: 08/23/01 MODEL YEAR: 99
 DATE CLOSED: 09/19/01 SERIES: CORVETTE COUPE
 SOURCE: PAR YES MILEAGE: 32000
 CUSTOMER:
 ADDRESS:
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] COSTA MESA CA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05390105 VIN: 1G1YY22G4X5116325
 MODEL YEAR: 1999
 DATE OPENED: 2001-08-23 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-09-19 MILEAGE: 32000
 SOURCE: DELIVERY DATE:
 BRC TYPE: PAR Yes DEALER NAME:
 BRC PARENT: 05389932 DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241 Other
 0 REPAIR ATTEMPT(S) steering wheel locked

A04 Possible Safety Concern Other
 0 REPAIR ATTEMPT(S) product allegation

M41 Steering Column/Lock/Attaching Parts Other
 0 REPAIR ATTEMPT(S) product allegation

Initiate Par

*****WORK HISTORY*****

crm received and reviewed case and called cust. crm left a message on cust's answering machine with [REDACTED] and ext. Leonard Bethes/par/58110; 0; 368055188
 2001-08-30

crm received and reviewed case and called cust. cust std he's second owner at 26,000 miles and there are no after market items. cust std insurance has settled and owns veh. [REDACTED] std ins company looking for subrogation. crm advised cust a different dept handles that but crm would like to take info. cust std he was traveling 60 mph on the interstate and switched lanes. cust std the traction control took over and the veh started rocking

G M R E S T R I C T E D

370027

and forth. cust std he was unable to steer and the veh ran into a veh beside cust. cust std his veh went into a spin and then rolled backward down an embankment. cust std veh hit a tree and veh came to a stop. cust std after he hit the tree he was able to steer again. cust std he has had the problem with the traction control module and has called the dlr and CAC about the incident. cust std he was advised that is the way that option performs and he would have to deal with it. cust std after the accident the tires were balled but cust feels the accident caused <<cont>>; 0; 368065658
2001-08-30

<<cont>> the tires to go bald. crm advised the cust of esis address and advised cust to have ins co write esis for subrogation. cust std insurance agent is tiffany kilpatrick and her number is 714-368-5621 and the policy # is 1926160. crm advised cust esis would handle the case because ins co has settled and case would be closed here. crm closing case and forwarding to esis. Leonard Bethea/par/58110; 0; 368065800
2001-08-30

BUSINESS SUMMARY--1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm advised customer that since customer has settled with insurance company, gm would not be accepting responsibility. 4-no offers made to customer. 5-Crm closingfile and forwarding to esis. Leonard Bethea/par/58110; 0; 368065836
2001-08-30

cust std neither him nor his passenger was injured beyond minor scratches. cust std he is not looking for compensation but he would like to have insurance company reimbursed. Leonard Bethea/par/58110; 0; 368066138
2001-09-19

STATES THAT HE HAS NOT HEARD FROM GM. CUST SEEKS STATUS. CRM ADVISED CUST AS OF 8-30-01 HE WAS GIVEN A DECLINATION BECAUSE CLAIM IS SETTLED W/ INSURANCE CARRIER. CUST STATES THAT THEY ARE SEEKING ALLEGATION. CRM ADVISED CUST THAT HE CAN HAVE THE INSURANCE CARRIER CONTACT US; BUT THE DECISION IS MADE AND WILL NOT CHANGE. CUST STATES THAT HE WILL SEEK LEGAL BECAUSE THIS WAS NOT HANDLED CORRECTLY. VON KILPATRICK/PAR 57552; 0; 369776997
[REDACTED]

*****PAR INFORMATION*****

INCIDENT DATE: 2001-08-18 INCIDENT TIME: 11:00:00
INCIDENT LOCATION: garden grove freeway #22

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: none

OWNER DESCRIPTION: steering wheel locked up while changing lanes veh hit another veh. then tree

ALLEGED DEFECTIVE COMPONENT: STEERING COLUMN LOCKING MECHANISM

INCIDENT RESULT: declined via phone on 8/30/01
POLICE REPORT: Y ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES: N

ANOTHER VEHICLE INVOLVED: Y
NUMBER OF VEHICLES: 1

GM RESTRICTED

370027

PROPERTY DAMAGE: unspecified

WAS VEHICLE INSURED: Y

INSURANCE COMPANY NAME: 21ST CENTURY INS.
INSURANCE COMPANY ADDRESS: P.O. BOX 507005IRVINE , CA
92619AGENT NAME: TIFFANY KILPATRICK
AGENT PHONE NUMBER: 714-368-5621

MORE INFORMATION: insurance co. will take police report to the dealership

MAINTENANCE LOCATION: ??

CURRENT LOCATION OF VEHICLE: High Tech Collision, 1399 Logan Ave Costa Mesa CA 9626
714-436-5010

NOTIFY NAME: CUST

WAS VEHICLE INSPECTED: N

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY: none

PAR STATUS: Accepted

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

TEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BEC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MERP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

GM RESTRICTED

370027

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: Claimant

ADDRESS:

CONTACT PHONE:

COSTA MESA, CA

GM RESTRICTED

370027

CASE NUMBER: 05396442 VIN: 1G1YY22G4X5116325
 DATE OPENED: 08/24/01 MODEL YEAR: 99
 DATE CLOSED: 08/30/01 SERIES: CORVETTE COUPE
 SOURCE: PAR YES MILEAGE: 30650
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: CA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: COSTA MESA CA
 HOME PHONE:

CASE NUMBER: 05396442 VIN: 1G1YY22G4X5116325
 MODEL YEAR: 1999
 DATE OPENED: 2001-08-24 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-08-30 MILEAGE: 30650
 SOURCE: DELIVERY DATE:
 BRC TYPE: PAR Yes DEALER NAME:
 BRC PARENT: 05396117 DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

H73 Traction Control Other
 0 REPAIR ATTEMPT(S) FAILURE- ACCIDENT OCCURRED
 A04 Possible Safety Concern Other
 0 REPAIR ATTEMPT(S) TRACTION CONTROL

Initiate Par- TRACTION CONTROL SYSTEM

*****WORK HISTORY*****

crm received a duplicate file of file #05390105. crm closing this case as duplicate.
 Leonard Bathea/par/58110; 0, 368031723
 CHARLES, RANDLE

*****PAR INFORMATION*****

INCIDENT DATE: 2001-08-18 INCIDENT TIME: 11:30:00
 INCIDENT LOCATION: HI-TECH AUTO
 1399 LOGAN AVENUE
 COSTA MESA, CA 92626

DRIVER NAME: DRIVER AGE:

GM RESTRICTED

370027

DRIVER DISABILITY: NONE

OWNER DESCRIPTION: WEST ON 22 FWY. SWITCHED LANES VEH OUT OF CONTROL HIT VAN ON RIGHT
ROLLED DOWN INBANK, HIT TREE

ALLEGED DEFECTIVE COMPONENT: TRACTION CONTROL SYSTEM

INCIDENT RESULT: duplicate file #05390105

POLICE REPORT: Y

ROAD CONDITION: Dry

ROAD SURFACE:

NUMBER OF PEOPLE: 2

BODY INJURY: N

INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: Y

NUMBER OF VEHICLES: 1

PROPERTY DAMAGE: FENDER DENT ON DRIVERS SIDE

WAS VEHICLE INSURED: Y

INSURANCE COMPANY NAME: 21ST CENTURY

INSURANCE COMPANY ADDRESS: COSTA MESA, CA

AGENT NAME: TIFFANY KILTATRICK

AGENT PHONE NUMBER: 714-368-5621

MORE INFORMATION: INSURANCE CO SEEKS GM TO INSPECT VEH

MAINTENANCE LOCATION: NONE

CURRENT LOCATION OF VEHICLE: HI-TECH AUTO 1399 LOGAN AVENUE, COSTA MESA CA 92626

NOTIFY NAME:

VEHICLE INSPECTED: N

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY: none

PAR STATUS: Accepted

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

GM RESTRICTED

370027

MARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

1

Claimant

COSTA MESA, CA

GM**PAR CASE INFORMATION**

370027

Problem ID: 05396442

CONTACT INFORMATIONName: [REDACTED]
Address: [REDACTED]
COSTA MESA, CA [REDACTED]
Phone: [REDACTED]**VEHICLE INFORMATION**VIN: 1G1YYZ2G4XG116326
MAKE: Chevrolet
MODEL: CORVETTE COUPE
YEAR: 1999
ODOMETER: 30,860**BRC CONTACT INFORMATION**NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: ClaimantACCOUNT/POLICY:
SERVICE DEALER:
CONTRACT:
SELLING DEALER:
CONTRACT:
PAYEE: No**PAR DETAILS**CONTACT ID: C0000090916876
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: Yes
NUMBER INVOLVED: 1
DEFECTIVE COMPONENT: TRACTION CONTROL SYST
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: 21ST CENTURY
INSURANCE COMPANY ADDR: COSTA MESA, CA
INSPECTION: No
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:BODY INJURY: No
COLLISION: No
PROPERTY DMG: No
NON COLL: No
DMG ABV K: No
NOTIFY NAME:
AGENT NAME: TIFFANY KILTATRICK
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: none
AGENT PHONE: 714-368-8821
INCIDENT DATE & TIME: 09/18/2001 11:30:00 AMPROPERTY DAMAGE: FENDER DENT ON DRIVERS SIDE
INCIDENT LOCATION: HI-TECH AUTO1800 LOGAN AVENUE
COSTA MESA, CA 92626

INCIDENT RESULT: duplicate file #08360105

VEHICLE LOCATION: HI-TECH AUTO 1800 LOGAN AVENUE, COSTA MESA CA 92626

MAINTENANCE LOCATION: NONE

OWNER DESC: WEST ON 22 FWY. SWITCHED LANES VEH OUT OF CONTROL HIT VAN ON RIGHT ROLLED
DOWN IN BANK, HIT TREE

MORE INFO: INSURANCE CO SENDS GM TO INSPECT VEH

REIMBURSEMENT INFORMATIONID:
PAYEE:
ADDRESS:COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:

GM**PAR CASE INFORMATION**

Problem ID: 05998442

CONTACT INFORMATION

Name:

Address:

COSTA MESA, CA

Phone:

VEHICLE INFORMATION

VIN: 1G1YY22G4C0116326

MAKE: Chevrolet

MODEL: CORVETTE COUPE

YEAR: 1996

ODOMETER: 80,000

BRC CONTACT INFORMATION

NAME:

COMPANY:

ADDRESS:

PHONE:

TYPE: Client

ACCOUNT/POLICY:

SERVICE DEALER:

CONTRACT:

SELLING DEALER:

CONTRACT:

PAYEE: No

PAR DETAILS

CONTACT ID: 0090030819878

DRIVER NAME:

DRIVER AGE: 37

DISABILITIES: NONE

ROAD SURFACE: Asphalt

ROAD CONDITION: Dry

PEOPLE IN VEHICLE: 2

INJURIES: No

OTHER VEHICLES INVOLVED: Yes

NUMBER INVOLVED: 1

DEFECTIVE COMPONENT: TRACTION CONTROL SYST

POLICE REPORT: Yes

INSURANCE: Yes

INSURANCE COMPANY: 21ST CENTURY

INSURANCE COMPANY ADDR: COSTA MESA, CA

INSPECTION: No

INSP NAME:

INSP DATE:

INSP MILES:

INSP DONE:

PROPERTY DAMAGE: FENDER DENT ON DRIVERS SIDE

INCIDENT LOCATION: HI-TECH AUTO

1988 LOGAN AVENUE

COSTA MESA, CA 92626

INCIDENT RESULT: duplicate file #05990105

VEHICLE LOCATION: HI-TECH AUTO 1988 LOGAN AVENUE, COSTA MESA CA 92626

MAINTENANCE LOCATION: NONE

OWNER DESC: WEST ON 22 FWY. SWITCHED LANES VEN OUT OF CONTROL HIT VAN ON RIGHT ROLLED DOWN SIBANK, HIT TREE

MORE INFO: INSURANCE CO SEEKS GM TO INSPECT VEN

BODY INJURY: No

COLLISION: No

PROPERTY DMG: No

NON COLL: No

DMB ABV K: No

NOTIFY NAME:

AGENT NAME: TIFFANY KILTATRICK

STATUS: Accepted

REJECT REASON:

ROAD TEST: No

ROAD TEST DESC:

ROAD TEST RESULT:

COMP INSPECTED:

INVEST SUMMARY: none

AGENT PHONE: 714-988-8621

INCIDENT DATE & TIME: 06/18/2001 11:30:00 AM

REIMBURSEMENT INFORMATION

ID:

PAYEE:

ADDRESS:

COMPANY:

AMOUNT:

ACCT_TYPE:

ACCT_NUM:

TAX_ID:

ISSUE_1000:

POLICY NUM:



PAR CASE INFORMATION

Problem ID: 05396442

CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1:

COMPONENT DESCRIPTION 1:

COMPLAINT CODE 1:

COMPLAINT DESCRIPTION 1:

REPAIR ATTEMPTS 1:

COMPONENT CODE 2: H73

COMPONENT DESCRIPTION 2: FAILURE- ACCIDENT OCCURRED

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Traction Control

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04

COMPONENT DESCRIPTION 3: TRACTION CONTROL

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTION 3: Possible Safety Concern

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:

WORK HISTORY

06/07/2011 - 09:05:18 AM

crm received a duplicate file of file #05390105. crm closing this case as duplicate. Leonard
Betten/pen08110

GM**PAR CASE INFORMATION****348370027**

Problem ID: 05390405

CONTACT INFORMATIONName: [REDACTED]
Address: [REDACTED]
COSTA MESA, CA [REDACTED]
Phone: [REDACTED]**VEHICLE INFORMATION**VIN: 1G1YY22G4X5116328
MAKE: CHEVROLET
MODEL: CORVETTE COUPE
YEAR: 1998
ODOMETER: 32,000**BRO CONTACT INFORMATION**NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: ClaimantACCOUNT/POLICY:
SERVICE DEALER:
CONTRACT:
SELLING DEALER:
CONTRACT:
PAYEE: No**PAR DETAILS**CONTACT ID: C8000030617397
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: none
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 2
INJURIES: No
OTHER VEHICLES INVOLVED: Yes
NUMBER INVOLVED: 1
DEFECTIVE COMPONENT: STEERING COLUMN LOCKIN
POLICE REPORT: Yes
INSURANCE: Yes
INSURANCE COMPANY: 21ST CENTURY INS.
INSURANCE COMPANY ADDR: P.O. BOX 807006
INSPECTION: No
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE: unspecified
INCIDENT LOCATION: garden grove freeway #22
INCIDENT RESULT: declined via phone on 8/30/01
VEHICLE LOCATION: High Tech Collision, 1399 Logan Ave Costa Mesa CA 92626 714-436-8010
MAINTENANCE LOCATION: ??
OWNER DESC: steering wheel locked up while changing lanes veh hit another veh. then free
MORE INFO: insurance co. will take police report to the dealershipBODY INJURY: No
COLLISION: Yes
PROPERTY DMG: No
NON COLL: No
DMB ABV K: No
NOTIFY NAME: CUST
AGENT NAME: TIFFANY KILPATRICK
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: none
AGENT PHONE: 714-868-8821
INCIDENT DATE & TIME: 08/18/2001 11:00:00 AM**REIMBURSEMENT INFORMATION**ID:
PAYEE:
ADDRESS:
COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 05390105

USE CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01

COMPONENT DESCRIPTION 1: steering wheel locked

COMPLAINT CODE 1: Other

COMPLAINT DESCRIPTION 1: Product Allegation GM 1241

REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A04

COMPONENT DESCRIPTION 2: product allegation

COMPLAINT CODE 2: Other

COMPLAINT DESCRIPTION 2: Possible Safety Concern

REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: M41

COMPONENT DESCRIPTION 3: product allegation

COMPLAINT CODE 3: Other

COMPLAINT DESCRIPTIONS: Steering Column/Lock/Attaching Parts

REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:

COMPONENT DESCRIPTION 4:

COMPLAINT CODE 4:

COMPLAINT DESCRIPTION 4:

REPAIR ATTEMPTS 4:

COMPONENT CODE 5:

COMPONENT DESCRIPTION 5:

COMPLAINT CODE 5:

COMPLAINT DESCRIPTION 5:

REPAIR ATTEMPTS 5:

COMPONENT CODE 6:

COMPONENT DESCRIPTION 6:

COMPLAINT CODE 6:

COMPLAINT DESCRIPTION 6:

REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 05390105

HISTORY

- 08/30/2001 - 03:39:35 AM crm received and reviewed case and called cust. crm left a message on cust's answering machine with SDOH and ext. Leonard Bathee/par/55110
- 08/30/2001 - 06:42:39 AM cust std neither him nor his passenger was injured beyond minor scratches. cust std he is not looking for compensation but he would like to have insurance company reimbursed. Leonard Bathee/par/55110
- 08/30/2001 - 06:38:34 AM BUSINESS SUMMARY--1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts. 3-crm advised customer that since customer has settled with insurance company, gm would not be accepting responsibility. 4-no offers made to customer. 5-Crm closing file and forwarding to sale. Leonard Bathee/par/55110
- 08/30/2001 - 06:35:43 AM <<cont>> the tires to go bald. crm advised the cust of sale address and advised cust to have the co write sale for subrogation. cust std insurance agent is Tiffany Kipatrik and her number is 714-388-5621 and the policy # is 1928100. crm advised cust as he would handle the case because the co has settled and case would be closed here. crm closing case and forwarding to sale. Leonard Bathee/par/55110
- 08/30/2001 - 06:29:12 AM crm received and reviewed case and called cust. cust std he's second owner at 28,000 miles and there are no after market items. cust std insurance has settled and owns veh. cust std ins company looking for subrogation. crm advised cust a different dept handles that but crm would like to take info. cust std he was traveling 60 mph on the interstate and switched lanes. cust std the traction control took over and the veh started rocking back and forth. cust std he was unable to steer and the veh ran into a veh beside cust. cust std his veh went into a spin and then rolled backward down an embankment. cust std veh hit a tree and veh came to a stop. cust std after he hit the tree he was able to steer again. cust std he has had the problem with the traction control module and has called the dlr and CAC about the incident. cust std he was advised that is the way that option performs and he would have to deal with it. cust std after the accident the tires were bald but cust feels the accident caused <<cont>>

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G1YY22G4X5116325
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VEHICLE INFORMATION

Merchandising Model:	1YY07 - 1999 CORVETTE COUPE		Warranty Start Date:	01/23/1999			
BARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	CAMERER CHEVROLET-OLDSMOBILE-PONTIAC-GEO INC. 90 N MAIN ST CARROLLTON, IL 62016-1129 (217) 942-5411		Selling Source:	13 - CHEVROLET			
			Site Code:	03181			
			Business Associate Code:	111365			
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00034	LAP BELT WEBBING TWISTED	11/10/2000	Open
01044	CORVETTE ELECTRONIC COLUMN LOCK	07/10/2001	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	01/23/1999	1 miles	1/23/2002	36001 miles
72/100 SHEET METAL RUST-THROUGH	01/23/1999	1 miles	1/23/2005	100001 miles
36/36 CORROSION	01/23/1999	1 miles	1/23/2002	36001 miles
96/80 PCM/CC EMISSIONS	01/23/1999	1 miles	1/23/2007	80001 miles
36/36 FEDERAL EMISSIONS	01/23/1999	1 miles	1/23/2002	36001 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/01/2000	090940	#	E7501 - STEER LOCK PART RPL	21409 miles
06/01/2000	090940	#	Z7904 - DEALER SERVICE LOANER REIMBURSEMENT (FOUR DAYS)	21409 miles
06/01/2000	090940	#	Z3001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	21409 miles
06/01/2000	090940	#	T2020 - WARRANTY TOWING	21409 miles
05/19/2000	090298	#	L2905 - DUAL EXH SYS RPL	21063 miles
05/19/2000	090298	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	21063 miles
05/19/2000	090298	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	21063 miles
05/19/2000	090298	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	21063 miles
11/17/1999	081559	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	14804 miles
11/17/1999	081559	#	N6360 - INSTRUMENT PANEL RP	14804 miles
11/17/1999	081559	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	14804 miles
08/25/1999	077269	#	N4180 - INST PNL DIGITAL RP	11496 miles
08/25/1999	077269	#	Z7910 - COURTESY TRANSPORTATION - SHUTTLE (1 WAY)	11496 miles
08/25/1999	077269	#	Z7906 - DEALER SERVICE LOANER REIMBURSEMENT (OVER FIVE DAYS)	11496 miles
07/19/1999	075327	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	6030 miles
04/21/1999	070721	#	C7050 - BUCK CUSH R&R/RPL	6030 miles
04/21/1999	070721	#	R0940 - RF SPEAKER RPL	6030 miles
02/17/1999	067608	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	1157 miles
02/10/1999	067250	#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	1157 miles
01/06/1999	A16325	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 30, 2001



Costa Mesa CA

RE: File Number: 05390105

Vehicle Identification Number: 1G1YY22G4X5116325

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 1999 Chevrolet Corvette.

Our review of your file has revealed that you have already received a settlement from your insurance company regarding this matter. Therefore, General Motors is unable to assume responsibility for damages.

Sincerely,

Leonard Bathea
Customer Relationship Manager
Product Allegation Resolution Team



21st Century Insurance Company

438 Exchange, Suite 100, Irvine, California 92602-1700 (714) 368-5621 Fax (714) 368-5791

19 September 2001

General Motors
P.O. Box 33170
Detroit, MI 48232-5170

Insured [REDACTED]
Claim Number : 1926160-01-IR-25
Date of Loss : 08/18/01
Your Reference : 05396117


Dear Sir:

This letter confirms our insured [REDACTED] request for an investigation into the possible failure of his traction control system.

We request you notify us in writing of your findings. So that we may resolve the issue of liability. You may contact the handling representative Monday through Thursday 08:15 - 17:00 and on Friday from 08:15 - 13:15.

Should you have any additional comments or questions please do not hesitate to contact us at the number listed below.

Sincerely,


Tiffany Arwen Wade Kilpatrick
Office Adjuster
21st Century Insurance Company
714-368-5621

W GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] COSTA MESA CA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 05389932 VIN: 1G1YY22G4X5116325
MODEL YEAR: 1999
DATE OPENED: 2001-08-23 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-08-23 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241 Other
0 REPAIR ATTEMPT(S) steering wheel locked
T04 General Information Other
0 REPAIR ATTEMPT(S)
M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) steering wheel locked

Initiate Par

INSTRUCTIONS TO CRM:
*Select PAR Button

[[SBS "Creating a Product Allegation Request RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/wabknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]
Initiate Par

*****WORK HISTORY*****

cust states steering wheel locked up while driving causing them to get into an accident
there is a campaign on the steering wheel device. which the customer was not aware of before
the accident occurred. veh is in the body shop currently and there is no injuries crm will
submit par.
justin thrall/cac/pdx; 0; 367466111

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:

INJURIES:

ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
QUEST TYPE:
PURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

1 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

279142

PH06042 PAGE #: 1
W01-015

CASE NO: 580408617
DATE OPENED: 08/07/1998
DATE CLOSED: / /
SOURCE:
CUSTOMER: [REDACTED]
ADDRESS: DALLAS TX [REDACTED] 0000
HOME PHONE: [REDACTED]

VIN: 1G1YY22G5V5105671
MODEL YR: 97
SERIES: YB
MILEAGE: 021000
STATE: TX
P
BUS. PHONE: EXT:

CR25A - GFL241
08/08/98
01:10

AUTOMOTIVE DIVISION COMPLETING REPORT
CHEVROLET MOTOR DIVISION
REPORT OF PRELIMINARY INVESTIGATION

PAGE: 1

REPORT DATE: 08/07/98
PTP75- 001
DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO NEAREST
INSURANCE COMPANY OFFICE.

REF # - 980408617

DATE OF INCIDENT: 06/30/98 02:30

***** I OWNER - CLAIMANT *****

NAME OF OWNER: [REDACTED] AGE: [REDACTED]
STREET: [REDACTED]
CITY/STATE: DALLAS TX [REDACTED] PHONE NO: [REDACTED]

NAME OF DRIVER: SAME AGE: 0
STREET: [REDACTED]
CITY/STATE: [REDACTED] PHONE NO: [REDACTED]

NAME OF CLAIMANT: SAME AGE: 0
STREET: [REDACTED]
CITY/STATE: [REDACTED] PHONE NO: [REDACTED]

IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO

IF YES, GIVE NAME AND ADDRESS:

***** II VEHICLE *****

MAKE: [REDACTED] VIN: 1G1YY22G8V5103671 YEAR: 97 MODEL: YB
TRANS: 4L60 AXLE: 2.73 ENGINE: 5.7 V8 MILEAGE: 21000

DATE OF DEL: 05/30/97 NEW, USED, OR DEMO: N LICENSE #: UNK STATE: TX
DEALER: STANLEY CHEVROLET INC ADDRESS: DALLAS TX
INSP. STICKER NUM: [REDACTED] INSP. STATION NO: [REDACTED] EXP DATE: 00/00/00

PRINCIPLE USES OF VEHICLE: PERSONAL
SPECIAL VEHICLE FEATURES OR EQP: NONE

IF VEHICLE IS A TRUCK, STATE GROSS PAYLOAD AND LOCATION AND DESCRIPTION OF
LOAD AT TIME OF INCIDENT:

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1
(ATTACH COPY OF ESTIMATE) AXLE DAMAGE, LEFT QUARTER DAMAGE
FRONT RIGHT RIM DAMAGE
NO EST AVAIL

PRODUCT CAMP : NONE CAMP PERFORMED: (Y/N)
IF "Y" DESC:

***** III PROPERTY DAMAGE *****

WAS ANOTHER VEHICLE INVOLVED? NO
MAKE/MODEL OF VEH.:
OTHER VEHICLE SPEED EST.: 0 MPH BY WHOM:

NAME OF OWNER:

ADDRESS OF OWNER:

NAME OF DRIVER:

ADDRESS OF DRIVER:

EXTENT OF DAMAGE:

WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER,
AND EXTENT OF DAMAGE):

CR25A - GM1241
08/08/98
01:10

AUTOMOTIVE DIVISION COMPLETING REPORT
CHEVROLET MOTOR DIVISION

PAGE: 2
REF # - 980408517

***** IV BODILY INJURY *****
INDICATE FOLLOWING INFORMATION ON INJURIES AND WHETHER THE INJURED PERSON(S)
WERE RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR
(D) OTHER:

(1) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:
(2) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:
(3) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:
WHERE TREATED AND BY WHOM?

***** V INVESTIGATION *****
HOW, WHEN AND BY WHOM WAS THE SONS NOTIFIED OF INCIDENT? PHONE 070198 CLAIMANT

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): GREENVIEW AVE

KIND OF ROAD	: X CONCRETE	GRAVEL	ASPHALT	CRUSHED ROCK	DIRT
CONDITION OF ROAD	: WET	X DRY	ICY	OTHER	
KIND OF SHOULDER	: X CONCRETE	GRAVEL	ASPHALT	CRUSHED ROCK	DIRT
CONDITION OF SHOULDER	: WET	X DRY	ICY	OTHER	

NATURE OF WEATHER: CLEAR

VISION OBSTRUCTIONS: NONE

NAME AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED, AND/OR
PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: TRIPLE A UNK UNK

WHERE CAN VEHICLE BE SEEN? STEAKLEY CHEV

DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE: 40 MPH
SOURCE OF SPEED EST.: CLAIMANT
TIRE SIZE/BRAND: UNK POSTED SPEED LIMIT: 40 MPH
CONDITION R.F. X GOOD POOR FLAT R.R. X GOOD POOR FLAT
OF TIRES: L.F. X GOOD POOR FLAT L.R. X GOOD POOR FLAT
OTHER (TRUCK OR SPARE): SAME

DID YOUR SEARCH OF THE VEHICLE SERVICE HISTORY PRODUCE SERVICE

REPAIR ORDERS? YES X NO

'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY CO) IF 'NO', EXPLAIN
RELATED RO'S

POLICE REPORT ATTACHED? YES ☒ NO ☐ IF 'NO', WHAT STATION OR OFFICER MADE
REPORT? : NO REPORT FILED

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

WERE PHOTOS TAKEN? ☒ YES ☐ NO IF 'YES', HOW MANY? 27 AND BY WHOM?
PHOTOGRAPHER NAME: JERRY GILBERTSON
ADDRESS:

NOTE: FURNISH PHOTOS TO LOCAL INSURANCE COMPANY OFFICE WITH
FORM. FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.

NAME OF INS. REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION:

CH25A - GML241
06/08/98
01:10

AUTOMOTIVE DIVISION COMPLETING REPORT
CHEVROLET MOTOR DIVISION

PAGE: 3

REF # - 990406517

***** VI DESCRIPTION OF CLAIM *****
DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF
THE INCIDENT'S CAUSE: I WAS DRIVING DOWN THE ROAD & HEADING
AROUND A CURVE...THE STEERING LOCKED UP & I WENT INTO A SPIN...I HIT THE
MEDIAN....I FEEL A DEFECT CAUSED THIS ACCIDENT

DID YOU PERSONALLY SPEAK WITH DRIVER? I YES NO IF 'NO', GIVE SOURCE OF
DRIVER'S DESCRIPTION:

WAS VEHICLE INSPECTED? I YES NO IF 'YES', IDENTIFY ALL
PARTIES: JERRY GILBERTSON

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? STEERING

WHO MADE ALLEGATION OF DEFECT? CLAIMANT
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INCLUDING
EXACT PART(S), PRESENT LOCATION AND WHO IS CUSTODIAN:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF
VEHICLE AND SCENE OF INCIDENT:

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? I ADV O/ BY LETTER ON 7-27-98
NO DEFECT FOUND, NO CND RESPONSIBILITY...HANDY FINNEY PAR TEAM

DATE OF INVESTIGATION: 07/01/98 NAME: JERRY GILBERTSON

***** XI COMMENTS *****

7-01-98...O/C/CLAIMS STEERING COLUMN LOCKED UP WHICH CAUSED HIS ACCIDENT...
O/SYS INSURE OF EXT SERV CONTRACT....O/SYS PREV RPR ON STEERING COLUMN
ON 6-29-98 AT YOUNG CHEV (07-792)....O/SYS NOTICED CONCERN ON 6-23-98.
...O/SYS COMPLETELY LOCKED UP ON 6-26-98, WHEN O/HAD VEH TOWED TO DLR.
O/CLAIMS ON 6-29-98 AT 2:30 A.M., STEERING COLUMN LOCKED UP WHICH
CAUSED THE VEH TO SPIN, & HIT THE MEDIAN....O/SYS NO INJURIES ASIDE
FROM SCREENS....O/SYS VEH IS BACK AT STEAKLEY CHEV FOR SERV...O/SYS
REAR END IS DAMAGED...I ACK & APOLOGIZED FOR CONCERN...I ADV O/ 10-14 DAYS &
FILLED OUT 1241 SCREENS.....

HANDY FINNEY PAR TEAM

7-23-98...INSPECTED BY STEAKLEY CHEVROLET ON 7-1-98

***** INSPECTION RESULTS *****

1. STEERING SYSTEM---NORMAL
2. STEERING LINKAGE---NORMAL
3. RACK & PINION GEAR---NORMAL
4. STEERING COLUMN & INTERMEDIATE SHAFT---NORMAL

CASE REF. # 980408617

CUSTOMER INFORMATION

TITLE :
FIRST : MI: A LAST : DUBROCA
STREET :
CITY : DALLAS ST: TX ZIP :
H PHONE: B PHONE:
COMPANY:

VEHICLE-DEALER INFORMATION

VIN : 1G1YY2G5V5105671 DEL DTE: 05 30 97
YR/MN : 97 YR CORVETTE MILEAGE: 021000
DEALER : STEAKLEY CHEVROLET INC ZN/DLR : 07 698
CITY : DALLAS STATE : TX

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST AREA : MISC REQUEST SOURCE : H T CAS
CONTACT TYPE : OWNER IN CORP SEQ # : N
STOCKHOLDER : N (Y/N) THIRD PARTIES :
GN EMPLOYEE : N (Y/N)
DLR SERVICE AREA: 04
PART DELAY START: PART DELAY END :
CASE OPEN DATE : 06 30 98 SCRAP DATE :
WRITING CODE : CAC CAR INC: 1241
CORRES TYPE : TRANSMIT DATE :
CORP CASE # :
CENTRAL FILE : Y (Y/N)
LAST ALTERED LD : N73KF LAST ALTERED DATE : 07 27 98

CASE CLOSING INFORMATION

FILE RETENTION : 00 CENTRAL FILE : Y (Y/N)
DLR CONTACT DATE : 07 27 98 DLR CONCLUSION DATE: 07 27 98
CLOSING DATE : 07 27 98 RESPONSIBLE DLR :
REVIEW CLOSE : CO REVIEWED : (Y/N) DATE:
RGN REVIEW CLOSE : RGN REVIEWED : (Y/N) DATE:

COE # DESC COE COMMENTS
N41 : STEERING COLUMN O/CLAIMS STEERING COLUMN LOCKED UP CAUSING ACCIDENT
SEE CMTS
T09 : POSS. WK 1241 O/CLAIMS DEFECT CAUSED ACCIDENT
SEE CMTS

GENERAL COMMENTS

USER: HAAKG DATE: 6/30/98 TIME: 14:39

0001/ 1 6-30-98*****
 0001/ 2 ORIG O/C/CLAIMS STEERING COLUMN LOCKED UP WHICH CAUSED HIS ACCIDENT...
 0001/ 3 O/STS UNSURE OF EXT SERV CONTRACT....O/STS PREV RPR ON STEERING COLUMN
 0001/ 4 ON 6-29-98 AT YOUNG CHEV (87-792)....O/STS NOTICED CONCERN ON 6-23-98.
 0001/ 5 ...O/STS COMPLETELY LOCKED UP ON 6-26-98, WHEN O/HAD VEH TOWED TO DLR.
 0001/ 6 O/CLAIMS ON 6-29-98 AT 2:30 A.M., STEERING COLUMN LOCKED UP WHICH
 0001/ 7 CAUSED THE VEH TO SPIN, & HIT THE MEDIAN....O/STS NO INJURIES ASIDE
 0001/ 8 FROM SURENESS....O/STS VEH IS BACK AT STEAKLEY CHEV FOR SERV...O/STS
 0001/ 9 REAR END IS DAMAGED....CO ACK & OFFER TO REV....CO REV'D W/HGR, KELLY
 0001/10 SEVERS....KELLY ADV TO C/PAR GATE....CO ADV O/OF FILE # & PURPOSE...CO
 0001/11 ADV O/OF CO FULL NAME....CO ADV WILL ATTEMPT TO CONFERENCE C/TO PAR...
 0001/12 CO NOTES RELATED FILES: 980302821, & 980403788.....CO ATTEMPT TO DCC
 0001/13 SERV DEPARTMENT AT YOUNG CHEV TO CONFIRM STEERING COLUMN RPR....CO WAS
 0001/14 UNABLE TO OBTAIN INFO....CO WAS ON HOLD FOR SEVERAL MINUTES....CO DIS-
 0001/15 CONNECTED...CO ADV O/OF FAILED DCC ATTEMPT & FAILED CONFERENCE))))))

USER: HAAKG DATE: 6/30/98 TIME: 14:41

0002/ 1))))))) ATTEMPT TO PAR SPEC....CO ADV WILL RECEIVE A C/BACK BY THE
 0002/ 2 CLOSE OF BUSINESS DAY TOMORROW....O/ACK & INQ ABOUT REPURCHASE OF
 0002/ 3 VEH?...CO ADV WILL ADDRESS ONE CONCERN AT A X....O/ACK & THANKED
 0002/ 4 CO FOR ASST....CO THANKED U/FOR C/...
 0002/ 5 KIM GUNDY

USER: H73RF DATE: 7/1/98 TIME: 10:17

0003/ 1 7-1-98***I C/O/...O EXPLAINED CONCERNS...I APOLOGIZED FOR CONCERNS...
 0003/ 2 I FILLED OUT 1241 SCREENS...I ADV O 10-14 DAYS.....
 0003/ 3
 0003/ 4 RANDY FINNEY PAR TEAM

USER: H73RF DATE: 7/23/98 TIME: 09:10

0004/ 1 7-23-98***I REC'D INSPECTION REPORT B/...I/C/O AT HOME & NO ANSWER
 0004/ 2 AFTER SEVERAL RINGS...I WILL TRY B/ TOMORROW.....
 0004/ 3
 0004/ 4 NEXT SPECIALIST: IF O/B/B/ PLS TRY MY EXTENSION...IF IN NOT
 0004/ 5 AVAILABLE PLS TRY PAR GATE.....
 0004/ 6
 0004/ 7 RANDY FINNEY PAR TEAM

USER: H73RF DATE: 7/24/98 TIME: 10:57

0005/ 1 7-24-98***I/C/O AT HOME & NO ANSWER
 0005/ 2 AFTER SEVERAL RINGS...I WILL TRY B/ LATER.....
 0005/ 3
 0005/ 4 NEXT SPECIALIST: IF O/B/B/ PLS TRY MY EXTENSION...IF IN NOT
 0005/ 5 AVAILABLE PLS TRY PAR GATE.....
 0005/ 6
 0005/ 7 RANDY FINNEY PAR TEAM

USER: H73RF DATE: 7/27/98 TIME: 10:12

0006/ 1 7-27-98***I/C/O AT HOME & NO ANSWER

GENERAL COMMENTS

0006/ 2 AFTER SEVERAL RINGS...I WILL SENT OUT Q112A LETTER...PLS REVIEW 1241
0006/ 3 SCREENS & SUPPORT POSITION.....
0006/ 4
0006/ 5
0006/ 6
0006/ 7 RANDY FINNEY PAK TEAM

END OF PRINT FOR CASE # 980408617

980408617

71149

WORKORDER
REPRINT
PAGE 1

Stantley
WHEELWRIGHT
 MEDIUM DUTY TRUCKS
 6411 East Northwest Highway
 Phone 582-8341
 DALLAS, TEXAS 75231

SERVICE ADVISOR: R. R. KIRBY, JR.

97 CHEVROLET CORVETTE 1G1YY2265V5105671 000720 55555/

17:00 25.00

60.00

GARRIE

OPTIONAL DEL: 07698 1) WARRIORS INC. CAL: 41-209016

CSC METAL REPAIR

CSC FRONT SUSPENSION REPAIR

PRELIMINARY ESTIMATE 0

AUTHORIZED BY X

DATE	TIME	BY
10/10/80		
10/10/80		
10/10/80		

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE

X

TECHNICIAN'S COPY

OBSERVATION/TEST RESULTS	
Describe evidence of side suspension tire contact with frame, body or components	<i>Left side suspension hit on road surface. Tire was worn down to near the edge of the tread.</i>
Describe contact of the undercarriage with the road surface (road, shoulder, curb, or pothole)	<i>Curb was hit. Not of knowledge.</i>
Electronic level control system/components	
Engine (normal, other)	
Electrical (normal, other)	
Warning lights/indicators	
Other comments	
Code numbers for failed components. Describe	
Other	

B. BOTTOM

Filtered codes? (Y/N) ____ If yes, list code number and description.

CODE COUNTS

DESCRIPTION

Other comments:

C. ROAD-SENSITIVE SUSPENSION/STEERING/SHOCKS/STRUTS (Fill out this section for suspension alignments on vehicles equipped with road-sensing suspension/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT
CODE

DESCRIPTION

HISTORY
CODE

DESCRIPTION

General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: NOAnything on vehicle which is a modification: NOAnything on vehicle which is unusual, out-of-place, etc.: NO

Other relevant information:

VEHICLE HAS BEEN REPAIRED BY HER
INSURANCE COMPANY

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	<u>Turning to the right for steering caused</u> <u>by wheel.</u>
Steering linkage	<u>OK</u>
Steering rack and pinion	<u>OK</u>
Steering column, ignition switch, intermediate shaft	<u>OK</u>
Steering pump, drive, hoses, connections, flow, pressure	<u>OK</u>
PS fluid level and condition	<u>OK</u>
Steering knuckle	<u>OK</u>
Suspension components - LF	
LF	<u>Cambered</u>
LR	
RR	<u>Revised</u>
Rear axle assembly	
Deformation to the frame	

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: _____

3. Other comments: _____

D. TIRE INSPECTION

1. IDENTIFICATION

TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
GOODYEAR EAGLE FI	EAT	P215/45ZRI		

DAMAGE REPORT
07/13/98 20 14:20
PRXN 696-6890

STEAKLEY CHEVROLET

6411 E. NORTHWEST HWY
DALLAS, TX 75382-1508
(214) 696-6837

Day Phone: [REDACTED]

Other Ph: [REDACTED]

Deductible: \$ 500.00

Insurance Co. FARMERS INSURANCE GROUP OF COMPANIES Phone: [REDACTED]
Claim No. [REDACTED] Adj.: [REDACTED]

97 CHEV CORVETTE 2D RED 8-5.7L-FI

Vins 1G1YY2R05V5185671 License [REDACTED] TX Prod Date: 8/ 8 Odometers: 55551

Power steering	Power brakes	Power windows
Power locks	Power antenna	Power mirrors
Body side moldings	Dual mirrors	Air conditioning
Rear defogger	Tilt wheel	Cruise control
Keyless entry	Theft deter/alarm	Anti-lock brakes (4)
Driver airbag	Passenger airbag	4 wheel disc brakes
16" x 7" tops/panels	Leather seats	Recline/lounge seats
16" bucket seats	Alloy wheels	Clear coat paint

NO.	OP.	DESCRIPTION OF DAMAGE	QTY	PART COST	LABOR	PAINT	MISC
1		WHEELS					
2a	Repl	RT/Front Whl Typ 1 18 x 9.5	1	469.00	0.3		
2b	Repl	LT/Front Whl Typ 1 18 x 9.5	1	469.00	0.3		
3a	Repl	RJ/Rear Whl Typ 1 17 x 8.5	1	427.00	0.3		
3b	Repl	LT/Rear Whl Typ 1 17 x 8.5	1	427.00	0.3		
4		REAR SUSPENSION					
7a		O/H Rear Suspension Rt Side	1		3.5		M
8a	Repl	RT Hub & bearing	1	446.18	Incl		
9a	Repl	RT Rotor	1	70.98	Incl		
10a	Repl	RT Upper cntrl arm	1	86.75	Incl		
11a	Repl	RT Lower cntrl arm	1	168.00	Incl		
12a	Repl	LT Upper cntrl arm	1	86.75	0.8		M
13a	Repl	RT Knuckle	1	128.33	Incl		
14a	Repl	RT Tie rod	1	44.25	Incl		
15a	Repl	RT Axle shaft assy	1	200.00	1.0		M
16a	Repl	RT Outer joint	1	7.02	0.5		M
17a	Repl	RT Inner joint	1	230.00	0.5		M
18	Repl	RT Outer boot	1	46.50			
19	Repl	RJ Inner boot	1	46.50			
20a	Repl	FREIGHT	1	59.18			
21a	Repl	STEERING LINK	1	45.00			

DAMAGE REPORT
07/12/98 at 14:20
FAX# 696-6895

Est: B. KURTH

STEAKLEY CHEVROLET

6411 E. NORTHWEST HWY
DALLAS, TX 75382-1588
(214) 696-6837

NO.	OP.	DESCRIPTION OF DAMAGE	QTY	PART COST	LABOR	PAINT	MISC
22*	Repl	(4) TIRES-18XDEPR	1	1775.25			
23*	Repr	MOUNT & BALANCE	1			X	78.00
24*	Repr	4-WHEEL ALIGN	1			X	79.95
25		EXHAUST SYSTEM					
26*	Repl	LT Muffler & pipe	1	350.00	8.7	M	
27		QUARTER PANEL					
28*		R&I LT Outer panel coupe	1		1.2		
29	Repl	RT Liner	1	62.00	8.3		
30*	Repr	LT Outer panel coupe	1		4.0	1.6	
31	Refin	RT Outer panel coupe	1			1.6	
32		Overlap Major Adjacent Panel	1			-8.4	
33		REAR BUMPER					
34		R&I bumper cover	1		1.3		
35*	Repr	Cover	1		4.0	3.4	
36		Overlap Major Adjacent Panel	1			-8.4	
37*		Add for Clear Coat	1			1.5	
38		WINDSHIELD					
39*	Repl	Glass coupe 9M	1				T 1081.25
40	Repl	Weatherstrip	1	210.00			
41							
42*			1				
43*		ATTACHED TOWERY	1				
44*		OLD WHEELS WERE NOT REPAIRABLE	1				
45*			1				
Subtotals ==>				5854.61	19.0	7.3	1151.20

DAMAGE REPORT
87/13/98 at 14120
FAX# 696-6898

RENT B. KORTH

STANLEY CHEVROLET

6411 E. NORTHWEST HWY
DALLAS, TX 75382-1588
(214) 696-6837

Parts			5854.61
Body Labor	12.0 units @ \$30.00		360.00
Paint Labor	7.3 units @ \$30.00		219.00
Paint/Materials	7.3 units @ \$20.00		146.00
Mech. Labor	7.0 units @ \$60.00		420.00
Sublet/Misc			1151.20
SUBTOTAL			\$ 6150.81
Tax on \$ 7001.86 at 8.2500%			577.65
GRAND TOTAL			\$ 6728.46
ADJUSTMENTS:			
Deductible			-500.00
CUSTOMER PAYS			\$ 500.00
INSURANCE PAYS			\$ 6228.46

THIS ESTIMATE IS BASED ON ONE INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS STARTED. AFTER THE WORK HAS STARTED, WHEN OR DAMAGED PARTS WHICH WERE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED, NATURALLY THIS ESTIMATE CAN NOT COVER SUCH CONTINGENCIES.

Estimate based on 1997 CHRYSLER ESTIMATING GUIDE. Non-asterisked items are derived from the Guide PRICE97. Database Date 5/98

Double asterisked items indicate parts supplied by a supplier other than the original equipment manufacturer.

CAPS items have been certified for fit and finish by the Certified Auto Parts Association.

RENT - A product of CCC Information Services Inc.

CUSTOMER #: 97105671

55888

NONORDER

REPRINT

PAGE 1

Sterling

MEDIUM CITY

8411 East Northwest Highway

Phone 963-8941

DALLAS, TEXAS 75221

SERVICE ADVISOR: 315 RICHTER, STONE, J.

DES TX

RMR: [REDACTED] BUS [REDACTED]

1971	CHEVROLET CORVETTE	1G1YY22G5V5105671	100722G	17655/	74000
100722G	17:00 15MAY98	60.00	CASH		
OPTIONS: DLR:07698					

DESCRIPTIONS/INSTRUCTIONS

See other copy

X400

W-44 W-4V-Low TRAC LIGHT ON WHILE DRIVING

W-44 W-4V-Low TRAC LIGHT ON WHILE DRIVING

W-44 W-4V-Low TRAC LIGHT ON WHILE DRIVING

800

W-44 W-4V-Low TRAC LIGHT ON WHILE DRIVING

002

W-44 W-4V-Low TRAC LIGHT ON WHILE DRIVING

COLLECTION OF INFORMATION

PRELIMINARY ESTIMATE

Any work done on the parts and accessories listed below are made by the manufacturer. The manufacturer warrants the work and agrees that dealer makes no warranty of any kind, express or implied, and disclaims all warranties, including warranty of merchantability or fitness for a particular purpose, with respect to the parts and accessories mentioned and does to no extent that dealer is liable for incidental or consequential damages or consequential losses arising out of any purchase. The undersigned further agrees that the services provided by dealer, herein, but are not limited to any warranty that such parts and accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work listed below to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in care of you, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you under your employee's possession to operate the vehicle herein described on public highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. The dealership is not responsible for damages from driving due to lack of attention.

AUTHORIZED BY X

REVISION	DATE	TIME	BY
ESTIMATE (1)			
ESTIMATE (2)			
ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE:

X

TECHNICIAN'S COPY

RD# 66868 . FLAT/RATE TECH
1.20 31
19 MAY 1998 DUDROCA.PEB

CUSTOMER #197105671

66868

WORKORDER

PAGE 1

DLG TK

BUS

BUS

6411 East Northside Highway

Phone 363-2341

DALLAS, TEXAS 75231

SERVICE ADVISOR: 315 RICHES

97 CHEVROLET CORVETTE 1G1YK22G5V105671 K772G 17655/ 74000

17.00 15MAX98 60.00 CASH

OPTION: BLR:07698

B 400

WPC4 W-AV-LOW TRAC LIGHT ON WHILE DRIVING

800

WPC4 W-VO-CUST STRIPS TRIM COVER ON RT DOOR MISSING

F EXTRAC

WPC4 HOLD PC FOR ENTERPRISE R.A.C. INVOICE

G 002

CU. SENT TO BODY SHOP

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purports to warrant and agrees that dealer makes no warranty of any kind, express or implied, and disclaimer of warranty, including warranty of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purports further to warrant that the warranties expressed by dealer, herein, but are not limited to any warranty that such parts dealer represents as of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or economy.

AUTHORIZATION FOR REPAIRS

I hereby authorize the work work herein set forth to be done along with the summary estimate and agree that you are not responsible for loss or damage to vehicle or articles in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you under your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing under direction. An express warranty here is hereby disclaimed on above vehicle in terms of repair services. The dealer is not responsible for damages here resulting due to lack of maintenance.

AUTHORIZED BY X

REVIEWED ESTIMATE (1)	DATE	TIME	BY
REVIEWED ESTIMATE (2)			
REVIEWED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVIEWED ESTIMATE:

X

TECHNICIAN'S COPY

P1415 'air ykt Bank 1

→ P1571 ASR Disarmed target via

P1518 PCMTA TAC Module on data

P1631

password incorrect

C1278A

B0521A

U1064H

U1016A

U1040H

U1176H

1058H

1160H

B2253

B2283

B2285

SCM NO COM

B0361H C

ROB.... FLAT/RATE TECH#
66968 1.60 42

18 MAY 1998 DUDROCA.FEB

ATTENTION # 973 05671

69298

WORKS CITED

PAGE 1

Steak 'n Shake

國際經濟學

6411 East Northwest Highway

Figure 263-634.1

DALLAS, TEXAS (UPI) —

SERVICE ADVISOR: 319 BROWN DOCK 29 2

END	87	CHEVROLET CORVETTE	1G142265V5105671	XXE72G	19284/	02601
-----	----	--------------------	------------------	--------	--------	-------

3004597

17:00 11.00000

60.00 | CASH

OPTIONS: DLR:07690

SLATE: 04/20

INDEX

~~Engine~~ ~~LUCAS~~ ~~Cum~~ ~~on~~ ~~left~~ ~~ignition~~ ~~over~~ ~~broken~~ ~~and~~ ~~aid~~
~~was~~ ~~impaired~~; ~~belly~~ ~~pumping~~. ~~Ripped~~
~~off~~ ~~the~~ ~~engine~~, ~~belt~~ & ~~lost~~ ~~engine~~ ~~cylinder~~

Year is 1 CORVETTE
had to be put on Flat Bed!

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

Any vaccination on the farm and surrounding wild lands are made by the manufacturer. The veterinarian provides and administers the vaccine and the farmer or landowner provides the animals to be vaccinated, and the veterinarian provides the vaccine. The farmer or landowner provides the animals to be vaccinated, and the veterinarian provides the vaccine. The farmer or landowner provides the animals to be vaccinated, and the veterinarian provides the vaccine.

AUTHORIZATION FOR RELEASE

[illegible]

PRELIMINARY ETHNATE

AUTHORIZED BY X

**RESEARCH
INFORMATION**

PLATE 1

THE

14

**RESEARCH
AND TRAINING DIV.**

**RESEARCH
BRIEF** (20)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF THE ABOVE DESCRIBED MATTER.

I

TECHNICIAN'S COPY

87/10-465-843
HOME # 505-8468
HARLEY CHEVROLET

RUN.... FLAT/RATE TECH#
63298 0.20 33

11 JUN 1998 DUDROCA.PEG

NO: 98-0408517 VIN: 1G1Y12285V5105671
DATE OPENED: 06/30/1998 MODEL YR: 97
DATE CLOSED: 08/07/1998 SERIES: YH CORVETTE
SOURCE: PHONE MILEAGE: 021000
CUSTOMER: ADDRESS: DALLAS TX
HOME PHONE: BUS. PHONE: EXT:

***** GENERAL COMMENTS *****

6-30-98****

ORIG O/C/CLAIMS STEERING COLUMN LOCKED UP WHICH CAUSED HIS ACCIDENT...
O/STS UNSURE OF HET SERV CONTRACT....O/STS PRV RPR ON STEERING COLUMN
ON 6-29-98 AT YOUNG CHEV (07-792)....O/STS NOTICED CONCERN ON 6-23-98.
...O/STS COMPLETELY LOCKED UP ON 6-26-98, WHEN O/HAD VEH TOWED TO DLE.
O/CLAIMS ON 6-29-98 AT 2:30 A.M., STEERING COLUMN LOCKED UP WHICH
CAUSED THE VEH TO SPIN, & HIT THE MEDIAN....O/STS NO INJURIES ASIDE
FROM SORENESS....O/STS VEH IS BACK AT STRECKLEY CHEV FOR SERV...O/STS
REAR END IS DAMAGED....CO ACK & OFFER TO REV....CO REV'D W/MGR, KELLY
SEVERE....KELLY ADV TO C/PAR GATE....CO ADV O/OF FILE # & PURPOSE...CO
ADV O/OF CO FULL NAME....CO ADV WILL ATTEMPT TO CONFERENCE C/TO PAR...
CO NOTES RELATED FILES: 980302821, & 980403788....CO ATTEMPT TO DOC
SERV DEPARTMENT AT YOUNG CHEV TO CONFIRM STEERING COLUMN RPR....CO WAS
UNABLE TO OBTAIN INFO....CO WAS ON HOLD FOR SEVERAL MINUTES....CO DIS-
CONNECTED....CO ADV O/OF FAILED DOC ATTEMPT & FAILED CONFERENCE

ATTEMPT TO PAR SPEC....CO ADV WILL RECEIVE A C/BACK BY THE
CLOSE OF BUSINESS DAY TOMORROW....O/ACK & INQ ABOUT REPURCHASE OF
VEH...CO ADV WILL ADDRESS ONE CONCERN AT A X....O/ACK & THANKED
CO FOR ASST....CO THANKED O/FOR C/...
KIM GUNDY

7-1-98***I C/O/...O EXPLAINED CONCERNS...I APOLOGIZED FOR CONCERNS...
I FILLED OUT 1241 BORDERS...I ADV O 10-14 DAYS.....

RANDY FINNEY PAR TEAM

7-23-98***I REC'D INSPECTION REPORT B/...I/C/O AT HOME & NO ANSWER
AFTER SEVERAL RINGS...I WILL TRY H/ TOMORROW.....

NEXT SPECIALIST: IF O/B/B/ PLS TRY NY EXTENSION...IF IN NOT
AVAILABLE PLS TRY PAR GATE.....

RANDY FINNEY PAR TEAM

5-24-98****I/C/O AT HOME & NO ANSWER
AFTER SEVERAL RINGS...I WILL TRY B/ LATER.....

MEET SPECIALIST: IF O/B/B/ PLS TRY MY EXTENSION...IF IN NOT
AVAILABLE PLS TRY PAR GATE.....

RANDY FINNEY PAR TEAM

7-27-98****I/C/O AT HOME & NO ANSWER
AFTER SEVERAL RINGS...I WILL SENT OUT Q112A LETTER...PLS REVIEW 1241

SCREENS & SUPPORT POSITION.....

RANDY FINNEY PAR TEAM

B-24-98****

POSITION LETTER SENT OUT WAS RETURNED FOR "NO FORWARDING ADDRESS ON
FILE"....IF O/C/R/PLEASE SEE 12416 SCREEN FOR POSITION AND SUPPORT....
.....BRETT LARSEN, PAR TEAM

***** REQUEST CODE AND COMMENTS *****

CDE #	DESC	CDE COMMENTS
M41 1	STEERING COLUM	O/CLAIMS STEERING COLUMN LOCKED UP CAUSING ACCIDENT SEE CMTS
T09 0	POSS. GM 1241	O/CLAIMS DEFECT CAUSED ACCIDENT SEE CMTS

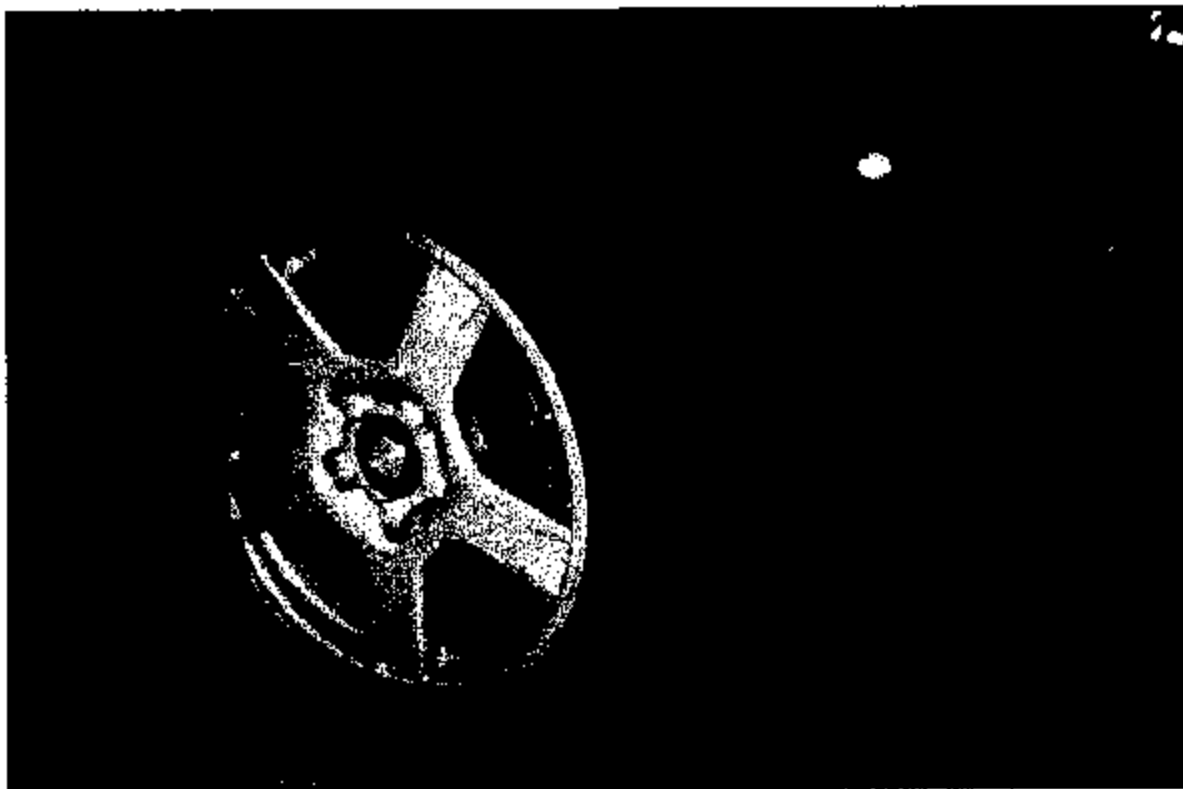




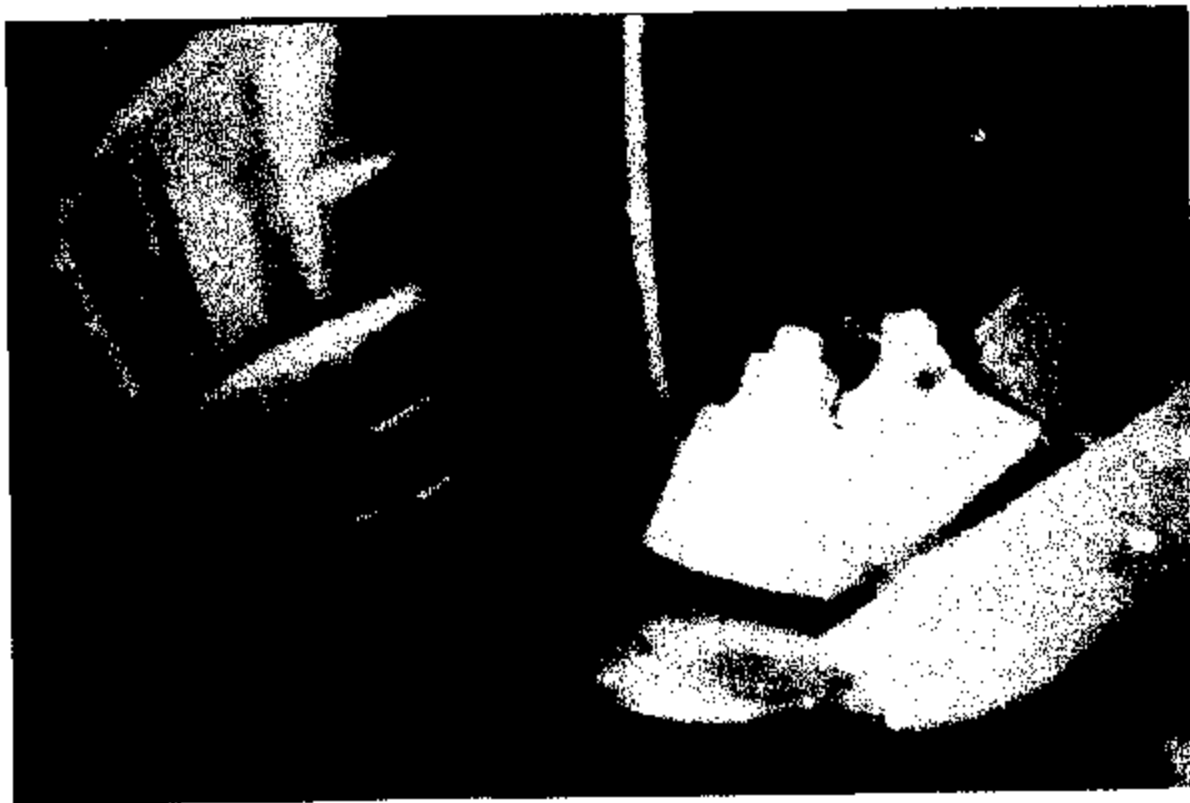


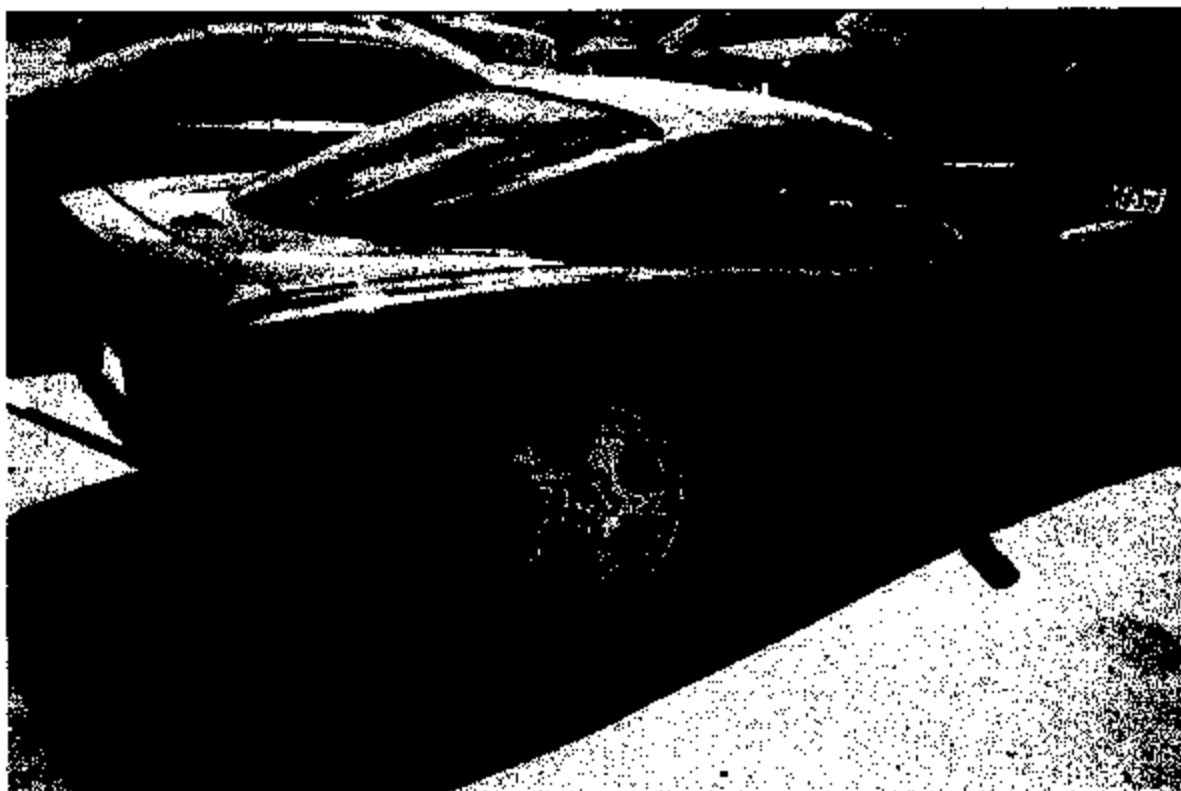


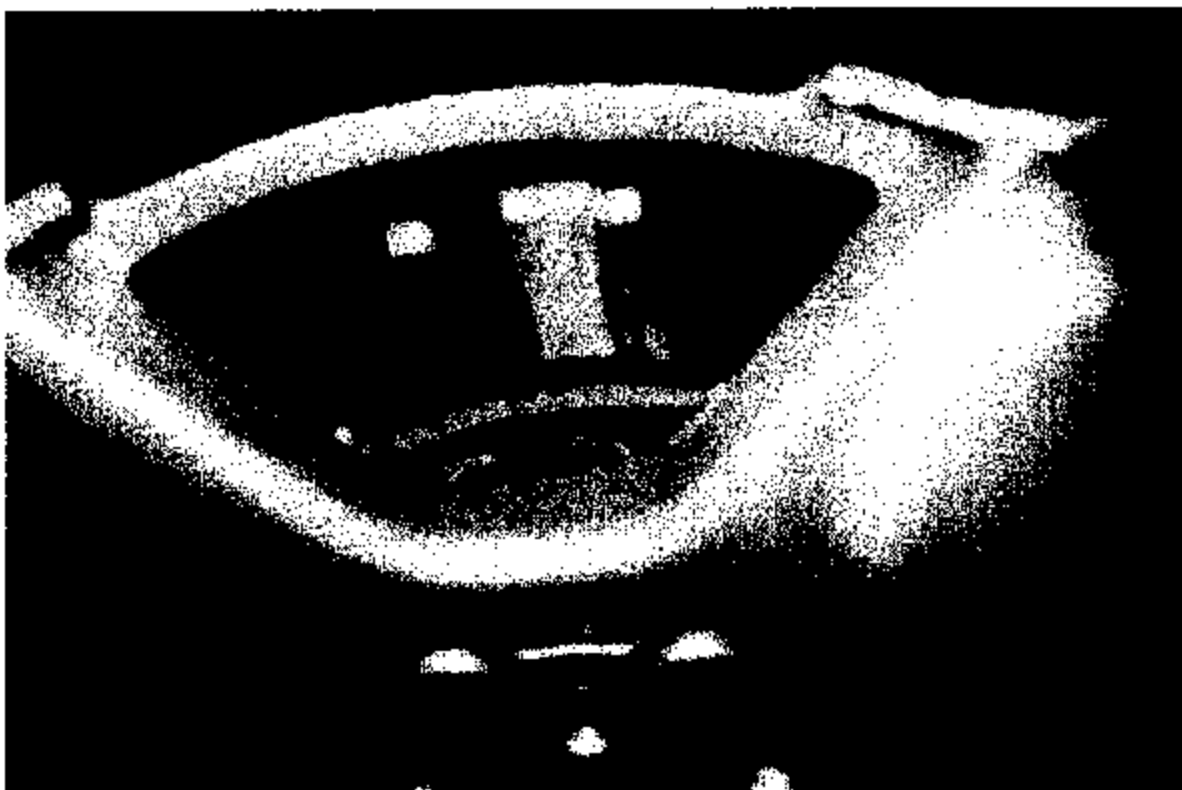
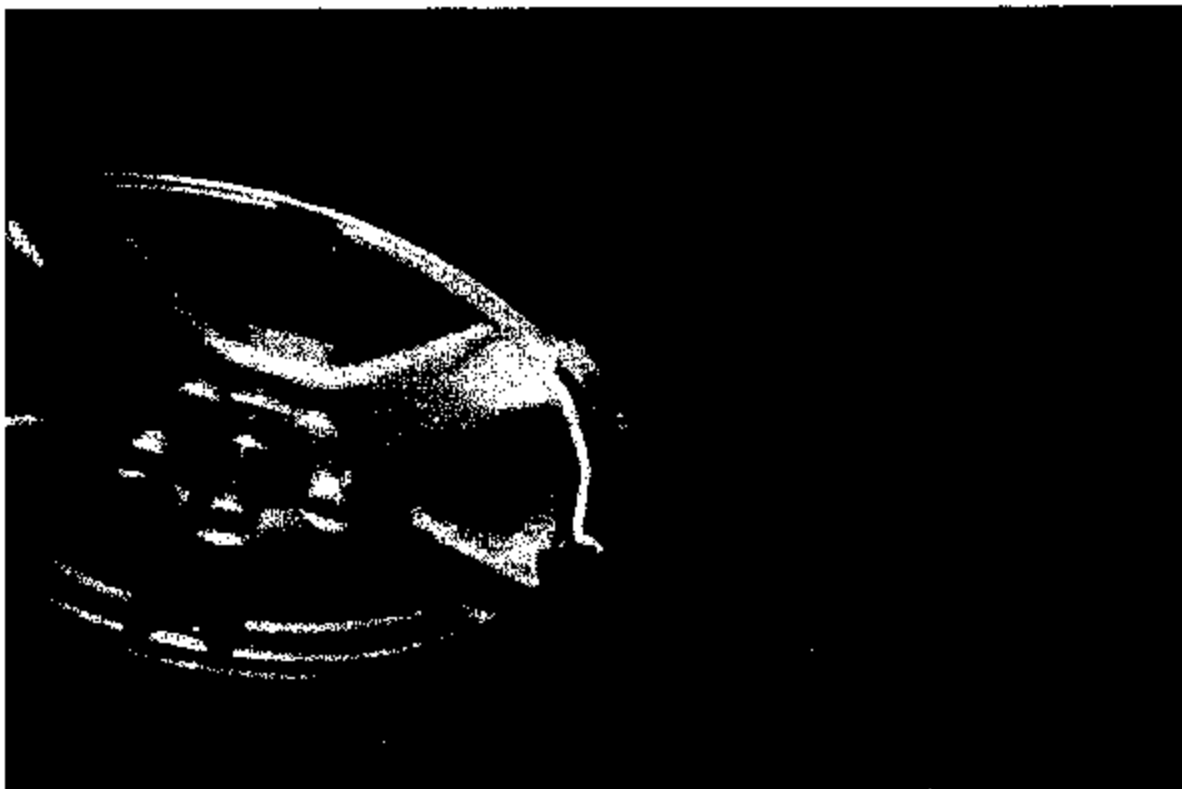


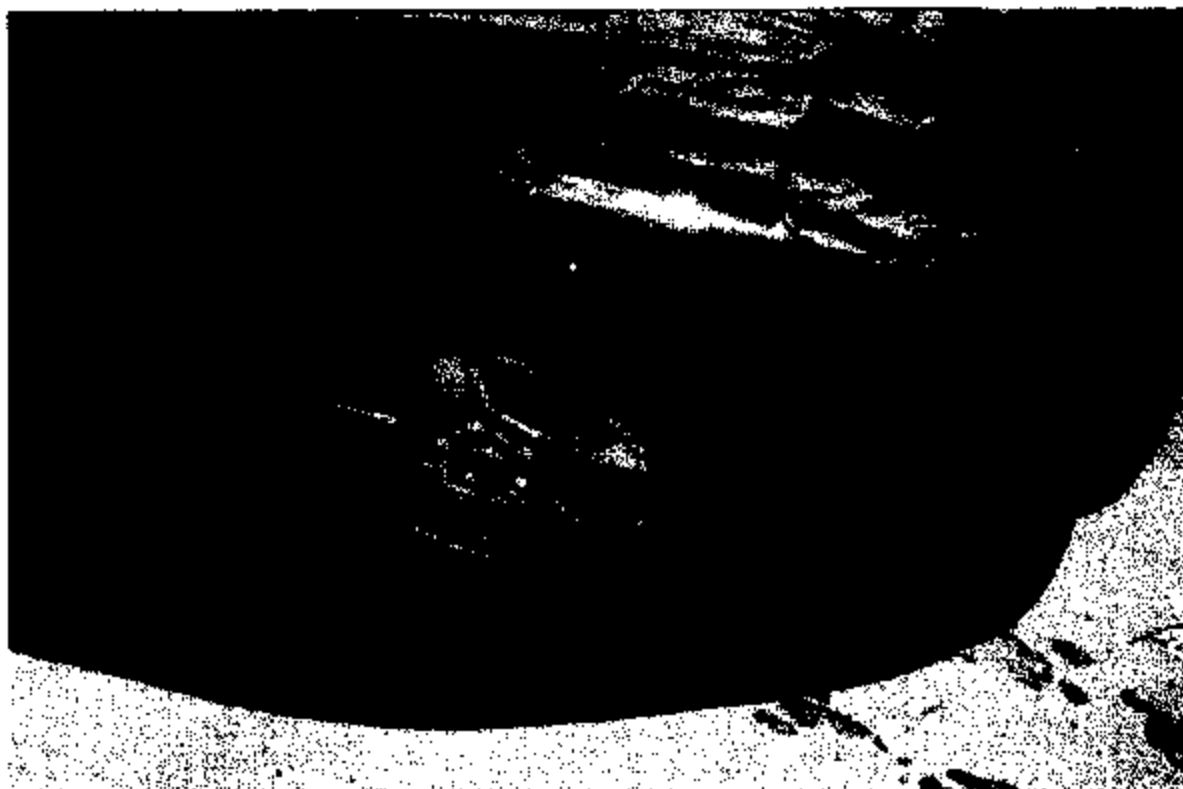






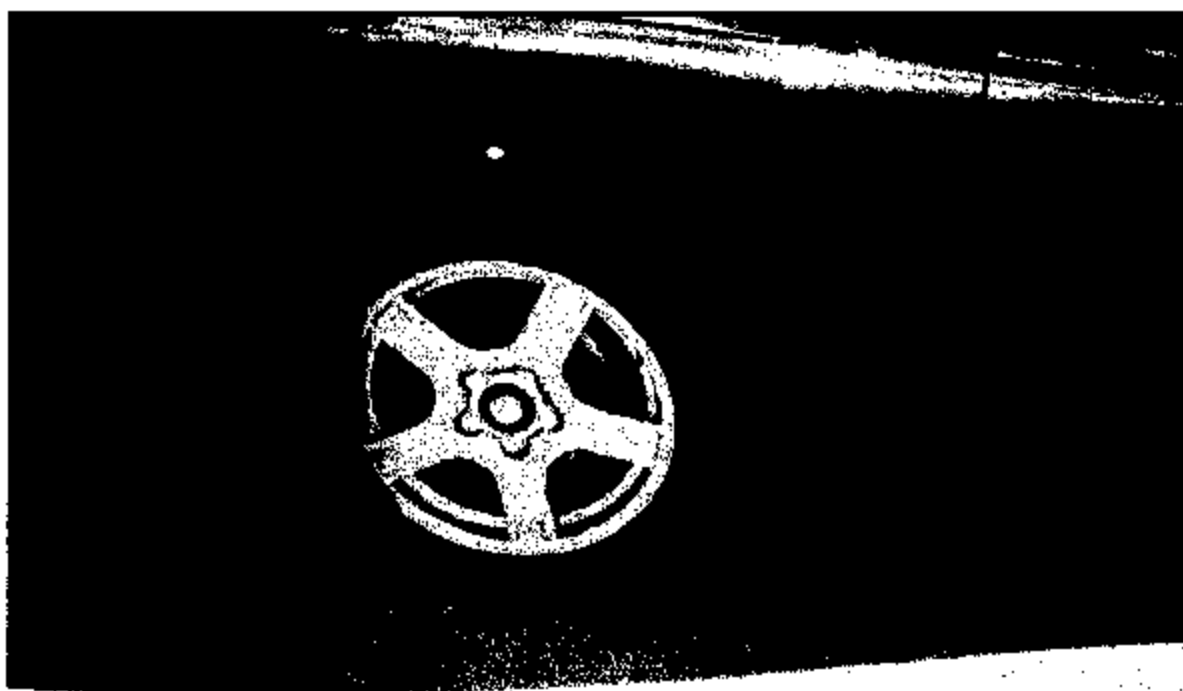












CHEVROLET MOTOR DIVISION
*** GK RESTRICTED ***

190172
OT88201 PAGE #: 1
#41-015

CASE NO: 99-0473096 VIN: 1G1YY2265XJ103079
DATE OPENED: 08/23/1999 MODEL YR: 99
DATE CLOSED: 08/25/1999 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 011000
CUSTOMER: ADDRESS: STATE: NC
HOME PHONE: GOLDSBORO BUS. PHONE:

***** GENERAL COMMENTS *****

CUSTOMER STATES THAT HIS WIFE WAS ATTEMPTING TO DRIVE THE COUPLES 1999 CORVETTE WHEN THE STEERING COLUMN LOCKED UP CAUSING THE VEHICLE TO FLOAT INTO ONCOMING TRAFFIC WHICH NARROWLY AVOIDED COLLIDING WITH VEHICLE WHICH CAME TO A STOP ONLY BY RUNNING INTO A DITCH. THE CUSTOMER

HAD THE DEALERSHIP PICK THE VEHICLE UP FOR WARRANTY REPAIR WHICH THE DEALER DID AND RETURNED THE VEHICLE TO THE CUSTOMER APPARENTLY OPERATIONAL. THE CUSTOMER AGAIN ATTEMPTED TO DRIVE THE VEHICLE AND AGAIN THE STEERING COLUMN LOCKED UP ON THE DRIVER WHO RAN INTO A FLOWER BED TO COME TO A STOP. THE CUSTOMER IS EXTREMELY UPSET AND SHAKEN BY THE INCIDENTS INVOLVING THE STEERING COLUMN. THE CUSTOMER WOULD LIKE ASSURANCES FROM CHEVROLET THAT THIS WILL NOT HAPPEN AGAIN AND WOULD LIKE FOR THE DEALERSHIP TO REPAIR THE PROBLEM AND MAKE SURE THE CUSTOMER WILL NOT EXPERIENCE THIS TYPE OF PERFORMANCE FROM THEIR VEHICLE.

THE CRM ADVISED THE CUSTOMER TO SPEAK WITH A TIER2 REP NAMED TONYA JOHNSON FOR FURTHER ASSISTANCE.
DON HARRIS.

CRM RECEIVED TIER 1 CALL...CRM OFFERED TO ASSIST...OWNER STATES ORIGINAL OWNER...OWNER STATES THE FIRST TIME THE CONCERN HAPPENED OWNER'S WIFE WAS STUCK IN TRAFFIC...OWNER STATES THIS TIME THE VEHICLE STEERING LOCKED UP & OWNER WENT DAMAGED THE FLOWER BEDS... OWNER ??? WHEN & HOW CHEVROLET INTENDS TO RESOLVE THE CONCERN... CRM ADVISED OWNER THE CASE WILL BE FORWARDED TO ANOTHER DEPT FOR REVIEW....OWNER DEMANDS A RESPONSE TODAY...OWNER STATES CRM MUST NOT UNDERSTAND OWNER'S POSITION...CRM ADVISED OWNER CRM UNDERSTANDS THE SERIOUSNESS OF THE MATTER BUT CRM IS NOT ABLE TO ANSWER OWNER'S ??? & THE FILE WILL BE FORWARDED TO A HIGHER LEVEL...OWNER THANKED CRM...CRM THANKED OWNER....

TONYA JOHNSON, TROY SITE

08/23/99*****

CRM LEFT MESSAGE FOR SELLING DLR LISTED ON BASE SCREEN...CRM
REVIEWED CASE W/SVC DIRECTOR NEIL GALLAGHER...SVC DIRECTOR STATES
NO RPR DONE ON VEHICLE THE LAST TIME IT WAS AT THE DLR BECAUSE NO
CURRENT CODES CAME UP.....CRM LEFT MESSAGE FOR PAR TEAM....
TONYA JOHNSON, TROY SITE

8/23/99*****

I REC'D CASE..I REV'D PREV COMMENTS..I DID NOT NOTE IN PREV
COMMENTS THAT OWNER WAS ASKING FOR ANYTHING OTHER THEN TO GET

VEHICLE REPAIRED..I CALLED BACK PREV, TANYA TO GET FURTHER
INFO INTO WHAT OWNER IS LOOKING FOR..

NOTE: TO NEXT SPECIALIST, IF OWNER CALLS BACK, PRIOR TO TANYA
CALLING ME BACK, PLEASE GENTLY ASCERTAIN (WITHOUT LEADING THE OWNER)
WHAT OWNER IS LOOKING FOR FROM CMD..IF JUST REPAIRS PLEASE CALL
DEALER AND WORK TO GET OWNER INTO DLR FOR REPAIRS. IF FURTHER THEN
THAT PLEASE CALL [REDACTED] PAR [REDACTED]

08/23/99*****

CRM CALLED PREVIOUS BACK & ADVISED THAT OWNER HAD REQUESTED OF
AUSTIN SPECIALIST THAT CHEVROLET REVIEWS THIS CASE AS A LEGAL
MATTER IN THAT OWNER RUINED HIS OWN FLOWERS WHEN THE VEHICLE
FAILED FOR THE SECOND TIME...OWNER REQUESTS THAT THE VEHICLE
ALSO BE REPAIRED CORRECTLY....CRM DISCUSSED THIS W/DLR & ADVISED
SVC DIRECTOR OWNER WOULD BE BRINGING THE VEHICLE IN FOR REPAIRS...
CRM REQUEST PAR TO CONTACT OWNER REGARDING OTHER CONCERNS....
TOMIA JOHNSON, TROY SITE

8/24/99*****

I REC'D CALL BACK FROM TANYA WHO ADV FEELS BASED ON INFO FROM
AUSTIN SPECIALIST, THAT OWNER IS LOOKING FOR DAMAGES TO FLOWER
BED AS WELL, BUT AT THIS X, DOES NOT THINK OWNER HAS GOTTEN
VEHICLE TO DLR..I ACK & THANKED AND ADVISED THAT I WILL CALL
OWNER BACK..I CALLED & LISTED AS WORK & BUT ADVISED NO ONE BY THAT
NAME WORKS THERE..I CALLED MOBILE & AND ENTERED INTO WORKSPACE
AND LEFT MESSAGE FOR OWNER TO CALL ME BACK AT MY DIRECT EXTENSION..
ELAINE HOWO, PAR TEAM 248-696-1596

NOTE: IF OWNER CALLS BACK NOT TO MY DIRECT EXTENSION, PLA CONFERENCE
CALL TO ME, THANKS..

8/25/99*****

I REC'D MESSAGE FROM OWNER..I CALLED BACK OWNER..OWNER ADVISED
THAT THIS HAS HAPPENED THREE XS, THE LATEST WAS 8/21/99 IN THE
EARLY MORNING WHEN WIFE GOT INTO VEHICLE IN CIRCULAR DRIVEWAY
AND STARTED UP VEH AND TRIED TO TURN TO GET OUT OF DRIVEWAY..
OWNER ADVISED THAT STEERING WHEEL LOCKED UP AND VEHICLE WENT
STRAIGHT INSTEAD OF TURNING AND WENT INTO FLOWER BED WHERE
YOUNGER CHILD WAS PLAYING..OWNER ADVISED ONLY FLOWER BED DAMAGE
AND DAMAGE TO AIR DAM ON VEHICLE..OWNER ADVISED REALLY DOES NOT
CARE ABOUT BED, BUT WANTS AIR DAM REPL AND WANTS THIS RESOLVED..
OWNER ADVISED HAS BEEN IN THREE XS TO PARAMOUNT CHEVROLET AND THEY
ADVISED THAT MUST BE GEMLINS IN SYSTEM, BUT THEY KEEP RESETING

CODE..OWNER ADVISED IF NOT FIXED THIS X, WILL CALL BACK AND ASK
FOR REPURCHASE..I ACK & APOLOGIZED FOR CONCERN..I T OWNER IF ANY
DEALER OWNER WOULD LIKE TO GO TO THAT OWNER FEELS SPECIALIZES

IN CORVETTES IN HIS AREA..OWNER ADVISED SELLING DEALER, BOBBY
MURRAY CHEVROLET IN RALIEGH..I ACKNOWLEDGED AND ADVISED THAT I WILL
CALL DEALER AND SET UP REPAIR W/SMGR AND CALL OWNER BACK..I CALLED
BOBBY MURRAY CHEVROLET, SMGR MARK LYNN, WHO ADVISED IF I PUT IN
WRITING, HE WOULD REPAIR VEHICLE AND IS VERY FAMILIAR WITH CONCERN..
I ACK AND ADVISED WOULD FAX RIGHT AWAY..I THANKED..I CALLED BACK
CUSTOMER AND ADVISED PH# AND SMGR NAME..I ADVISED OWNER TO WAIT ONE
HOUR SO I COULD FAX TO DEALER AND THEN CALL SMGR AND SET APPT..OWNER
ACKNOWLEDGED AND THANKED..I THANKED..I CALLED BACK DEALER AND LEFT

MESSAGE FOR SMGR TO ADVISE OF AIR DAM AND INCLUDED THIS INFO IN FAX..
ELAINE BOND, PAR TEAM 248-696-1596.

NOTE: TO NEXT SPECIALIST, IF OWNER CALLS BACK NOT TO MY PH#, PLEASE
ASSIST AS NOT A PAR CASE..OWNER DOES NOT CARE ABOUT PROPERTY DAMAGE
ONLY GETTING VEHICLE FIXED ONCE AND FOR ALL..IF ANY ?S CALL ME

AT EXT 1596. IF ANY QWSA NEEDED FOR LOANER OR AIR DAM, DO IT.
THANKS ELAINE BOND, PAR TEAM 248-696-1596

***** REQUEST CODE AND COMMENTS *****

CDE # DESC	CDE COMMENTS
203 0	OWNER STATES PRODUCT FAILURE DAMAGED PROPERTY OWNER DOES NOT CARE ABOUT PROPERTY DAMAGE
241 0	STEERING COLUMN LOCKS UP WHILE DRIVING OWNER JUST WANTS VEHICLE REPAIRED

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HUDSON , FL

CASE NUMBER: 06069601 VIN: 1G1YY22G5X5130573
MODEL YEAR: 1999
DATE OPENED: 2001-12-20 SERIES: UNKNOWN
DATE CLOSED: 2002-01-25 MILEAGE: 25000
SOURCE: DELIVERY DATE:
BRC TYPE: PAR Yes DEALER NAME: PERMAN CHEV OLDS OF TARPON SPRINGS
BRC PARENT: 06067437 DEALER ADDRESS: 43520 US HWY 19 N, TARPON SPRINGS, FL, 34689, USA

*****GENERAL CASE INFORMATION*****

A01 Open Campaign Product Campaign Claim
1 REPAIR ATTEMPT(S) CAMPAIGN 01044A

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) STEERING LOCKED ON VEHICLE

Broken
0 REPAIR ATTEMPT(S) DAMAGED DRIVERS SIDE BUMPER

T01 Product Allegation GM 1241 Other
1 REPAIR ATTEMPT(S) ON STEERING COLUMN

Vehicle operation or design

*****WORK HISTORY*****

CRM OPENED FILE TO REVIEW, PRINT CAC AND VIS FILES AND CALL CUST. THE PHONE NUMBER CRM HAS FOR THE CUST HAS BEEN DISCONNECTED. CRM HAS LEFT A MESSAGE FOR SVC MGR BILLY MONTIVARI TO SEE IF HE HAS A DIFFERENT NUMBER FOR THE CUSTOMER. RUTHE BOYCE/PAR/57611; 0; 377814329
2001-12-24

CRM RECEIVED CALL FROM CUSTOMER. CUSTOMER STATE HE COULD BE REACHED @ CRM ALSO TRANSFERRED CUSTOMER RUTHE VM. KDK/PAR; 0; 378065315
2001-12-24

CRM'S LAST CALL OF THE DAY WILL DOCUMENT ON 12/26. RUTHE BOYCE/PAR/57611; 0; 378065918
2001-12-26

CUST STATES HE WAS LEAVING A GAS STATION AND WHEN HE WENT TO TURN HIS STEERING WHEEL, THE COLUMN LOCKED, CUST WAS HEADED RIGHT AT A CURB AND WAS UNABLE TO STOP THE VEH BEFORE IT HIT THE CURB CAUSING DAMAGE TO THE FRONT END AND PASSENGER SIDE BY THE DOOR. VEH WAS STUCK ON THE CURB AND A TOW TRUCK HAD TO GET THE VEH DOWN AND TOW TO THE DEALERSHIP. CRM ADVISED CUST SHE WILL CONTACT SVC MGR FOR ADDITIONAL INFO AND CALL CUST BACK ON 12/26 BETWEEN 2 AND 4:30. CUST STATES THE STEERING LOCK HAD ALREADY BEEN PERFORMED, BUT CRM IS NOT SEEING THIS IN VIS. RUTHE BOYCE/PAR/57611; 0; 378227628
2001-12-26

CRM HAS LEFT A VME FOR SVC MGR REQUESTING A CALL BACK. RUTHE BOYCE/PAR/57611; 0; 378235520
2001-12-26

CRM ADVISED CUST THAT SVC MGR IS ON VACATION TILL 12/27, BUT CRM CRM WOULD ATTEMPT TO CONTACT SVC ADV TOM. HE WAS CONTACTED BUT STATES HE HAS NO INFO, CRM MUST SPEAK TO SVC MGR. CRM WILL CALL CUST AND SVC MGR BACK ON 12/27. RUTHE BOYCE/PAR/57611; 0; 378247375

2001-12-27

CRM WAS CONTACTED BY SVC MGR BILL MONTEVERDE. CUST IS ALLEGING THAT CAMPAIGN 2001044A, CAUSED HIS VEH'S STEERING COLUMN TO LOCK UP WHILE DRIVING, CAUSING CUST TO BE UNABLE TO STEER THE VEH AND THERE BY JUMPING A VERY HIGH CURB, CAUSING DAMAGE TO HIS VEH. PER SVC MGR, A TAC CASE WAS INITIATED, # 5287245, AND SVC MGR SPOKE TO TAC ADVISOR GORDON MALLOY. TAC ADVISOR STATED THAT PER THE CAMPAIGN, THE CONDITION COULD RESULT IN THE FAILURE OF THE STEERING COLUMN TO UNLOCK DURING INITIAL KEY IN AND START UP, AND SHOULD THE COLUMN FAIL TO UNLOCK, THE ENGINE WILL STOP RUNNING IF THE VEH BEGINS TO MOVE. THE CONDITION CANNOT AFFECT THE STEERING WHILE DRIVING. PER SVC MGR, AVM GARY O'SHIELDS HAS BEEN ADVISED OF THE CONCERN. CRM HAS SPOKE TO AVM DETAILING THE CONCERN AND ADVISING THAT CRM IS DECLINING ASSISTANCE ON BODY REPAIR AS THIS COULD NOT HAVE BEEN CAUSED BY THE CAMPAIGN. AVM O'SHIELD AGREED WITH CRM'S DECISION. CAMPAIGNS 2001044A AND 200034 HAVE BEEN COMPLETED. RUTHE BOYCE/PAR/57611; 0; 378314940
2001-12-27

CRM HAS CONTACTED THE CUST AND ADVISED HIM THAT GM IS DECLINING RESPONSIBILITY FOR THIS CONCERN. CUST STATES HE DOES NOT AGREE WITH THE DECISION AND WILL BE HIRING AN ATTORNEY AND HUNG UP. CRM WILL DOCUMENT & PRINT FILE. SEND CUST A DECLINATION LETTER AND CLOSE FILE. RUTHE BOYCE/PAR/57611; 0; 378333218
2001-12-27

DECLINE WITHOUT INSPECTION

Business summary--1-crm reviewed par file. 2-crm contacted customer and confirmed 1241 facts. 3-crm advised customer that GM would decline repairs 4-crm sent letter, closed file. NO REPAIR OR REPURCHASE WAS OFFERED TO THE CUSTOMER RUTHE BOYCE /PAR/57611; 0; 378333312
2001-12-28

CUST NAME IS [REDACTED] BUT THIS CANNOT BE CHANGED IN THE SYSTEM. AND DEALERSHIP [REDACTED] YES HE ALSO GOES BY THE NAME OF [REDACTED] RUTHE BOYCE/PAR/57611; 0; 378395962
2001-12-28

CRM RECEIVED A AFTER HOURS MESSAGE REQUESTING A CALL BACK. CRM WILL REVIEW WITH TM MGR PRIOR TO CALLING CUST. RUTHE BOYCE/PAR/57611; 0; 378398564
2001-12-28

CRM REVIEWED THE FILE WITH TM MGR GREEN AND CALLED CUST. CUST VM WAS ON AND CRM LEFT A MESSAGE THAT SHE WAS JUST RETURNING HIS CAL AS REQUESTED AND ALSO LEFT HER NAME, PHONE AND EXTN NUMBERS. RUTHE BOYCE/PAR/57611; 0; 378403114
2002-01-03

THIS FILE WAS REVIEWED AGAIN BY BOTH TM MGRS AND WHILE IT GOES AGAINST THE INFO PROVIDED BY TAC AND THE DECISION OF THE CRM AND AVM, IT WAS DECIDED THAT THIS VEH WILL BE REPAIRED BY PAR. PRIOR TO NOTIFYING THE CUST, CRM WILL CONTACT THE DEALERSHIP AND AVM. RUTHE BOYCE/PAR/57611; 0; 378927472
2002-01-03

CRM HAS LEFT VME FOR AVM GARY O'SHIELDS AND SVC MGR BILLY MONTEVERDE. RUTHE BOYCE/PAR/57611; 0; 378927983
2002-01-03

CRM HAS ADVISED BODY SHOP MGR DON BROWN THAT GM WILL BE REPAIRING THIS VEH. CRM HAS ALSO LEFT CUST A VME THAT WE WILL BE REPAIRING THE VEH. BODY SHOP MGR WILL BE FAXING ESTIMATE TO CRM AND THE FILE WILL BE CLOSED AND SENT TO THE FINAL TOUCH TEAM. RUTHE BOYCE/PAR/57611; 0; 378940367
2002-01-07

BODY SHOP MGR CALLED CRM TO ADVISE HE WILL BE REDOING THE ESTIMATE AT WARRANTY RATES AND FAXING IT TO CRM. CRM ADVISED THE FILE WILL BE SENT TO FTT. RUTHE BOYCE/PAR/57611; 0; 379286963
2002-01-09

CRM AND BODY SHOP HAVE DIFFERENT OWNERS. CRM HAS ADVISED CUST THAT THE REPAIR WILL BE PUT ON HOLD TILL WE CAN GET A VALID COPY OF THE REGISTRATION. CRM IS FILING FOR DORMANT STATUS.

RUTHE BOYCE/PAR/57611; 0; 379459630
2002-01-16

CRM HAS HAD NO CUST CONTACT. CRM WILL MAKE CALL ATTEMPT ONCE AGAIN REQUESTING REGISTRATION.
RUTHE BOYCE/PAR/57611; 0; 380037817
2002-01-18

CRM HAS ADVISED CUST IF THE REGISTRATION HAS NOT BEEN RECIEVED BY 1/25/02 THE FILE WILL BE CLOSED. RUTHE BOYCE/PAR/57611; 0; 380221100
2002-01-25

CRM HAS LEFT SVC MGR BILLY MONTEVERDI A VME REQUESTING A CALL BACK TO SEE IF CUST HAS BEEN IN OR ANY CONTACT. RUTHE BOYCE/PAR/57611; 0; 380816372
2002-01-25

CRM CONTACTED BILLY MONTIVERDE, SVC MGR WHO ADVISED THAT HE REVIEWED WITH DON BROWN BODY MANAGER, WHOM CRM HAD PREVIOUSLY ADVISED THAT THIS WAS PUT ON HOLD TILL WE RECEIVED THE REGISTRATION, AND VEH HAS NOT BEEN BACK TO THE DEALERSHIP. CRM HAS ADVISED THAT THE FILE IS BEING CLOSED PENDING ANY FURTHER CUST CONTACT. CRM HAS LEFT AVM GARY O'SHIELDS A VME THAT FILE WAS BEING CLOSED AND WHY. RUTHE BOYCE/PAR/57611; 0; 380840480
GLANAIATISIO, DONNIE

*****PAR INFORMATION*****

INCIDENT DATE: 2001-12-17 INCIDENT TIME: 12:00:00
INCIDENT LOCATION: STATE ROAD 52
HUDSON, FLORIDA

DRIVER NAME: [REDACTED] DRIVER AGE: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: STEERING COLUMN LOCKED AND CUST HIT CURB DAMAGING FRONT BUMPER ON VEHICLE

ALLEGED DEFECTIVE COMPONENT: STEERING COLUMN

INCIDENT RESULT: CLOSING TILL CUST CAN POVIDE PROOF OF OWNERSHIP
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: USAA
TAMPA, FL 33631 INSURANCE COMPANY ADDRESS: PO BOX 31643

AGENT NAME: NOT KNOWN
AGENT PHONE NUMBER: 800-531-8222

MORE INFORMATION:
MAINTENANCE LOCATION: FERMAN CHEVROLET
CURRENT LOCATION OF VEHICLE: FERMAN CHEVROLET
COPY NAME: CUSTOMER

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:
WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS: Accepted

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
FINCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY: IF SO, WHERE:
TREATED:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:	[REDACTED]	CONTACT NUMBER:	1
COMPANY:	[REDACTED]	CONTACT TYPE:	Claimant
ADDRESS:	[REDACTED]	CONTACT PHONE:	[REDACTED]
	HUDSON, FL [REDACTED]		

06067601

From: VONSHANITA VK KILPATRICK (813)335-4130
 GH CUST SERV GROUP/TAMPA
 3701 E HILLSBOROUGH AVE
 SUITE # 2300
 TAMPA, FL 33610

REVENUE BARCODE



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PAR CASE INFORMATION

Problem ID: 06069601

CONTACT INFORMATION

Name: [REDACTED]
Address: [REDACTED]
HUDSON, FL [REDACTED]
Phone: [REDACTED]

VEHICLE INFORMATION

VIN: 1G1YY22G5X5130573
MAKE: CHEVROLET
MODEL: UNKNOWN
YEAR: 1999
ODOMETER: 25,000

BRC CONTACT INFORMATION

NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]
PHONE: [REDACTED]
TYPE: Claimant

ACCOUNT/POLICY:
SERVICE DEALER: FERNAN CHEV OLDS OF TARI
CONTRACT: BILLY MONTIVERDE
SELLING DEALER: FERNAN CHEV OLDS OF TARI
CONTRACT: BILLY MONTIVERDE
PAYEE: No

PAR DETAILS

CONTACT ID: C0000031229130
DRIVER NAME: [REDACTED]
DRIVER AGE: [REDACTED]
DISABILITIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: STEERING COLUMN
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: USAA
INSURANCE COMPANY ADDR: PO BOX 31643
INSPECTION: No
INSP NAME:
INSP DATE:
INSP MILES:
INSP DONE:

BODY INJURY: No
COLLISION: Yes
PROPERTY DMG: No
NON COLL: No
DMB ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME: NOT KNOWN
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY:
AGENT PHONE: 800-631-8222
INCIDENT DATE & TIME: 12/17/2001 12:00:00 AM

PROPERTY DAMAGE:
INCIDENT LOCATION: STATE ROAD 52
HUDSON, FLORIDA
INCIDENT RESULT: CLOSING TILL CUST CAN PROVIDE PROOF OF OWNERSHIP
VEHICLE LOCATION: FERNAN CHEVROLET
MAINTENANCE LOCATION: FERNAN CHEVROLET
OWNER DESC: STEERING COLUMN LOCKED AND CUST HIT CURB DAMAGING FRONT BUMPER ON VEHCL
MORE INFO:

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:
POLICY NUM:



PAR CASE INFORMATION

Problem ID: 08069601

UCC CODE INFORMATION

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: A01
COMPONENT DESCRIPTION 1: CAMPAIGN 01044A
COMPLAINT CODE 1: Product Campaign Claim
COMPLAINT DESCRIPTION 1: Open Campaign
REPAIR ATTEMPTS 1: 1

COMPONENT CODE 2: M41
COMPONENT DESCRIPTION 2: STEERING LOCKED ON VEHICLE
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Steering Column/Lock/Attaching Parts
REPAIR ATTEMPTS 2: 1

COMPONENT CODE 3:
COMPONENT DESCRIPTION 3: DAMAGED DRIVERS SIDE BUMPER
COMPLAINT CODE 3: Broken
COMPLAINT DESCRIPTION 3:
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: T01
COMPONENT DESCRIPTION 4: ON STEERING COLUMN
COMPLAINT CODE 4: Other
COMPLAINT DESCRIPTION 4: Product Allegation GM 1241
REPAIR ATTEMPTS 4: 0

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:



PAR CASE INFORMATION

Problem ID: 06069601

WORK HISTORY

12/21/2001 - 02:23:36 AM CRM OPENED FILE TO REVIEW, PRINT CAC AND VIS FILES AND CALL CUST. THE PHONE NUMBER CRM HAS FOR THE CUST HAS BEEN DISCONNECTED. CRM HAS LEFT A MESSAGE FOR SVC MGR BILLY MONTIVARI TO SEE IF HE HAS A DIFFERENT NUMBER FOR THE CUSTOMER. RUTHE BOYCE/PAR/57611

12/24/2001 - 12:09:16 AM CRM RECEIVED CALL FROM CUSTOMER. CUSTOMER STATE HE COULD BE REACHED @ 727-364-7738. CRM ALSO TRANSFERRED CUSTOMER RUTHE VM. KDG/PAR

12/24/2001 - 12:19:55 AM CRM'S LAST CALL OF THE DAY WILL DOCUMENT ON 12/26. RUTHE BOYCE/PAR/57611

12/26/2001 - 09:01:00 AM CUST STATES HE WAS LEAVING A GAS STATION AND WHEN HE WENT TO TURN HIS STEERING WHEEL, THE COLUMN LOCKED, CUST WAS HEADED RIGHT AT A CURB AND WAS UNABLE TO STOP THE VEH BEFORE IT HIT THE CURB CAUSING DAMAGE TO THE FRONT END AND PASSENGER SIDE BY THE DOOR. VEH WAS STUCK ON THE CURB AND A TOW TRUCK HAD TO GET THE VEH DOWN AND TOW TO THE DEALERSHIP. CRM ADVISED CUST SHE WILL CONTACT SVC MGR FOR ADDITIONAL INFO AND CALL CUST BACK ON 12/26 BETWEEN 2 AND 4:30. CUST STATES THE STEERING LOCK HAD ALREADY BEEN PERFORMED, BUT CRM IS NOT SEEING THIS IN VIS. RUTHE BOYCE/PAR/57611

12/26/2001 - 02:33:30 AM CRM ADVISED CUST THAT SVC MGR IS ON VACATION TILL 12/27, BUT CRM WOULD ATTEMPT TO CONTACT SVC ADV TOM. HE WAS CONTACTED BUT STATES HE HAS NO INFO, CRM MUST SPEAK TO SVC MGR. CRM WILL CALL CUST AND SVC MGR BACK ON 12/27. RUTHE BOYCE/PAR/57611

12/26/2001 - 11:26:01 AM CRM HAS LEFT A VME FOR SVC MGR REQUESTING A CALL BACK. RUTHE BOYCE/PAR/57611

12/27/2001 - 09:09:13 AM CRM WAS CONTACTED BY SVC MGR BILL MONTEVERDE. CUST IS ALLEGING THAT CAMPAIGN 2001044A, CAUSED HIS VEH'S STEERING COLUMN TO LOCK UP WHILE DRIVING, CAUSING CUST TO BE UNABLE TO STEER THE VEH AND THERE BY JUMPING A VERY HIGH CURB, CAUSING DAMAGE TO HIS VEH. PER SVC MGR, A TAC CASE WAS INITIATED, # 5287245, AND SVC MGR SPOKE TO TAC ADVISOR GORDON MALLOY. TAC ADVISOR STATED THAT PER THE CAMPAIGN, THE CONDITION COULD RESULT IN THE FAILURE OF THE STEERING COLUMN TO UNLOCK DURING INITIAL KEY IN AND START UP, AND SHOULD THE COLUMN FAIL TO UNLOCK, THE ENGINE WILL STOP RUNNING IF THE VEH BEGINS TO MOVE. THE CONDITION CANNOT AFFECT THE STEERING WHILE DRIVING. PER SVC MGR, AVM GARY O'SHIELDS HAS BEEN ADVISED OF THE CONCERN. CRM HAS SPOKEN TO AVM DETAILING THE CONCERN AND ADVISING THAT CRM IS DECLINING ASSISTANCE ON BODY REPAIR AS THIS COULD NOT HAVE BEEN CAUSED BY THE CAMPAIGN. AVM O'SHIELDS AGREED WITH CRM'S DECISION. CAMPAIGNS 2001044A AND 200034 HAVE BEEN COMPLETED. RUTHE BOYCE/PAR/57611

12/27/2001 - 03:37:19 AM DECLINE WITHOUT INSPECTION
Business summary--1-crm reviewed par file. 2-crm contacted customer and confirmed 1241 facts. 3-crm advised customer that GM would decline repairs 4-crm sent letter, closed file. NO REPAIR OR REPURCHASE WAS OFFERED TO THE CUSTOMER RUTHE BOYCE /PAR/57611

12/27/2001 - 02:33:23 AM CRM HAS CONTACTED THE CUST AND ADVISED HIM THAT GM IS DECLINING RESPONSIBILITY FOR THIS CONCERN. CUST STATES HE DOES NOT AGREE WITH THE DECISION AND WILL BE HIRING AN ATTORNEY AND HUNG UP. CRM WILL DOCUMENT & PRINT FILE. SEND CUST A DECLINATION LETTER AND CLOSE FILE. RUTHE BOYCE/PAR/57611

12/28/2001 - 07:59:56 AM CUST NAME IS GIOVONNI GIANAIATISIO BUT THIS CANNOT BE CHANGED IN THE SYSTEM. AND DEALERSHIP STATES HE ALSO GOES BY THE NAME OF JOHN HANCOCK. RUTHE BOYCE/PAR/57611

12/28/2001 - 09:59:20 AM CRM REVIEWED THE FILE WITH TM MGR GREEN AND CALLED CUST. CUST VM WAS ON AND CRM LEFT A MESSAGE FOR CUST TO CALL BACK. CRM WILL RETURN HIS CALL AS REQUESTED AND



PAR CASE INFORMATION

Problem ID: 06089601

12/28/2001 - 08:43:54 AM CRM RECEIVED A AFTER HOURS MESSAGE REQUESTING A CALL BACK. CRM WILL REVIEW WITH TM MGR PRIOR TO CALLING CUST. RUTHE BOYCE/PAR/57811

01/03/2002 - 11:34:48 AM THIS FILE WAS REVIEWED AGAIN BY BOTH TM MGRS AND WHILE IT GOES AGAINST THE INFO PROVIDED BY TAC AND THE DECISION OF THE CRM AND AVM, IT WAS DECIDED THAT THIS VEH WILL BE REPAIRED BY PAR. PRIOR TO NOTIFYING THE CUST, CRM WILL CONTACT THE DEALERSHIP AND AVM. RUTHE BOYCE/PAR/57811

01/03/2002 - 03:10:45 AM CRM HAS ADVISED BODY SHOP MGR DON BROWN THAT GM WILL BE REPAIRING THIS VEH. CRM HAS ALSO LEFT CUST A VME THAT WE WILL BE REPAIRING THE VEH. BODY SHOP MGR WILL BE FAXING ESTIMATE TO CRM AND THE FILE WILL BE CLOSED AND SENT TO THE FINAL TOUCH TEAM. RUTHE BOYCE/PAR/57811

01/03/2002 - 11:47:59 AM CRM HAS LEFT VME FOR AVM GARY O'SHIELDS AND SVC MGR BILLY MONTEVERDE. RUTHE BOYCE/PAR/57811

01/07/2002 - 03:38:59 AM BODY SHOP MGR CALLED CRM TO ADVISE HE WILL BE REDOING THE ESTIMATE AT WARRANTY RATES AND FAXING IT TO CRM. CRM ADVISED THE FILE WILL BE SENT TO FT. RUTHE BOYCE/PAR/57811

01/09/2002 - 03:28:24 AM CRM AND BODY SHOP HAVE DIFFERENT OWNERS. CRM HAS ADVISED CUST THAT THE REPAIR WILL BE PUT ON HOLD TILL WE CAN GET A VALID COPY OF THE REGISTRATION. CRM IS FILING FOR DORMANT STATUS. RUTHE BOYCE/PAR/57811

01/16/2002 - 08:05:36 AM CRM HAS HAD NO CUST CONTACT. CRM WILL MAKE CALL ATTEMPT ONCE AGAIN REQUESTING REGISTRATION. RUTHE BOYCE/PAR/57811

01/18/2002 - 11:00:39 AM CRM HAS ADVISED CUST IF THE REGISTRATION HAS NOT BEEN RECIEVED BY 1/25/02 THE FILE WILL BE CLOSED. RUTHE BOYCE/PAR/57811

01/25/2002 - 08:21:43 AM CRM HAS LEFT SVC MGR BILLY MONTEVERDE A VME REQUESTING A CALL BACK TO SEE IF CUST HAS BEEN IN OR ANY CONTACT. RUTHE BOYCE/PAR/57811

01/25/2002 - 03:02:10 AM CRM CONTACTED BILLY MONTIVERDE, SVC MGR WHO ADVISED THAT HE REVIEWED WITH DON BROWN BODY MANAGER, WHOM CRM HAD PREVIOUSLY ADVISED THAT THIS WAS PUT ON HOLD TILL WE RECEIVED THE REGISTRATION, AND VEH HAS NOT BEEN BACK TO THE DEALERSHIP. CRM HAS ADVISED THAT THE FILE IS BEING CLOSED PENDING ANY FURTHER CUST CONTACT. CRM HAS LEFT AVM GARY O'SHIELDS A VME THAT FILE WAS BEING CLOSED AND WHY. RUTHE BOYCE/PAR/57811

Customer Info

Caller Name:

Customer Name:

Phone:

VIN:

1G1YY2269S130573

Make:

CHEVROLET

Model:

UNKNOWN

Year:

1999

Odometer:

25000

Originating Agent ID:

KENTS

Current Agent ID:

BOYCER

Property Damage

Non-Collision

Collision

Bodily Injury

Owner:

UNKNOWN

Driver:

Date of Birth:

mm/dd/yyyy

Other:

Type of vehicle if other than owner's:

Type of damage:

FRONT BUMPER DRIVERS SIDE

Estimated repair costs:

608

Weather condition:

DRY

Vehicle speed at time of incident:

5-10

Primary use of vehicle:

PERSONAL

Where was vehicle last serviced:

UNKNOWN CUST JUST BOUGHT

Incident (police) report:

NA

Comments:

NA

OK

Save

Cancel



CAC - CASE PRINT

Request Date: 01/03/2001

PROBLEM ID 00067437

VIN NUMBER 1G1YY2208X5130573

CONTACT NAME

MAKE CHEVROLET

ADDRESS

MODEL UNKNOWN

CITY, STATE HUDSON, FL

YEAR 1999

ZIP

VEHICLE MILEAGE 25,000

COUNTRY USA

PHONE NUMBER

COMPONENT CODE 1 A01
COMPONENT DESCRIPTION 1 CAMPAIGN 01044A
COMPLAINT CODE 1 Product Campaign Claim
COMPLAINT DESCRIPTION 1 Open Campaign

COMPONENT CODE 2 M41
COMPONENT DESCRIPTION 2 STEERING LOCKED ON VEHICLE
COMPLAINT CODE 2 Other
COMPLAINT DESCRIPTION 2 Steering Column/Lock/Attaching Parts

COMPONENT CODE 3 C35
COMPONENT DESCRIPTION 3 DAMAGED DRIVERS SIDE BUMPER
COMPLAINT CODE 3 Broken
COMPLAINT DESCRIPTION 3 Bumper

COMPONENT CODE 4 T01
COMPONENT DESCRIPTION 4 ON STEERING COLUMN
COMPLAINT CODE 4 Other
COMPLAINT DESCRIPTION 4 Product Allegation GM 1241

COMPONENT CODE 5
COMPONENT DESCRIPTION 5
COMPLAINT CODE 5
COMPLAINT DESCRIPTION 5

COMPONENT CODE 6
COMPONENT DESCRIPTION 6
COMPLAINT CODE 6
COMPLAINT DESCRIPTION 6

12/20/01 CUST STATES THAT HE OWNS A 1999 CHEVROLET CORVETTE. CUST IS SECOND OWNER OF THE VEHICLE AND PURCHASED FROM ORIGINAL OWNER. CUST STATES THAT WHILE HE WAS PULLING OUT OF THE GAS STATION YESTERDAY THE STEERING COLUMN LOCKED UP AND HE RAN UP ON AN EMBANKMENT. CUST STATES THAT THE VEHICLE NOW HAS SOME BODY WORK THAT NEEDS TO BE DONE TO IT TOTALING \$606.00. CUST STATES THAT HE DOES NOT BELIEVE HE SHOULD HAVE TO PAY FOR THE REPAIR TO THE BODY OF THE VEHICLE THAT WAS DAMAGED DUE TO THE CAMPAIGN. CUST SEEKS TO GET BODY WORK COVERED UNDER WARRANTY. CRM SPOKE WITH SVC MGR- BILLY- AT DEALERSHIP WHO STATES THAT HE CONTACTED TECHNICAL ASSISTANCE AND HIS AVM AND THEY HAVE FOUND THAT WHEN THE STEERING COLUMN LOCKS UP- THE VEHICLE WILL DRIVE 1 MPH AND WILL SHUT OFF. SVC MGR STATES THAT THE BODY WORK WILL NOT BE COVERED UNDER THE WARRANTY ON THE VEHICLE. CRM ADVISED CUST THAT SHE NEEDED TO DO SOME FURTHER RESEARCH, & WOULD BE GETTING BACK WITH HIM LATER TODAY. *****CONTINUED*****

12/20/01 ***CONTINUED*** CUST STATES THAT HE CAN BE REACHED @ [REDACTED] SABRA KENT/FL PILOT/TAMPA/57838

12/20/01 CRM WAS ADVISED BY TM- TIFFANY BAKER TO CREATE A PAR REQUEST ON CUSTOMER'S BEHALF. CRM ATTEMPTED TO CONTACT CUSTOMER @ CELL NUMBER THAT WAS LEFT- CRM WAS UNABLE TO CONTACT CUST, BUT LEFT A MESSAGE FOR HIM TO PLEASE CONTACT CAC IN REGARDS TO HIS FILE. CRM SUSPENDING FILE AND WILL CONTACT CUSTOMER BACK TODAY BETWEEN 430-500 PM EST. SABRA KENT/FL PILOT/TAMPA/57838

12/20/01 cust states that he is returning previous crm call. crm advised cust of transfer to previous crm. nicole day/tampa/0001/57013

12/20/01 CRM RECEIVED CALL FROM CUSTOMER AND GOT INFORMATION TO CREATE PAR REQUEST. CUST STATES THAT WHEN THE STEERING COLUMN LOCKED HE COULD NOT CONTROL THE VEHICLE. CUST STATES THAT HE RAN UP ON A CURB AND DAMAGED THE FRONT DRIVERS SIDE BUMPER ON THE VEHICLE.



CAC - CASE PRINT

Request Date: 01/03/200

CUST SEEKS FOR ISSUE TO BE RESOLVED. CRM ADVISED CUST THAT BHE WOULD NEED TO CREATE A PAR REQUEST AND FORWARD IT TO THAT DEPT. CRM ADVISED CUST THAT HE WOULD BE CONTACTED WITHIN 24-48 HOURS. CRM INITIATING PAR REQUEST. SABRA KENT/FL PILOT/TAMPA/57638

GM Vehicle Inquiry System Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G1YY2205X5130573
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CLAIM HISTORY

Repair Order Date:		09/11/2000		Repair Order Number:		262309		Odometer Reading:		19130 miles	
Serviced By:	FERMAN CHEVROLET-OLDSMOBILE OF TARPON SPRINGS PO BOX 1427 TARPON SPRINGS, FL 34688-1427 (727) 934-5789					Selling Source:		13 - CHEVROLET			
						Site Code:		26487			
						Business Associate Code:		114764			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
09/29/2000	104	01	#	J5350 - ACCELERAT PEDAL RPL				12565643 - PEDAL		N	

Repair Order Date:		02/16/2000		Repair Order Number:		227196		Odometer Reading:		11925 miles	
Serviced By:	FERMAN CHEVROLET-OLDSMOBILE OF TARPON SPRINGS PO BOX 1427 TARPON SPRINGS, FL 34688-1427 (727) 934-5789					Selling Source:		13 - CHEVROLET			
						Site Code:		26487			
						Business Associate Code:		114764			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
02/12/2000	41	01	#	J3250 - RAD COOL SURGE RPL				10405218 - TANK		N	

Repair Order Date:		11/05/1999		Repair Order Number:		213575		Odometer Reading:		5774 miles	
Serviced By:	FERMAN CHEVROLET-OLDSMOBILE OF TARPON SPRINGS PO BOX 1427 TARPON SPRINGS, FL 34688-1427 (727) 934-5789					Selling Source:		13 - CHEVROLET			
						Site Code:		26487			
						Business Associate Code:		114764			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
11/16/1999	13	01	#	C2126 - CTR INST TRM R&R/RP				10268306 - ORILLE		N	

Repair Order Date:		11/05/1999		Repair Order Number:		213609		Odometer Reading:		4445 miles	
Serviced By:	FERMAN CHEVROLET-OLDSMOBILE OF TARPON SPRINGS PO BOX 1427 TARPON SPRINGS, FL 34688-1427 (727) 934-5789					Selling Source:		13 - CHEVROLET			
						Site Code:		26487			
						Business Associate Code:		114764			

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
11/16/1999	13	01	#	N0767 - STOP SIGNL BULB RPL	09441839 - BULB LP	N

Repair Order Date:		10/19/1999		Repair Order Number:		211052		Odometer Reading:		9038 miles	
Serviced By:	FERMAN CHEVROLET-OLDSMOBILE OF TARPON SPRINGS PO BOX 1427 TARPON SPRINGS, FL 34688-1427 (727) 934-5789					Selling Source:		13 - CHEVROLET			
						Site Code:		26487			
						Business Associate Code:		114764			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
10/26/1999	7	01	#	E7501 - STEER LOCK PART RPL				26050960 - LOCK		N	
10/26/1999	7	02	#	Z7901 - COURTESY TRANSPORTATION DAY 1				N/A		N	

Repair Order Date:		09/28/1999		Repair Order Number:		208224		Odometer Reading:		4250 miles	
Serviced By:	FERMAN CHEVROLET-OLDSMOBILE OF TARPON SPRINGS PO BOX 1427 TARPON SPRINGS, FL 34688-1427 (727) 934-5789					Selling Source:		13 - CHEVROLET			
						Site Code:		26487			
						Business Associate Code:		114764			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
10/05/1999	1	01	#	N4800 - COMPUTER MODULE RPL				09377919 - MODULE		N	

Repair Order Date:		05/02/1999		Repair Order Number:		A30573		Odometer Reading:		0 miles	
Serviced By:		DUMMITT CHEVROLET, INC. 25485 US HWY 19 N CLEARWATER, FL 33763-2186 (727) 791-1818				Selling Source:		13 - CHEVROLET			
						Site Code:		26144			
						Business Associate Code:		114713			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
06/07/1999	965	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE				N/A		N	



FERMAN CHEVY.
OLDS

Fax

To:	[Redacted]	From:	Donald Brown / Body Shop Manager
Fax:	[Redacted]	Pages:	X 6
Phone:	[Redacted]	Date:	1/7/02
Re:	Corvette Body Repair	VIN:	1G1YY22G5X6130573

• Comments:

Attached find the estimate for the Corvette bumper repair. The insurance estimating system does not allow for a warranty type estimate. GM is way behind the insurance industry in terms of damage evaluation. This estimate is for repair as a result of damage, not normally a warranty procedure.

I will await your instructions.

Donald Brown

Collision Center
43520 U.S. Highway 19 North
Turpin Springs, Florida 34689
Telephone: 727-934-5789
Facsimile: 727-937-1727
www.fermanauto.com



ACURA BMW CUMMINS (TRUCKS) FORD JEEP LEXUS LINCOLN MAZDA MERCEDES-BENZ NISSAN OLDSMOBILE PONTIAC SUBARU TOYOTA

01/07/2002 at 03:35 PM
15469

Job Number:

PERMAN COLLISION CENTER
43520 U.S. Hwy 19 North
Tarpon Springs, FL 34689
(727)934-5789 Fax: (727)937-1727

PRELIMINARY ESTIMATE

Written by: DON HEIRHOLZER #
Adjuster:

Insured: [REDACTED] Claim #
Owner: [REDACTED] Policy #
Address: [REDACTED] Deductible:
HUDSON, FL Date of Loss:
Evening: [REDACTED] Type of Loss:
Business: [REDACTED] Point of Impact: 12. Front

Inspect PERMAN COLLISION CENTER
Location: 43520 U.S. Hwy 19 North
Tarpon Springs, FL 34689

Business: [REDACTED]

Insurance
Company:

Days to Repair

1999 CHEV CORVETTE 8-5.7L-FI 2D FENTER Int:
VIN: 1G1YY22G5K5130573 Lic:

Fred Date:

Odometer: 25692

Air Conditioning
Intermittent Wipers
Dual Mirrors
Clear Coat Paint
Power Windows
Power Mirrors
Passenger Airbag
Leather Seats

Tilt Wheel
Keyless Entry
Removable Top
Power Steering
Power Locks
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Bucket Seats

Cruise Control
Theft Deterrent/Alarm
Traction Control
Power Brakes
Power Driver Seat
Driver Airbag
Positraction
Aluminum Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2*	Refn	A0015					3.1
3*		Add for Clear Coat					0.0
4*		remove and replace cover / st	1			2.1	
		time					
5*		repair straight time	1			3.1	
6*	Subl	Paint and material & Decal kit	1	145.00	T		
Subtotals ==>				145.00		5.2	3.1

01/07/2002 at 03:35 PM
15469

Job Number:

PRELIMINARY ESTIMATE
1999 CHEV CORVETTE 0-5.7L-FI 2D PENTER Int:

Parts		0.00
Body Labor	5.2 hrs @ \$ 67.26/hr	349.75
Paint Labor	3.1 hrs @ \$ 67.26/hr	208.51
Sublet/Misc.		145.00

SUBTOTAL		\$ 703.26

GRAND TOTAL		\$ 703.26

This Estimate is based on a visual inspection of noted damage only. After repair is started, additional or hidden damage is likely. This additional damage and or parts will result in a higher price for this repair. The part prices are from the current listed MOTOR's suggested guide price. Actual cost may differ from the manufacturer at time of repair. If any E.P.C. charges are included in this estimate, This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. { s. 559.904(4) }.

FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. §12.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

Estimate based on MOTOR CRAIN ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CF97 Database Date 8/2001 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as UQ, Qual Recy Parts, RCT, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAE# Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

Sent to Rush
Boyer
2 h.m.a.

1-7-02 -
4pm

JAN 7, 2002 RECEPTION

Store 03 SERVC01 PORT 192 303

1 COMPANY NAME [REDACTED] 12/18/01 15:08
2 LAST NAME [REDACTED] PHONE
3 FIRST NAME [REDACTED]
4 MID. NAME [REDACTED]
5 STREET ADDR [REDACTED]

6 CITY/? HUDSON
7 STATE/? FLORIDA
8 ZIP CODE 34667
9 COUNTY/?
10 BILL TO ADDR

11 CITY/?
12 STATE/?
13 ZIP CODE
14 OTHER NAME BETSY
15 NAME TYPE S X X V X X
25 EMAIL ADDR

20 CELL PH EXT
21 PAGER PH EXT
22 OTHER PH EXT
23 STOCK#
24 VIN
STATUS ACTIVE
PAY METHOD CREDIT CARD

(S-SERVICE) (P-PARTS) (VA-VALUE) (G-GEN)

(Q-SEARCH) (DV-DOC VIEW) (LINE#) (M-MODIFY) (C-COMMENTS) (E-ENTER)

JAN 7, 2002 VEHICLE INFORMATION

Store 03 SERVC01 PORT 192 303

CUSTOMER#	140000	CUSTOMER NAME	
BUS. PHONE		RES. PHONE	
1 SERIAL NUMBER/?	1G1YY22G5X5130573	18 DELIVERY MILEAGE	53
2 YEAR	99	19 STOCK NUMBER	
3 MAKE	CHEVROLET	20 DEMO DATE	
4 LICENSE NUMBER	REDLIN1	21 --- DEMO MILEAGE	
5 MODEL NUMBER/?	1YY07	22 WARR EXP DATE	
6 --- CARLINE/MODEL	CORVETTE	23 --- WARR EXP MLG.	
7 --- DESCRIPTION	2 DR COUPE	24 SERVICE CONTRACT#	
8 EXTERIOR COLOR	LIGHT PEWTER ME	25 --- CONTRACT NAME	
9 TRIM	MED GRAY INTERIOR	26 --- EXP DATE	
10 MODEL/MAINT CODE/?	CV2Z	27 --- EXP MILEAGE	
11 PRODUCTION DATE		28 ENGINE NUMBER	
12 TRANSMISSION A/M	M	29 CHASSIS NUMBER	
13 AIR COND Y/N Y	PWR STEER Y/N Y	30 TOTAL SERV DAYS	45
14 TRIM LEVEL		31 KEY NUMBER (1)	B676
15 ENGINE CONFIG		32 KEY NUMBER (2)	B676
16 SELLING DEALER#	FERMAN	33 SALESMAN NUMBER	3365
17 DEL/IN-SERV DATE	06/24/99 [06/24/99]	NAME	JOSEPH KOLB JR

(X-ENTER) (U-USER DEFINED) (N-NEXT) (M-MODIFY) (LINE#) (D-DELETE) (TAB)

TRANSMISSION VERIFICATION REPORT

TIME : 01/07/2002 16:57

DATE, TIME
FAX NO. / NAME
DURATION
PAGE(S)
RESULT
MODE

01/07 16:55
910562492317
00:02:02
00
OK
STANDARD
ECM



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 01044A
Date: September, 2001



CUSTOMER SATISFACTION CAMPAIGN

SUBJECT: 01044A - CORVETTE ELECTRONIC COLUMN LOCK

MODELS: 1998-2000 CORVETTE

THIS BULLETIN SUPERCEDES AND REPLACES CAMPAIGN BULLETIN 01044 ISSUED JULY, 2001. THE SERVICE PROCEDURES HAVE BEEN REVISED ALONG WITH THE SCHEMATIC FOR ALL MANUAL TRANSMISSION VEHICLES AND EXPORT ONLY AUTOMATIC TRANSMISSION VEHICLES. THE STEERING WHEEL NUT PART NUMBER HAS BEEN ADDED TO THE PART INFORMATION TABLE AND THE PART COUNT IN THE CLAIM TABLE HAS BEEN ADJUSTED ACCORDINGLY.

THIS CAMPAIGN IS IN EFFECT THROUGH JULY 01, 2003.

CONDITION

General Motors has decided that certain 1998-2000 Corvette model vehicles may exhibit a condition in which the electronic column lock may not function as intended. The condition could result in the failure of the steering column to unlock during initial key-in and start-up. Should the column fail to unlock, the engine will stop running if the vehicle starts to move.

CORRECTION

Dealers are to install repair kit PN 88952427 for automatic transmission Corvettes in the US & Canada or repair kit PN 88952428 for all manual transmission Corvettes in the US & Canada. For Corvettes sold in all other countries, both manual and automatic, dealers are to install repair kit PN 88952428.

VEHICLES INVOLVED

Involved are certain 1998-2000 Corvette model vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1998	Chevrolet	Corvette	Bowling Green	W5123355	W5131069
1999	Chevrolet	Corvette	Bowling Green	X5100001	X5133283
2000	Chevrolet	Corvette	Bowling Green	Y5100001	Y5116233

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC only) prior to beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

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 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 listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from General Motors Service Parts Operations (GMSPO). 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
88952427	HARNESS KIT,STRG WHL THEFT DTRNT LK SHORTING (Auto Trans. - US & Can)	1
88952428	WIRE KIT,STRG WHL THEFT DTRNT LK (Manual Trans. - All : Auto Trans. - Export only)	1
28050960	LOCK,STRG WHL THEFT DTRNT (Manual Trans. - All : Auto Trans. - Export only)	1
28056108	NUT, STEERING WHEEL (All)	1

SERVICE PROCEDURE

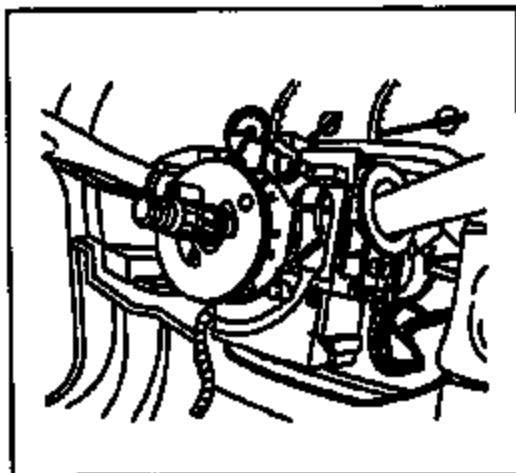
Procedure for ECL Disconnect - US & Canadian Automatic Transmission Vehicles

1. Disconnect the battery.
2. Disable the SIR modules.
3. Remove the Driver's side SIR module from the steering wheel.
4. Remove the steering wheel set nut and discard.
5. Using J-1859-A and J-42120 remove the steering wheel.
6. Remove the tilt lever.
7. Remove the combination trunk release and fog light switch.

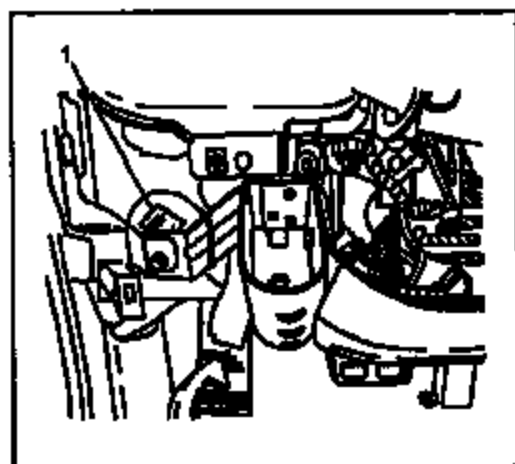
IMPORTANT: When removing the driver's side knee bolster trim panel as described below, care must be taken not to damage the console trim plate as the knee bolster trim panel tucks in behind the console trim plate.

8. Remove the driver's side knee bolster retaining screws and trim panel. Pull back console trim plate away from the IP and disengage the knee bolster trim panel.
9. Remove the wiper control stalk.

10. Remove the lower and upper steering column shrouds. Disconnect telescoping actuator switch harness, if equipped.
11. Remove the snap ring and SIR coil from the steering column.
12. Remove the Steering Column Lock / Cam Orientation plate with J-38364 and discard.
13. Install the new Cam Orientation plate and secure with the new locking ring, using J-42137 & J-38364 as shown.
14. Install the SIR coil and secure with snap ring.
15. Disconnect the connector from the ECL (located on the right lower side of the steering column).
16. Route the new jumper wire and relay harness over the knee bolster (Foam and metal construction). The new relay (1) must be mounted to the left I/P brace with a zip tie as shown.



17. Install the new Relay & jumper harness. Plug one end of the jumper harness into connector on the I/P harness side. Plug the other end into connector on the ECL side. The connectors on the jumper are specific and cannot be connected incorrectly. Connector becomes J165/P165.

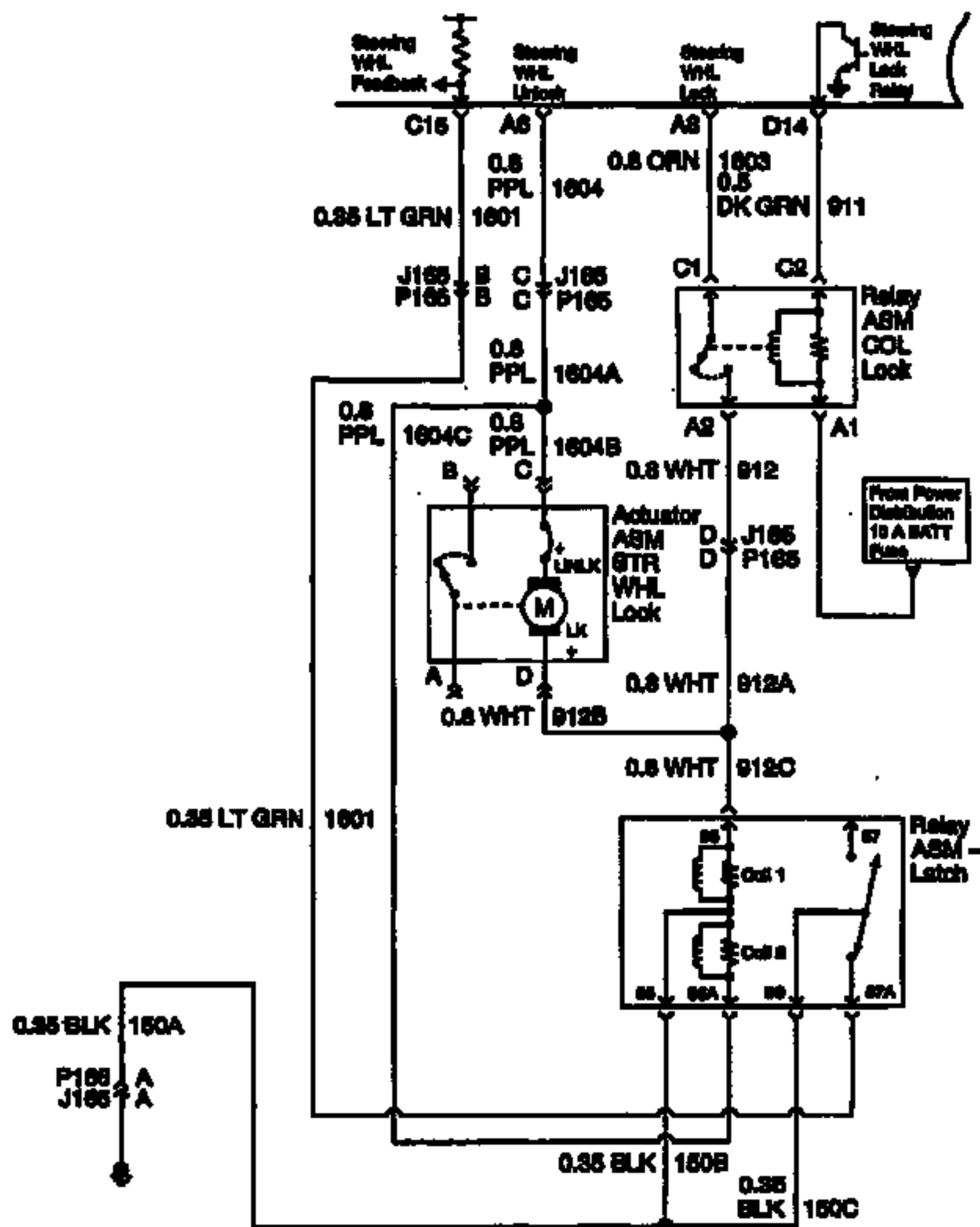


IMPORTANT: A schematic is included to aid and/or verify the proper installation of the service kit. The drawing depicts the 1996-2000 vehicles.

18. Install the lower and upper steering column shrouds.
19. Install the wiper control stalk.
20. Install the tilt lever.
21. Install the steering wheel to the steering column.
22. Install a new steering wheel set nut. Tighten the new steering wheel set nut to 41 N.m (30 lb ft).
23. Install the SIR module to the steering wheel.
24. Install the driver's side knee bolster trim panel.
25. Enable the SIR modules.
26. Reconnect the battery.
27. Cycle the ECL:

Depending on the position of the relay and the ECL bolt when the key is first turned on you may receive the message "Pull Key and wait 10 sec." on key-on. If you receive the warning message follow the instructions and key off and remove key from the ignition. Wait a full ten seconds and then re-insert the key and turn to the "on" position. From this point on, the ECL and relay should be synchronized.

28. Install the GM Campaign Identification Label.



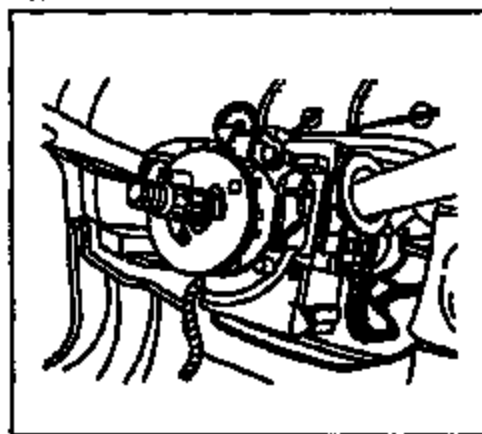
AUTOMATIC (US & CANADA)

Procedure for ECL Upgrade - All Manual Trans. & Export Automatic Trans. vehicles.

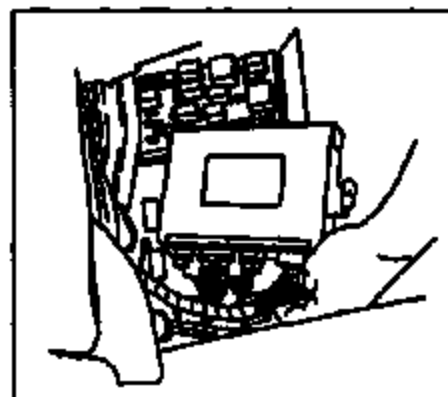
1. Disconnect the battery.
2. Disable the SIR modules.
3. Remove the Driver's side SIR module from the steering wheel.
4. Remove the steering wheel set nut and discard.
5. Using J-1859-A and J-42120 remove the steering wheel.
6. Remove the tilt lever.
7. Remove the combination trunk release and fog light switch.

IMPORTANT: When removing the driver's side knee bolster trim panel as described below, care must be taken not to damage the console trim plate as the knee bolster trim panel tucks in behind the console trim plate.

8. Remove the driver's side knee bolster retaining screws and trim panel. Pull back console trim plate away from the I/P and disengage the knee bolster trim panel.
9. Remove the wiper control stalk.
10. Remove the lower and upper steering column shrouds. Disconnect telescoping actuator switch harness, if equipped.
11. Remove the snap ring and SIR coil from the steering column.
12. Remove the steering column lock plate with J-38364.
13. Disconnect the ECL electrical harness.
14. Remove the ECL from the vehicle and discard.
15. Install a new ECL.
16. Connect the ECL electrical harness.
17. Install the steering column locking plate using J-38364.
18. Install the SIR coil and secure with snap ring.
19. Install the lower and upper steering column shrouds.
20. Install the wiper control stalk.



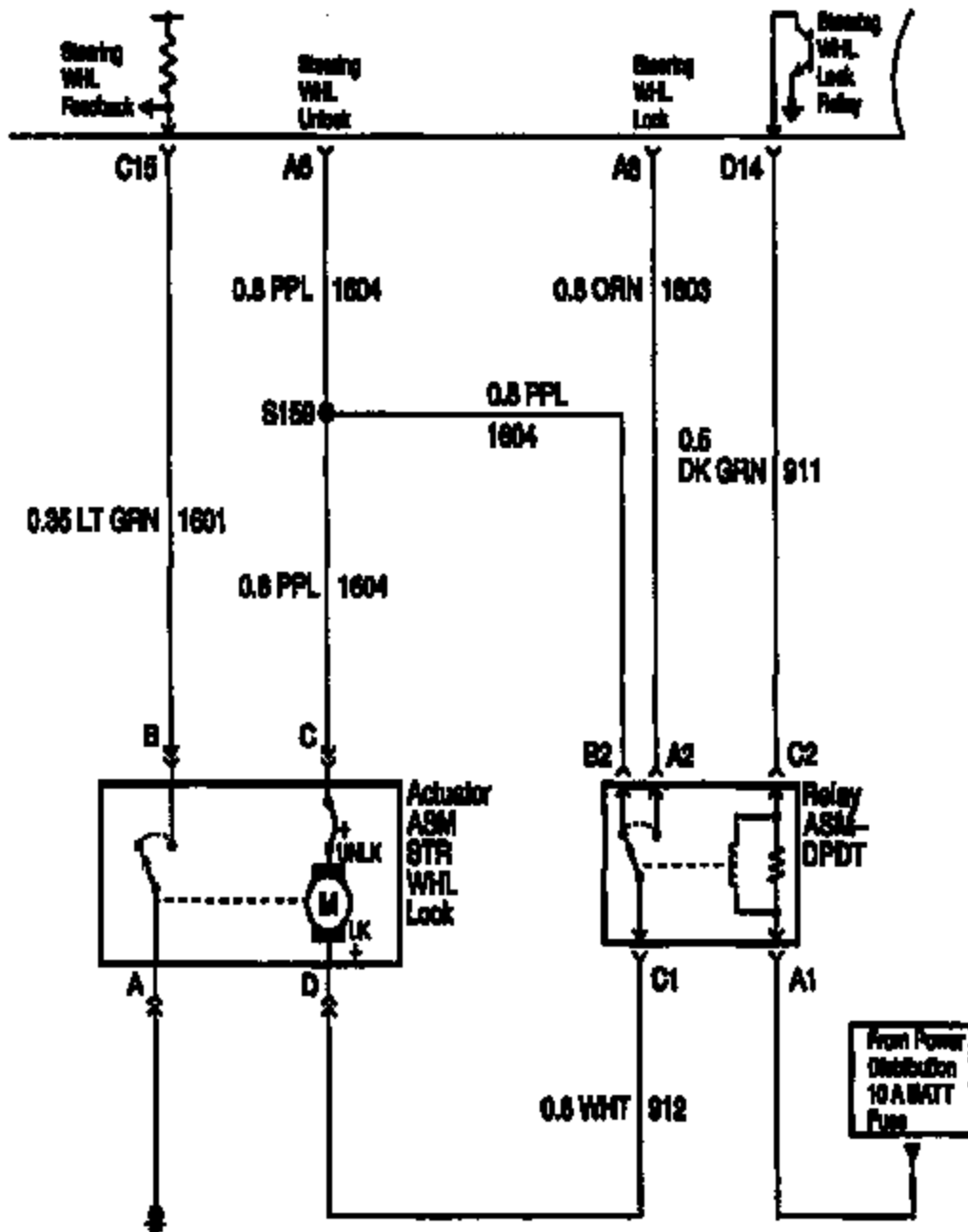
21. Install the tilt lever.
22. Install the steering wheel to the steering column.
23. Install a new steering wheel set nut. Tighten the new steering wheel set nut to 41 N.m (30 lb ft).
24. Install the SIR module to the steering wheel.
25. Install the driver's side knee bolster trim panel.
26. Remove the passenger side kick panel to access the electrical panel.
27. Release the retainer holding the BCM.
28. Disconnect the Green 16-way connector from the BCM. The proper connector is illustrated (BCM rotated 90°).



IMPORTANT: Use the attached Schematic at the end of the instructions to aid in verifying the installation of the new relay and jumper wire.

29. Remove the purple wire and terminal from cavity A6 of the BCM connector.
30. Install the heat shrink tubing over the wire and connect the removed terminal to the jumper wire.
31. Apply heat shrink tubing to the splice point and heat.
32. Install the jumper wire terminal into cavity A6 of the BCM connector.
33. Remove the CPA from the ECL relay connector.
34. Remove the terminal harness from the back of the connector.
35. Remove the relay.
36. Remove the orange wire from position C1 on the ECL relay connector.
37. Remove the white wire from position A2 on the ECL relay connector.
38. Swap the two terminal positions and re-insert (Orange wire to A2 and white wire to C1).
39. Add the new purple wire from the jumper to terminal position B2.
40. Install the new double pole, double throw relay.
41. Install the green 16-way connector to the BCM.
42. Secure the BCM to the electrical panel.
43. Tape the new purple wire neatly to another group of wires along its path.
44. Install the electrical center kick panel cover.
45. Enable the SIR modules.
46. Reconnect the battery.
47. Cycle the ECL:

Depending on the position of the relay and the ECL bolt when the key is first turned on you may receive the message "Pull Key and wait 10 sec." on key-on. If you receive the warning message follow the instructions and key off and remove key from the ignition. Wait a full ten seconds and then re-insert the key and turn to the "on" position. From this point on, the ECL and relay should be synchronized.
48. Install the GM Campaign Identification Label.



ALL MANUAL & EXPORT AUTOMATIC

CAMPAIGN IDENTIFICATION LABEL – For US and IPC

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. 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.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-549-6152 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number 8-1015 when ordering.



Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office

CAMPAIGN IDENTIFICATION LABEL – For CANADA

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. 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.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. Additional Campaign Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.

**CLAIM INFORMATION**

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR CP	LABOR HOURS
ECL Relay Harness Replace (Auto Trans. US & Can)	2	88852427	***	MA-96	V0743	0.8
ECL Relay Harness & ECL Replace (Manual Trans. US, Can, Export All)	3	88852428				1.2

Note: WINS verification of Transmission type allows use of single Labor operation Code.

- * Labor operation valid for Repair Orders dated prior to July 02, 2003.
- ** 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 applicable Mark-Up or Landed Cost Mark-Up (for IPC) for parts needed to complete the repair.

CUSTOMER NOTIFICATION – For US and CANADA

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin).

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 suggested dealer letter.

DEALER CAMPAIGN RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repared 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, through July 01, 2003.

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. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Campaign 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 campaign enters your vehicle inventory, or is in your dealership for service prior to July 02, 2003, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.



July, 2001

Dear General Motors Customer:

We want your experience owning your Corvette to be better than any other you've had...which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the "ON" position. If this occurs, the engine will stop running if the vehicle starts to move.

- | | |
|-----------------------------|--|
| What We Have Done: | <ul style="list-style-type: none">• We've made special repair kits available to your dealer so that your Corvette can be serviced as quickly as possible. This service will be performed for you at no charge through July 01, 2003. |
| What You Should Do: | <ul style="list-style-type: none">• We recommend that you contact your Chevrolet dealer to arrange a service appointment. |
| Customer Reply Card: | <ul style="list-style-type: none">• Presenting the attached card to your dealer will assist in making the necessary correction in the shortest possible time.• If you no longer own this vehicle, please check the appropriate box and provide new owner information, if available. |

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMODC	(905) 644-4112	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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

We sincerely regret any inconvenience this causes you. Also, we want you to know that we will continue to do everything we can to ensure that you are completely satisfied with your Corvette and with Chevrolet.

General Motors Corporation

Enclosure



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 00034
Date: November, 2000



PRODUCT SAFETY CAMPAIGN

SUBJECT: 00034 - LAP BELT WEBBING TWISTED

MODELS: 1997-2000 CHEVROLET CORVETTE MODEL VEHICLES

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1997-2000 Chevrolet Corvette model vehicles. Some of these vehicles exhibit a condition in which the lap belt webbing may twist, allowing the webbing to become jammed in the retractor. When the belt webbing becomes jammed in the retractor, the belt may be unusable. In a vehicle crash, an unbelted occupant may receive more severe injuries.

CORRECTION

Dealers are to install inserts to the belt web guide of each lap belt retractor.

VEHICLES INVOLVED

Involved are all 1997-2000 Chevrolet Corvette model vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1997	Chevrolet	Corvette	Bowling Green	V5100001	V5109707
1998	Chevrolet	Corvette	Bowling Green	W5100001	W5131069
1999	Chevrolet	Corvette	Bowling Green	X5100001	X5133283
2000	Chevrolet	Corvette	Bowling Green	Y5100001	Y5104470

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC only) before beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

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 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 listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Important: An initial supply of parts required to complete this campaign will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of November 6, 2000.

Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSPO). 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
10306414	Guide Kit - Driver/Passenger Seat Lap Belt Guide Extension (each kit contains 2 guides - 1 for each retractor)	1

SERVICE PROCEDURE

Important: For additional information and fastener torque specifications, see the Interior Trim subsection of the Body and Accessories Section and the Seat Belt subsection of the Restraints section of the appropriate service manual.

1. Remove the sill plate starting at the lock pillar by lifting and unsnapping the clips from the door opening finish trim panel.
2. Unsnap the sill plate from the hinge pillar.
3. Slide the sill plate out from under the hinge pillar upper trim, and on the driver's side out from around the hood release handle and the footrest.
4. Remove the lock pillar trim by pulling the panel with retainers away from the lock pillar and side rail.
5. Slide the lock pillar trim out from under the rear compartment side trim panel.
6. Separate the trim panel from the seat belt webbing and remove the lock pillar trim.

Important: Some vehicles may have had a one or both seat belt retractor assemblies replaced in service prior to the vehicle coming in for this campaign. The replacement service seat belt retractors

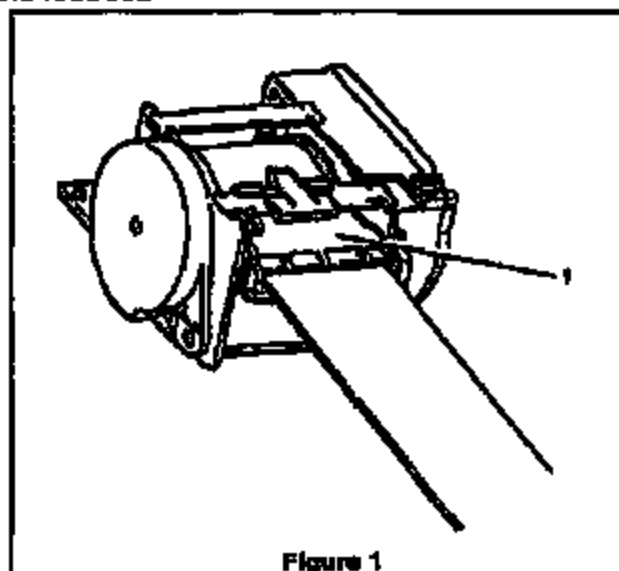


Figure 1

already have a black non-removable one-piece guide installed and therefore the two-piece guide listed in this campaign does not need to be installed on those replacement retractors.

7. Inspect for the presence of a black plastic guide (1) as shown in figure 1. If a guide is present, no further action is required on that retractor. However, you still must inspect the retractor on the other seat. Proceed to step # 12. If a guide is NOT present, proceed to step # 8 and install the two-piece guide listed in this campaign.
8. Pull the lap belt webbing material out of the retractor and remove any twists in the webbing if present. Allow the webbing material to retract fully into the retractor.
9. Pull the lap belt webbing material out of the retractor approximately 300mm (12 inches).

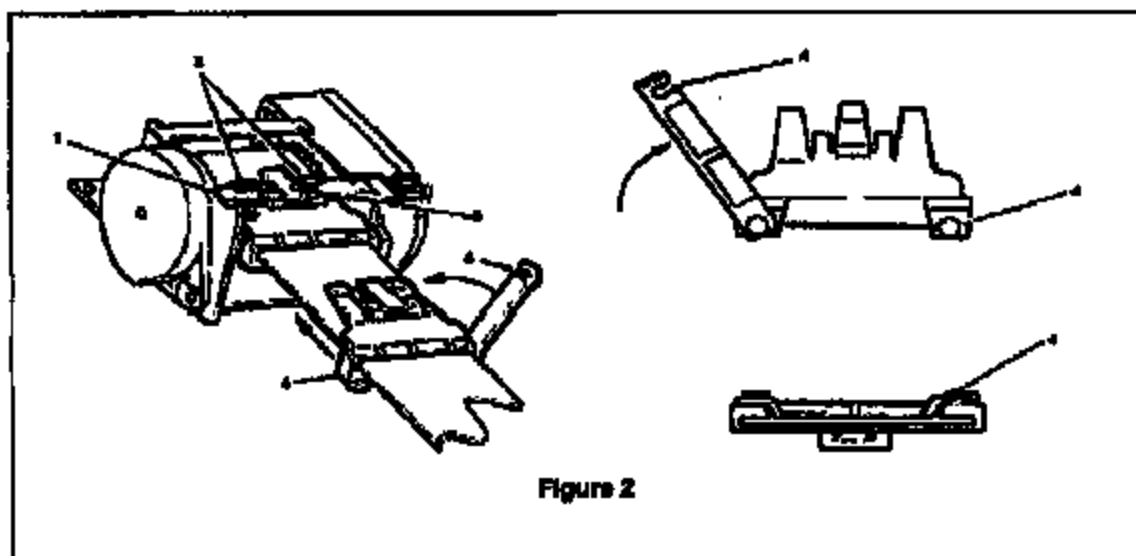


Figure 2

Important: The two-piece plastic guide in the next step has been designed so that it can ONLY be assembled CORRECTLY one way. When assembling the guide on the belt webbing, do NOT attempt to FORCE the two pieces together. No effort should be required for correct assembling of the two halves except for the final snapping or locking of the two halves at the location shown (4) in figure 2. When properly assembled there should only be a narrow opening for the belt webbing to pass through.

10. Assemble the two-piece plastic guide on the belt webbing as shown in figure 2 and lock them together at the location shown (4).
11. After the two-piece guide has been assembled correctly on the belt webbing, slide the guide assembly along the webbing and lock onto the retractor as shown in figure 2.

Important: When properly installed the legs on the plastic guide will lock on the retractor cross-bar (1) with the two lower legs (2) on the underside, and the center leg (3) on the top.

12. Verify proper retractor operation by allowing the belt webbing to retract back into the retractor. After it is fully retracted, pull the belt webbing out of the retractor at least 300mm (12 inches) and again allow it to retract.
13. Route the seat belt webbing through the lock pillar trim panel.

14. Position the lock pillar trim panel under the rear compartment side trim panel.
15. Position the lock pillar trim panel retainers to the holes in the lock pillar and the side rail.
16. Push in on the panel to secure the retainers.
17. Position the front of the sill plate under the hinge pillar upper trim with the rear of the sill plate tilted up.
18. Lower the rear of the sill plate inserting the front of the sill plate behind the hood release handle and the foot rest (driver's side).
19. Push forward on the sill plate aligning the sill plate retainers with the slots in the door opening finish trim panel.
20. Snap the sill trim plate into the hinge pillar first and then into the door opening finish trim panel.
21. Repeat steps 1 through 20 on the lab belt retractor on other side of the vehicle.
22. Install the GM Campaign Identification Label.

CAMPAIGN IDENTIFICATION LABEL – For US and IPC

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. 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.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-549-8152 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number 8-1015 when ordering.

Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office

CAMPAIGN IDENTIFICATION LABEL – For CANADA

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. 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.



Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. Additional Campaign Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-888-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.



CLAIM INFORMATION

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OF	LABOR HOURS
Inspect lap belt retractors and install lap belt webbing guides as required	0 or 1	10306414	**	MA-96	V0505	0.3

- * 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 applicable Mark-Up or Landed Cost Mark-Up (for IPC) for <list parts required> needed to complete the repair.

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

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

CUSTOMER NOTIFICATION – For US and CANADA

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin).

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 suggested dealer letter.

DEALER CAMPAIGN 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 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 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 campaign notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the campaign is not completed within a reasonable time.

DEALER CAMPAIGN RESPONSIBILITY - ALL

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. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Campaign 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 campaign enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the campaign 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. 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/dealer for information on whether your vehicle may benefit from the information.



We Support
Voluntary
Technician
Certification

00034

November, 2000

Dear Chevrolet 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 all 1997-2000 Chevrolet Corvette model vehicles. Some of these vehicles exhibit a condition in which the lap belts may twist, allowing the webbing to become jammed in the retractor. When the belt webbing becomes jammed in the retractor, the belt may be unusable. In a vehicle crash, an unbelted occupant may receive more severe injuries.

What Will Be Done: Your dealer will install inserts to the belt web guide of each lap belt retractor. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 20 minutes. 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 to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. 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 Chevrolet Customer Assistance Center at 1-800-222-1020. Deaf, hearing impaired or speech impaired call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones TDD/TTY).

If, after contacting the Chevrolet 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.

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

Enclosure

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HUDSON , FL

CASE NUMBER: 06067437 VIN: 1G1YY22G5X5130573
MODEL YEAR: 1999
DATE OPENED: 2001-12-20 SERIES: UNKNOWN
DATE CLOSED: 2001-12-20 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FERNAN CHEV OLDS OF TARPON SPRINGS
BRC PARENT: DEALER ADDRESS: 43520 US HWY 19 N., TARPON SPRINGS, FL, 34689, USA

*****GENERAL CASE INFORMATION*****

A01 Open Campaign 1 REPAIR ATTEMPT(S)	Product Campaign Claim CAMPAIGN 01044A
M41 Steering Column/Lock/Attaching Parts 1 REPAIR ATTEMPT(S)	Other STEERING LOCKED ON VEHICLE
C35 Bumper 0 REPAIR ATTEMPT(S)	Broken DAMAGED DRIVERS SIDE BUMPER
T01 Product Allegation GM 1241 1 REPAIR ATTEMPT(S)	Other ON STEERING COLUMN

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.html]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

CUST STATES THAT HE OWNS A 1999 CHEVROLET CORVETTE. CUST IS SECOND OWNER OF THE VEHICLE AND PURCHASED FROM ORIGINAL OWNER. CUST STATES THAT WHILE HE WAS PULLING OUT OF THE GAS STATION YESTERDAY THE STEERING COLUMN LOCKED UP AND HE RAN UP ON AN EMBANKMENT. CUST STATES THAT THE VEHICLE NOW HAS SOME BODY WORK THAT NEEDS TO BE DONE TO IT TOTALING \$608.00. CUST STATES THAT HE DOES NOT BELIEVE HE SHOULD HAVE TO PAY FOR THE REPAIR TO THE BODY ON THE VEHICLE THAT WAS DAMAGED DUE TO THE CAMPAIGN. CUST SEEKS TO GET BODY WORK COVERED UNDER WARRANTY. CRM SPOKE WITH SVC MGR- BILLY- AT DEALERSHIP WHO STATES THAT HE CONTACTED TECHNICAL ASSISTANCE AND HIS AVM AND THEY HAVE FOUND THAT WHEN THE STEERING COLUMN LOCKS UP- THE VEHICLE WILL DRIVE 1 MPH AND WILL SHUT OFF. SVC MGR STATES THAT THE BODY WORK WILL NOT BE COVERED UNDER THE WARRANTY ON THE VEHICLE. CRM ADVISED CUST THAT SHE NEEDED TO DO SOME FURTHER RESEARCH, BUT WOULD BE GETTING BACK WITH HIM LATER TODAY.

*****CONTINUED*****; 0; 37772677B

2001-12-20

CONTINUED CUST STATES THAT HE CAN BE REACHED @ 727-354-7736. SABRA KENT/FL
PILOT/TAMPA/57836; 0; 377726792
2001-12-20

CRM WAS ADVISED BY TM- TIFFANY BAKER TO CREATE A PAR REQUEST ON CUSTOMER'S BEHALF. CRM
ATTEMPTED TO CONTACT CUSTOMER @ CELL NUMBER THAT WAS LEFT- CRM WAS UNABLE TO CONTACT CUST,
BUT LEFT A MESSAGE FOR HIM TO PLEASE CONTACT CAC IN REGARDS TO HIS FILE. CRM SUSPENDING
FILE AND WILL CONTACT CUSTOMER BACK TODAY BETWEEN 430-500 PM EST. SABRA KENT/FL
PILOT/TAMPA/57836; 0; 377729493
2001-12-20

cust states that he is returning previous crm call. crm advised cust of transfer to previous
crm. nicole day/tampa/cca/ext57013; 0; 377737025
2001-12-20

CRM RECEIVED CALL FROM CUSTOMER AND GOT INFORMATION TO CREATE PAR REQUEST. CUST STATES THAT
WHEN THE STEERING COLUMN LOCKED HE COULD NOT CONTROL THE VEHICLE. CUST STATES THAT HE RAN
UP ON A CURB AND DAMAGED THE FRONT DRIVERS SIDE BUMPER ON THE VEHICLE. CUST SEEKS FOR ISSUE
TO BE RESOLVED. CRM ADVISED CUST THAT SHE WOULD NEED TO CREATE A PAR REQUEST AND FORWARD IT
TO THAT DEPT. CRM ADVISED CUST THAT HE WOULD BE CONTACTED WITHIN 24-48 HOURS. CRM
INITIATING PAR REQUEST. SABRA KENT/FL PILOT/TAMPA/57836; 0; 377737628

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

OWNER NAME: DRIVER AGE:
OWNER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
DAMAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:

COMP INSPECTED:
INVESTIGATIVE SUMMARY:
STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
IDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME :
COMPANY :
ADDRESS :

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ESIS

An Insurance Services Company

ESIS GM Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

313.665.3412 ext
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

April 15, 2003

[REDACTED]
New Orleans, LA [REDACTED]

Re: File Number: 458468 (your file #03-2350)
Date of Event: 2-15-03
Claimant: [REDACTED]
Client/Account: General Motors

Dear [REDACTED]

ESIS is the Third Party Administrator on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claim Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your client. Your correspondence alleges that your client sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of any photos taken by anyone on your behalf. Please do not send originals, as they may not be returned.
2. A copy of the police/fire report
3. A copy of the vehicle operator's statement of events, including the events prior to and immediately following this incident
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to this incident
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, a chronological summary of operations performed is needed
6. Advise as to any after-market equipment, which may have been installed on the subject vehicle. If applicable, provide copies of the receipts and/or invoices of the installation of said equipment

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices and a copy of the repair records pertaining to the recalls
9. Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please provide a salvage estimate and your total loss work sheet (Ins Co)
11. Advise of any injuries
12. Advise if your client is the original owner of the subject vehicle

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim an/or a cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Deborah Diehr
Claim Administrator
313.665.3412

JOB STATUS REPORT

TIME : 05/01/2003 12:54
NAME :
FAX# :
TEL# :

DATE, TIME
FAX NO. /NAME
DURATION
PAGE(S)
RESULT
MODE

05/01 12:53
815844886302
88:00:47
03
OK
STANDARD
EQM



ESIS GM Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-2000
800.888.0164 main
www.esis-ins.com

Fax Transmission

From:
Deborah Diehr

Fax:
313.665.0911

Tel:
313.665.3412

Date:
May 01, 2003

E-mail:
deborah.diehr@esis.com

Pages including cover:
3

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law.

Company/Department:

Fax:

Tel:

Re:

(your file #03-

Tish: Please find enclosed the letter that I sent to Mr. Cater on 4-15-03. Mr. Cater can call me at 313.665.3412 to discuss this claim.

Thanks,

Deborah Diehr
Claim Administrator



ESIS GM Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000
800.888.0164 *main*
www.ace-ins.com

Fax Transmission

To:

[REDACTED]

cc:

Compensation Department:

Case # 03-011111

Fax:

[REDACTED]

Tel:

[REDACTED]

Re:

[REDACTED] 58 (your file #03-2350)

From:

Deborah Diehr

Fax:

313.665.0911

Tel:

313.665.3412

Date:

May 01, 2003

E-mail:

deborah.diehr@esis.com

Pages including cover:

3

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law.

Tish: Please find enclosed the letter that I sent to [REDACTED] on 4-15-03. [REDACTED] can call me at 313.665.3412 to discuss this claim.

Thanks,

Deborah Diehr
Claim Administrator

JOB STATUS REPORT

TIME : 07/09/2003 13:11
NAME :
FAX# :
TEL# :

DATE, TIME 07/09 13:18
FAX NO./NAME 015844886302
DURATION 00:00:37
PAGE(S) 02
RESULT OK
MODE STANDARD
EQM

ESIS

An Insurance Services Company

ESIS GM Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48268-3000

313.668.3412 tel
313.668.0911 fax

Deborah.Diehrt@ESIS.com

Deborah Diehr
Claim Administrator

April 15, 2003

[REDACTED]
New Orleans, LA [REDACTED]

Re: File Number: [REDACTED]
Date of Event: [REDACTED]
Claimant: [REDACTED]
Client/Account: General Motors

Dear [REDACTED]

ESIS is the Third Party Administrator on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claim Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your client. Your correspondence alleges that your client sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of any photos taken by anyone on your behalf. Please do not send originals, as they may not be returned.



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Deborah.Diehr@gm.com
ESIS/GM Product Liability Unit

July 1, 2003

[REDACTED]
New Orleans, LA [REDACTED]

Re: File Number: [REDACTED]
Date of Event: 2-15-03
Claimant: [REDACTED]
Client/Account: General Motors

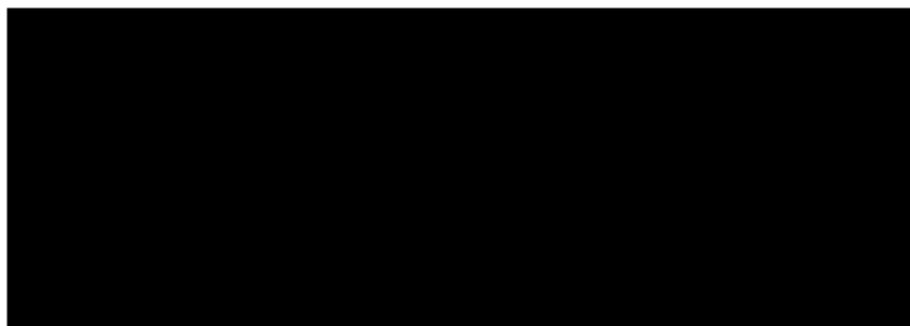
Dear [REDACTED]

This letter serves, as a reminder that in order to give this claim proper consideration, the information requested in my letter dated 4-15-03 (and also faxed on 5-1-03) is still needed. If I do not hear from you within the next 30 days, I will assume that you are no longer interested in pursuing a claim against General Motors on behalf of your client and I will close my file accordingly.

If you have any questions, please call me at [REDACTED] Monday through Friday between 8:00 am and 4:30 pm.

Sincerely,

Deborah Diehr
Claim Administrator
313.665.3412



July 8, 2003

To: Fax #: 

From: R. Glenn Cater

Fax #: 488-6302

Re: 

Number of pages including this cover sheet: 2

Message:

[If you should experience problems receiving this transmission, please call Tish at 488-6300.]

CONFIDENTIALITY NOTICE

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CATER & WILLIS
A PROFESSIONAL LAW CORPORATION
1178 CANAL STREET
NEW ORLEANS, LOUISIANA 70119
TELEPHONE (504) 488-6300

R. GLENN CATER*
JENNIFER N. WILLIS*
*ALSO ADMITTED IN COLORADO

FACSIMILE (504) 488-6302

July 8, 2003

Deborah Diehr
ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

VIA FACSIMILE NO. 1-313-665-0911

RE: [REDACTED] General Motors
Your File Number [REDACTED]
Our File Number: [REDACTED]

Dear Ms. Diehr:

In response to your July 1, 2003, correspondence, we have made several attempts to contact you by phone, but have not yet received a return call.

Please be advised of our intention to file a lawsuit on Friday, July 11, 2003, if we have not heard from you by that time.

Sincerely,

R. Glenn Cater
R. Glenn Cater

RGC/lmj

RECEIVED

AUG 05 2003

CATER & WILLIS
A PROFESSIONAL LAW CORPORATION
8788 CANAL STREET
NEW ORLEANS, LOUISIANA 70118
TELEPHONE (504) 488-6300

ESIS-GM CLAIMS UNIT

R. GLENN CATER*
JENNIFER N. WILLIS*

FACSIMILE: (504) 488-6302

***ALSO ADMITTED IN COLORADO**

July 22, 2003


Ms. Deborah Diehr
Claim Administrator
ESIS GM Claims Unit
300 Renaissance Center
Mail Code 482 C20 071
Detroit, MI 48265-3000

RE: [REDACTED], GM Corporation
Your file # [REDACTED]
Our file: 0 [REDACTED]

Dear Ms. Diehr:

I have reviewed your April 15, 2003, correspondence. My client was of the understanding that someone from engineering had visited the dealership while the vehicle was being repaired. He feels that General Motors and Sewell acted irresponsibly in releasing the vehicle without assessing the cause of the malfunction. He has asked that I proceed with litigation.

Sincerely,


R. Glenn Cater

RGC/twr

PRIVILEGED MATERIAL REDACTED

BK No.	1-7446808	Rd No.		BRC Type	PAR	Safety Yes		Bus. Unit	BRC
Account		Site		Goodwill				Area	PAR
Last Name	[REDACTED]	First Name	[REDACTED]	Approval	Not Initiated			Sub-Area	Initial PAR- Collision
Daytime #	[REDACTED]	Street	[REDACTED]	UCC	Steering - Column / Ignition Lock / Parts			Source	Phone
Evening	[REDACTED]	City	Siddell	Involved Dealer	Sewall Cadillac-Chevrolet, Inc.			Updated	4/8/03 8:43:07 AM
Con Acct		State	LA ZipC [REDACTED]	Status	Closed			Owner	DREW K
Make Chevrolet	Mileage 14266	Serial #VIN	1G1YY22G5Y6100607	Sub-Status	Discontinued			Opened	2/20/03 1:44:39 PM
Model Corvair	Year 2000	Warr. Start	07/31/1999	Abstract	Steering Allegation			Closed	4/8/03 8:42:46 AM
Customer Description	This is a per file, refer calls to Kevin Drennan#7782								

Pre-PAR

PAR	Owner	Incident	2/16/08 6:00:00 PM	secret	steering locked, van would not turn, hit curb and pole.
Notifier		Date/Time		Description	
Drivers	Redacted	Drivers	Tina		
Last Name		First Name		Damage	front end damage
DOB		Disabilities	none given	Description	
	Height				
	unknown				
# of Other	0	# People In	2	Incident	Hittsburg MS
Vehicles		Vehicle		Location	
Injuries	N	Road	Wet		Vehicle
		Cond			Location
					Dealership for repairs
Maint.	unknown	Component	Steering	Insurance	Monitor
Location		Road	Asphalt	Last Name	
Fire Report		Surface		Insurance	Brett
#		Emergency/n/a		Agent	(800) unknown
		Names		Phone #	
Police	unknown			Agency	
Report #				Add'l Info	seeking repairs, no lawsuit

PAR Detail

[illegible]

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Description
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Comments

04/06/03	DREWK	BRC PAR	Close-No Offer to Repair/Rep	Done	Closing- ESIS Attorney Involvement
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Comments

Business summary-- 1-crm reviewed per file 2-crm contacted customer and confirmed 1241 facts 3-crm received customer authorization to inspect veh. 4-crm arranged an EAA inspection 5-crm located and reviewed inspection reports 6- Customer attorney contacted- CRM. 7-crm provided attorney with ESIS information 8-crm closed file and forwarded to ESIS.... NOTHING WAS OFFERED TO THE CUSTOMER Kevin Drow/Par/57782

04/06/03	DREWK	BRC PAR	ESIS- Atty Involvement	Done	ESIS Attorney Involvement
----------	-------	---------	------------------------	------	---------------------------

Comments

Cust has retained an Attorney:
R. Glenn Carter
3723 Canal St
New Orleans, LA 70119
504-488-6300
CRM advised Attorney file being sent to ESIS. Kevin Drow/Par/57782

04/07/03	DREWK	Inbound White Mail		Done	BRC PAR Scanned: 2009-04-07-17:37:23 RECD: KESKES Ranc DREDED1A7A
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Comments

04/07/03	DREWK	Inbound Call Third Party	Service Request Update	Done	Attorney Called
----------	-------	--------------------------	------------------------	------	-----------------

Comments

Attorney states he has drafted the suit and will fax to CRM and also Mail. CRM advised Attorney of ESIS and that file will be sent to them when CRM receives the letter and ESIS should respond in 8-10 working days.. Kevin Drow/Par/57782

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Description
04/07/03	DREWK	Outbound Call Third Party	Left Message	Done	Called Attorney
<u>Comment</u>					<u>Confidential</u> Left VM for Attorney to send letter of intent so CRM can forward file to ESIS. Kevin Drew/Par/57792
04/01/03	DREWK	Inbound Call Customer	Requesting Status	Done	Cust called
<u>Comment</u>					<u>Confidential</u> Cust states Aaron King at dealer told him the veh was ready but they did not do any repairs to the steering concern. Cust states this concern has happened to him 2 times before and had the campaign part replace 2 times, and Cust is not comfortable with veh if steering has not been repaired. Cust states when battery is disconnected it clears everything out and the steering unfolds. Cust states he is having his Attorney handle this against Dealer and GM. Attorney is: Glenn Cator 504-488-6300 Cust states when he questions the steering not being repaired he was advised to call PAR by Darren Blanchard, Svc Mgr. CRM advised Cust that file will be handled by ESIS because of Attorney involvement. Cust states will have Attorney call CRM. Kevin Drew/Par/57792
04/01/03	DREWK	Research		Done	Review w/ EAA
<u>Comment</u>					<u>Confidential</u> 3/27/03 D Harchler, EAA, will advise CRM meaning of codes listed in inspection report. Kevin Drew/Par/57792
03/13/03	DREWK	BRC PAR	Inspection Received	Done	Received Inspection
<u>Comment</u>					<u>Confidential</u> Received EAA inspection by mail. Kevin Drew/Par/57792
03/12/03	DREWK	Inbound White Mail		Done	BRC PAR Scanned: 2003-03-11-21.07.58.000000, MSXDocNum: DRE3E68E7F
<u>Comment</u>					<u>Confidential</u>
02/25/03	DREWK	Inbound Call Third Party	Service Request Update	Done	EAA Called
<u>Comment</u>					<u>Confidential</u> EAA left VM, will do inspection on 3/5/03. Kevin Drew/par/57792

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub Type	Status	Description
02/27/03	DREWK	BRC PAR	Inspection- EAA- Other	Done	EAA Steering
<u>Comment</u>	Sending to EAA for steering inspection - Cust alleging steering locked up possible like campaign Q1044 performed on 8/24/01. Kevin Drew/Par57792				<u>Confidential</u>
02/27/03	MORRIS	Submit for Approval	Letter (Non Goodwill)	Done	PAR Inspection
<u>Comment</u>	Letter approved by Shante Morris. Tampa/BRC/PA/58378				<u>Confidential</u>
02/27/03	DREWK	Correspondence		Done	Created: BRC PAR_PA0002. SR#1-74448698
<u>Comment</u>					<u>Confidential</u>
02/27/03	DREWK	Outbound Call Dealer	Made Contact	Done	Called Dealer
<u>Comment</u>	Dealer states they have not started repairs and we may use facilities for EAA inspection. Dealer states he told owners not to put key in ignition after accident but they did and they disconnected the battery. Dealer states the tow driver believes the daughter's Boyfriend may have been driving. Kevin Drew/Par57792				<u>Confidential</u>
02/27/03	DREWK	Inbound Voice Mail	Service Request Update	Done	Dealer Called
<u>Comment</u>	Dealer left VM. Kevin Drew/Par57792				<u>Confidential</u>
02/28/03	DREWK	Outbound Call Customer	Left Message	Done	Called Dealer
<u>Comment</u>	Left VM for Svc Mgr. Kevin Drew/Par57792				<u>Confidential</u>
02/28/03	DREWK	Outbound Call Dealer	Left Message	Done	Called Dealer
<u>Comment</u>	CRM advised Svc Mgr is in a Mgr Meeting till 1:30 Kevin Drew/Par57792				<u>Confidential</u>

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Description
02/26/03	DREWK	Inbound Call	Service Request Update	Done	Dealer called
<u>Comment</u>					<u>Confidential</u>
Dealer left VM. Kevin Drew/par/57782					
02/26/03	DREWK	BRC PAR	Initial Contact- AVM	Done	Called AVM
<u>Comment</u>					<u>Confidential</u>
CRM left VM advising of the allegation. Kevin Drew/par/57782					
02/26/03	DREWK	BRC PAR	Initial Contact- Dealer	Done	Called Dealer
<u>Comment</u>					<u>Confidential</u>
CRM left VM for Svc Mgr. Kevin Drew/Par/57782					
02/26/03	DREWK	BRC PAR	Initial Contact- Phone	Done	Called Cust
<u>Comment</u>					<u>Confidential</u>
CRM called 985-788-6030 and changed # in file. Driver, Tina, states she was going between 20-30mph while raining and she was making a right turn and it felt like the steering locked up and she hit a high curb on the right and then veh went across to the left side of road and struck a pole. Cust states she is not sure if she was braking. Cust states she could not control veh. Cust states they think the steering concern has something to do with the campaign they had performed. Cust states veh is at Sowell Cad New Orleans. CRM states he will call dealer to find out what they know and will call Cust back. Kevin Drew/Par/57782					
02/26/03	DREWK	Outbound Call Customer	Left Message	Done	Called Cust
<u>Comment</u>					<u>Confidential</u>
CRM called Evening # and left VM. Kevin Drew/par/57782					
02/26/03	DREWK	Inbound Voice Mail	Service Request Update	Done	Cust Called
<u>Comment</u>					<u>Confidential</u>
Cust left VM. Kevin Drew/Par/57782					
02/26/03	DREWK	Inbound Voice Mail	Service Request Update	Done	Cust Called
<u>Comment</u>					<u>Confidential</u>
Cust left VM. Kevin Drew/Par/57782					

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Description
02/24/03	DREWK	BRC PAR	Acknowledgement	Done	Called Evening #
<u>Comment</u> CRM left message for Cust. Kevin Drew/par/57792					<u>Confidential</u>
02/24/03	DREWK	Outbound Call Customer	Reached Wrong No./Disconnect	Done	Called Daytime #
<u>Comment</u> Recording states can not be connected as dialed. Kevin Drew/par/57792					<u>Confidential</u>
02/21/03	DREWK	Research		Done	File scan
<u>Comment</u> CRM did a file scan and found file 05420421 unrelated to allegation. Kevin Drew/par/57792					<u>Confidential</u>
02/21/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: DREWK
<u>Comment</u>					<u>Confidential</u>
02/21/03	DREWK	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO KEVIN DREW @ 57792
<u>Comment</u>					<u>Confidential</u>
02/21/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
<u>Comment</u>					<u>Confidential</u>
02/21/03	PETTTIS	Ownership Changed		Done	Service Request Ownership has changed FROM: PETTTIS TO: BOYCER
<u>Comment</u>					<u>Confidential</u>
02/20/03	BOYCER	Escalation	Initial PAR	Done	PAR
<u>Comment</u> File has been received and assigned in PAR Rutha Boyce /PAR					<u>Confidential</u>

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub Type	Status	Description
02/20/03	PETITTS	Inbound Call Customer	Complex Request	Done	a

Comments CUST STATES

CUST SEEKS

CRM ADVSD

Stephen Pettit/PDX/CAC

Confidenti
al

UCC Information

UCC Code	Symptom	Description
M41	Inoperative	Steering - Column / Ignition Lock / Parts

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

STEERING, SUSPENSION, A/C, TIRE & TUBE, & ELECTRICAL

Division: CHEVROLET	Ref# 1-74449006	Document ID	Date Saved: 3/8/2003
VIN: 1G1YY22G5Y8100507	Claimant's Name (LAST, First) BUDZEYKO		

Division:	Ref#	Document ID	(page 1 of 6)
VIN:	Claimant's Name (LAST, First)		

Inspected By: KEITH LAWHON
Phone: (281) 422-8782

Organization: ENGINEERING ANALYSIS
Inspection Date: 3/5/2003
Mileage at Inspection: 14285

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations: VEHICLE HAD IMPACT DAMAGE TO RIGHT FRONT FENDER AND WHEEL, THE RIGHT REAR WHEEL AND BRAKE SYSTEM WAS ALSO DAMAGED. THE BATTERY WAS DEAD AT START OF INSPECTION. OBTAINED CDR DATA AND DTC'S WITH ASSISTANCE OF DEALER TECHNICIAN WITH A TECH II. NO WARNING LIGHTS WERE ON AT TIME OF INSPECTION. THE AIR BAG LIGHT WOULD FLASH 7 TIMES AND GO OUT, ABS, BRAKE, AND CHECK ENGINE LIGHTS WOULD COME ON AND GO OFF AFTER SYSTEM CHECK. ABS AND PCM HAD STORED DTC'S IN SYSTEM.

II INTERVIEW - VEHICLE HISTORY

Note to the Inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: MRS. BUDZEYKO, PO BOX 1722, SLIDELL, LA 70685/841-4837

2. Prior collision damage (date, description, etc.) NONE

Repaired by: _____

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", tires worn, etc.): RIGHT FRONT FENDER CRACK ABOVE WHEEL OPENING; THE RIGHT FRONT WHEEL HAS UTILITY POLE SPLINTERS BETWEEN WHEEL AND TIRE AND WHEEL RIM SCUFFED. THE LEFT REAR WHEEL WOULD NOT ROTATE BECAUSE WHEEL WAS DRIVEN IN OVER CONTROL ARM BREAKING ROTOR/DURM ASSEMBLY; THE WHEEL RIM WAS ALSO SCUFFED SEVERLY.

4. Repairs outside of warranty (what, when, by whom?): NONE

5. Other vehicle history information (from person being interviewed or GM Warranty History)? SEE GM VIS...MRS. BUDZEYKO STATED THAT CAMPAIGN NO. 01044 HAD BEEN DONE TWO TIMES BUT IT IS NOT IN THE VIS RECORD. RECALLS WERE DONE AT DEE CHEVROLET AS PER MRS. BUDZEKO

6. Last maintenance (date, description, by whom?): UNKNOWN

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: 0 lbs, Load description: NONE, Load location: NONE

Describe the following:	Before the incident	At the Beginning* and During the incident
Steering (normal, other)	NORMAL	WOULD NOT RESPOND TO DRIVER
Suspension (normal, other)	NORMAL	NORMAL
Engine (normal, other)	NORMAL	NORMAL
Transmission (normal, other)	NORMAL	NORMAL
Electrical (normal, other)	NORMAL	NORMAL
Warning lights/messages	NONE	NONE
Unusual noises (from where?)	NONE	NONE
Smoke/steam (from where?)	NONE	NONE
Other	NONE	NONE

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: STREET INTERSECTION IN HATTISBURG, MISS. NAME UNKNOWN

Surface where incident occurred.

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? _ Describe: ASPHALT

Condition: Wet, Dry, Icy, or Other? _ If other, specify: WET

Estimated vehicle speed 30 MPH Source of estimate: MRS. BUDZEYKO AS PER DAUGHTER

Incident occurred while: Accelerating, Turning, Braking, Coasting, Driving normally. TURNING

What did you do after you realized something was wrong? Describe: VEHICLE WOULD NOT CORRECT WHEN TURN COMPLETED AND CONTINUED ON IN TURN

Any other comments or observations that have not been covered? RAINING AT TIME OF INCIDENT

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following.

A. Exterior:

Front
Right side
Rear
VIN
Left side

Comments: CRACK IN FIBER GLASS FENDER ON RIGHT FRONT

B. Corner assemblies, if applicable:

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies

Comments: STEERING ADJUSTER ON RIGHT FRONT TIE ROD BENT AND TIE ROD ADJUSTER ON RIGHT REAR BENT

C. Interior:

Instrument panel & odometer

Comments: _____

D. Underhood:

Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: _____

E. Underbody:

Steering linkage
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels
Etc.

Comments: RIGHT SIDE WHEELS ARE SEVERLY SCUFFED AND BRAKE ASSEMBLY ON RIGHT REAR
BROKEN

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: NONE

Anything on vehicle which is a modification: NONE

Anything on vehicle which is unusual, out-of-place, etc.: NONE

Other relevant information: _____

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATION/TEST RESULTS
Steering system	NORMAL
Steering linkage	RIGHT FRONT STEERING LINK BENT
Gear/rack and pinion	NO DAMAGE
Steering column, ignition switch, intermediate shaft	NO DAMAGE
Steering pump, drive, hoses, connections, flow, pressure	NORMAL
PS fluid level and condition	FULL AND CLEAR
Steering knuckle	NOT DAMAGED
Suspension components - LF	NORMAL
RF	NORMAL
LR	NORMAL
RR	ADJUSTED ROD BENT
Rear axle assembly	NO DAMAGE
Deformation to the frame	NO DAMAGE
Describe evidence of axle/suspension/tire contact with frame, body or components	RIGHT REAR CONTROL ARM MARKED WHERE WHEEL AND BRAKE ASSEMBLY CONTACTED AND LOCKED WHEEL
Describe contact of the undercarriage with the road surface (road, shoulder, curb, or grass)	NONE
Electronic level control system/components	NORMAL
Engine (normal, other)	NORMAL
Electrical (normal, other)	BATTERY DEAD BUT COULD BE CHARGED
Warning lights/messages	NONE
Wheels (damage/impact marks)	BOTH RIGHT SIDE WHEEL HAVE SCUFF MARKS
Codes/numbers for failed components. Describe	DTC'S IN HISTORY P1518 PCM-TACH DATA CIRCUIT B2587 - COLUMN LOCK DRIVE A INTERNAL OPEN/SHORT TO GROUND B2582 - COLUMN LOCK DRIVE B INTERNAL OPEN/SHORT TO GROUND ABS C1285 E2 INTERNAL MALFUNCTION- EBTOM INTERNAL MALFUNCTION C1235 RIGHT REAR WHEEL SPEED SENSOR OPEN/SHORT TO GROUND
Other	NONE

B. ECM/PCM

Stored codes? (Y/N) Y If yes, list code number and description.

P1518, B2587, B2582 SEE ABOVE

CODE	COUNTS	DESCRIPTION
P1518	—	TACH DATA CIRCUIT
B2587	—	COLUMN LOCK DRIVE A INTERNAL OPEN/SHORT TO GROUND
B2582	—	COLUMN LOCK DRIVE B INTERNAL OPEN/SHORT TO GROUND
—	—	—
—	—	—
—	—	—

Other comments: _____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT

CODEDESCRIPTION

HISTORY

CODEDESCRIPTION

C1235

RIGHT REAR WHEEL SPEED SENSOR OPEN/SHORT

C1255

E2 INTERNAL MALFUNCTION EBCM INTERNAL MALFUNCTION

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

DTC'S TAKEN BY DEALER TECHNICIAN AND WERE LEFT IN SYSTEM

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: NONE

3. Other comments: _____

D. TIRE INSPECTION**1. IDENTIFICATION:**

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch
LF	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P245/45ZR17</u>	<u>30</u>	<u>7/32</u>
RF	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P245/45ZR17</u>	<u>30</u>	<u>7/32</u>
LR	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P275/40ZR18</u>	<u>30</u>	<u>7/32</u>
RR	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P275/40ZR18</u>	<u>30</u>	<u>7/32</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF NONE

RF NONE

LR NONE

RR SKID SPOT WHERE WHEEL LOCKED AGAINST LOWER CONTROL ARM...MINIMAL

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	<u>FRT-P245/45ZR17</u>	<u>30</u>	_____
	<u>R-P275/40ZR18</u>		
SPARE TIRE	_____	<u>30</u>	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and

enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: COULD NO GO TO LOCATION

PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: CHEVROLET	Ref# 1-74449596	Document ID	Date Saved: 3/8/2003
VIN: 1G1YY22G5100507	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	(page 1 of 4)
VIN:	Claimant's Name (LAST, First)		

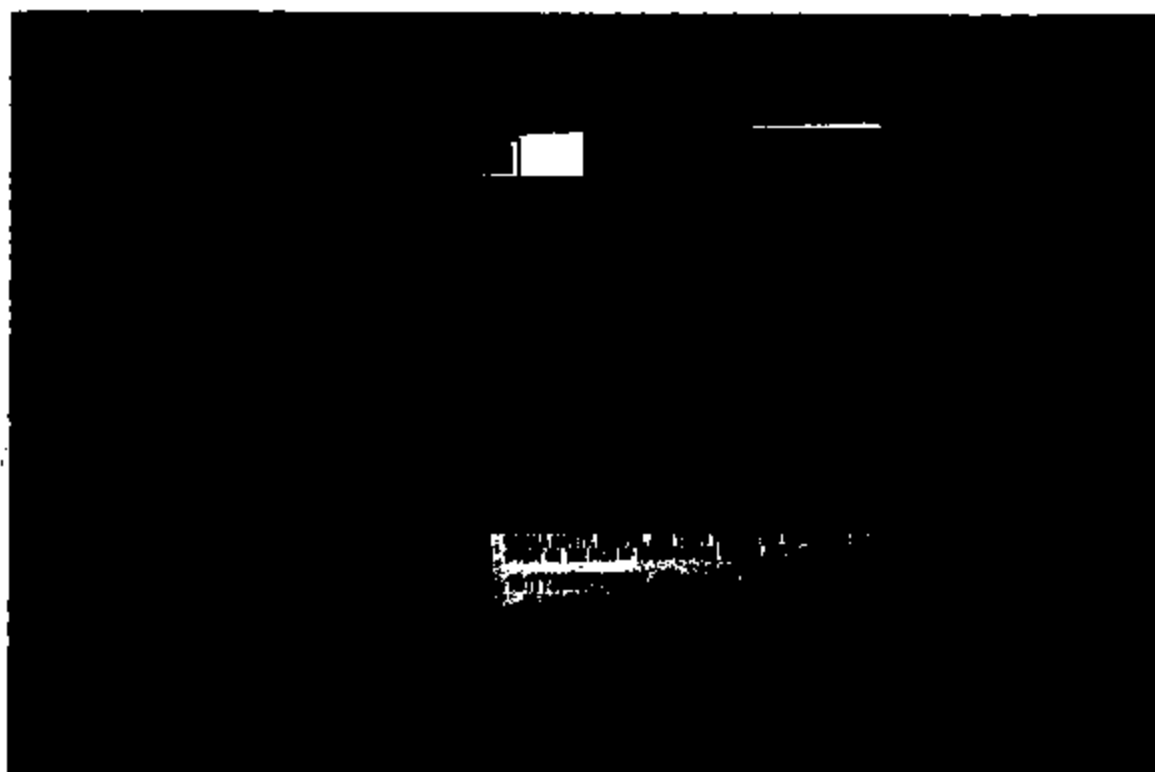
Inspector KEITH LAWHON

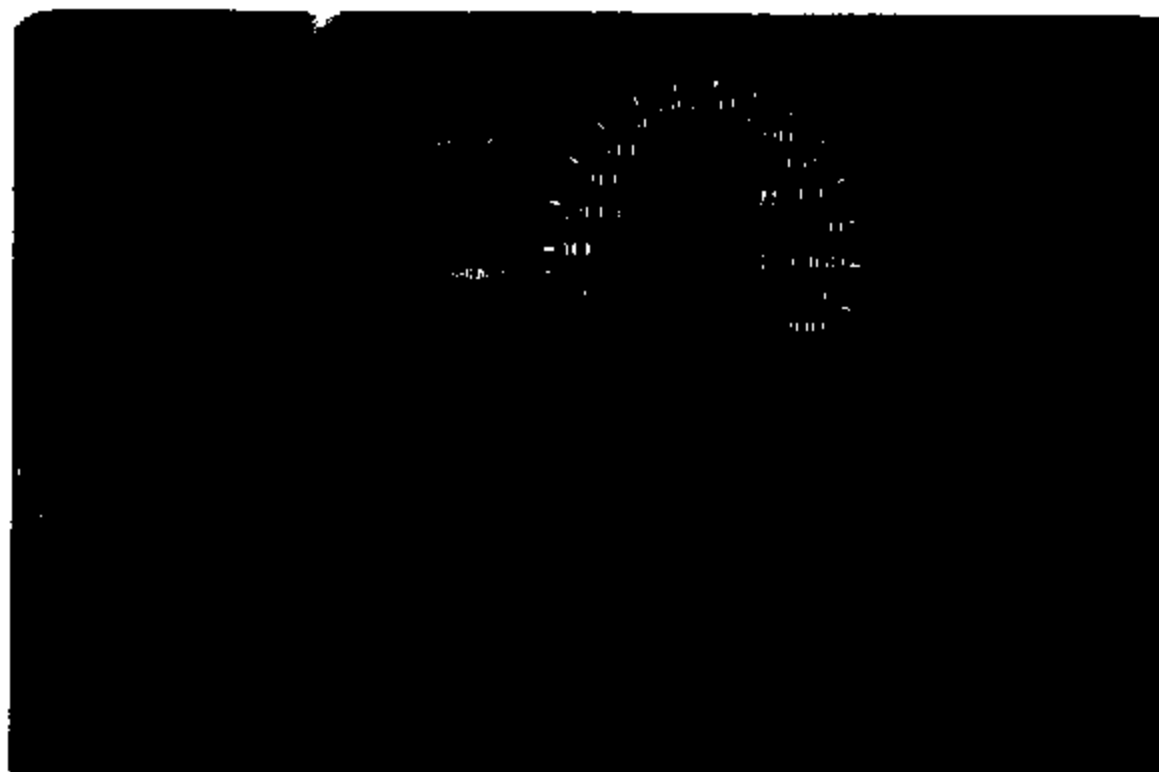
Number of Rolls 1

Roll Number 1

Neg.# Description

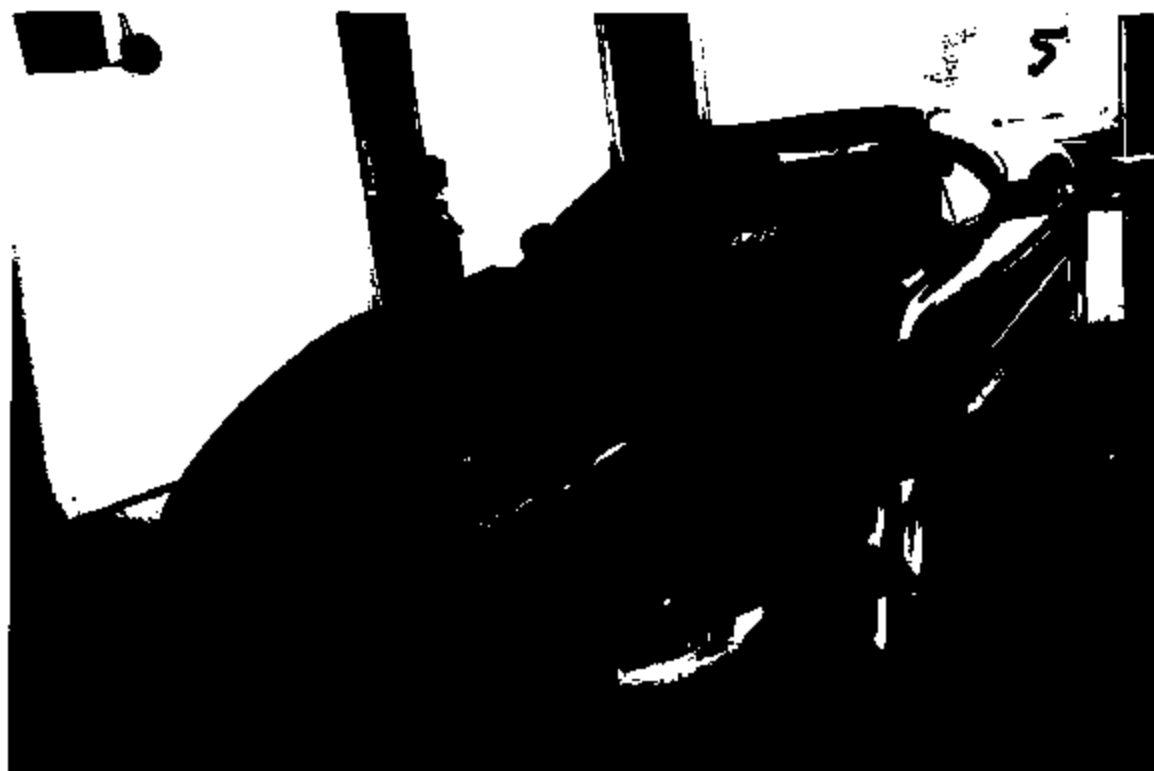
- 0
1. VEHICLE ID PLACARD ON LEFT DOOR
2. ODOMETER AT TIME OF INSPECTION
3. SAME AS 2
4. RIGHT REAR AT START OF INSPECTION
5. LEFT FRONT AT START OF INSPECTION
6. INTERIOR AT START OF INSPECTION
7. PEDAL AREA
8. INTERIOR FROM RIGHT DOOR
9. SEAT BELTS LATCH AND HOLD
10. LEFT BELT LOCKS ON SNAP TEST
11. RIGHT BELT LOCKS ON SNAP TEST
12. DRIVE BELT IN PLACE AND TIGHT
13. BRAKE FLUID FULL AND NO LEAKS
14. IMPACT CRACK IN RIGHT FENDER
15. UTILITY POLE SLINTERS IN RIGHT FRONT WHEEL RIM
16. RIGHT REAR SPINDLE WITH MARKS ON LOWER CONTROL ARM...ADJUSTER BENT
17. BROKEN RIGHT REAR ROTOR/DRUM ASSEMBLY
18. SKID SPOT ON RIGHT REAR TIRE
19. LEFT FRONT TURNED MAX TO LEFT WITH NO BINDING
20. RIGHT FRONT TURNED MAX TO LEFT WITH NO BINDING
21. LEFT FRONT TURNED MAX TO RIGHT WITH NO BINDING
22. RIGHT FRONT TURNED MAX TO RIGHT WITH NO BINDING
23. LEFT FRONT STEERING LINK
24. STEERING RACK
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____



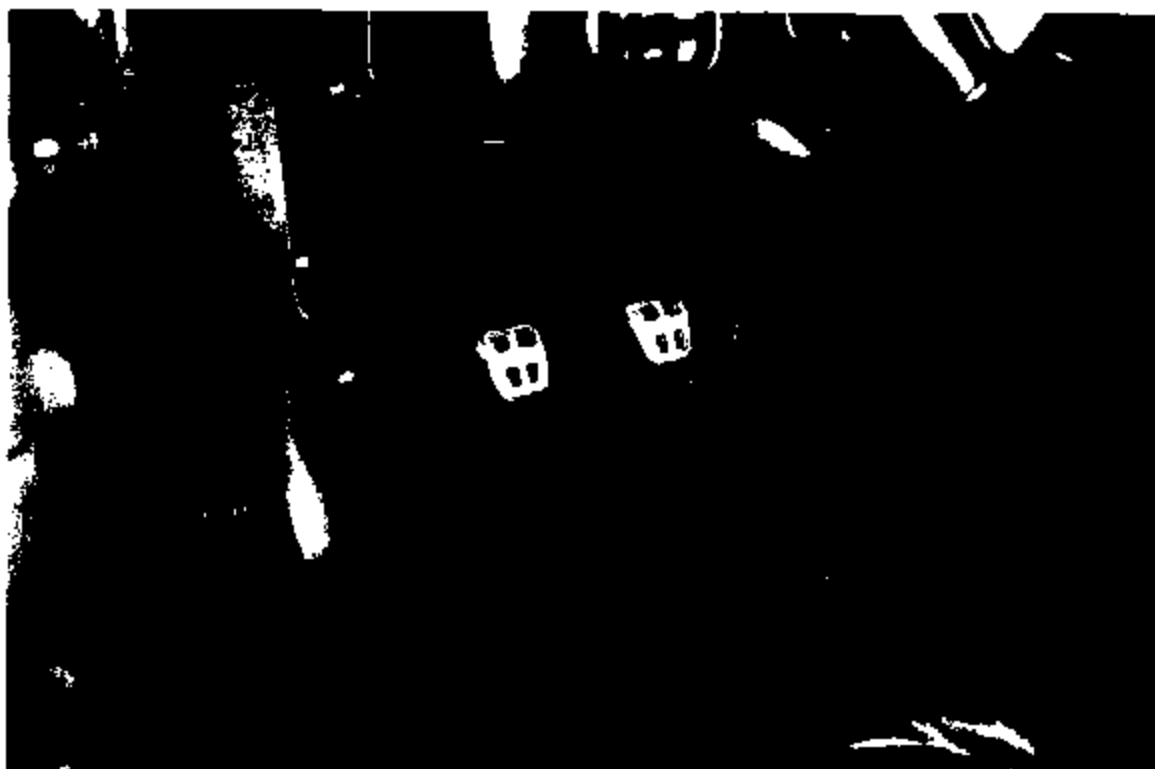










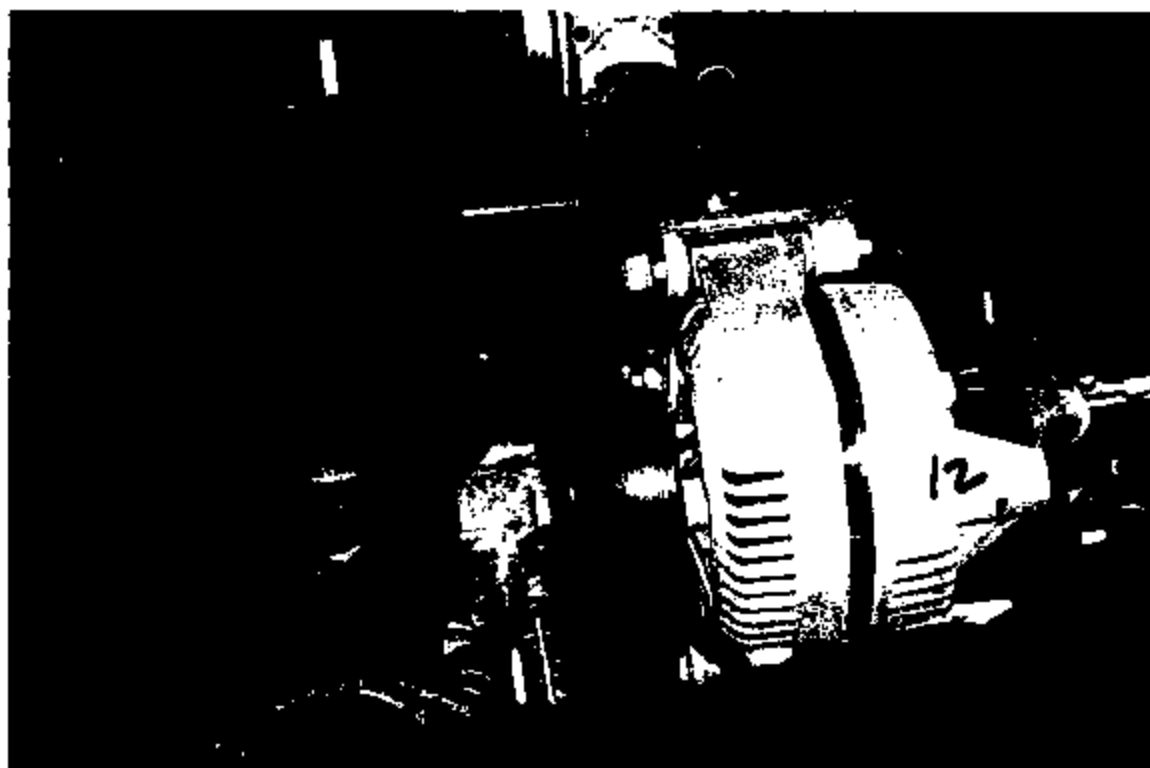




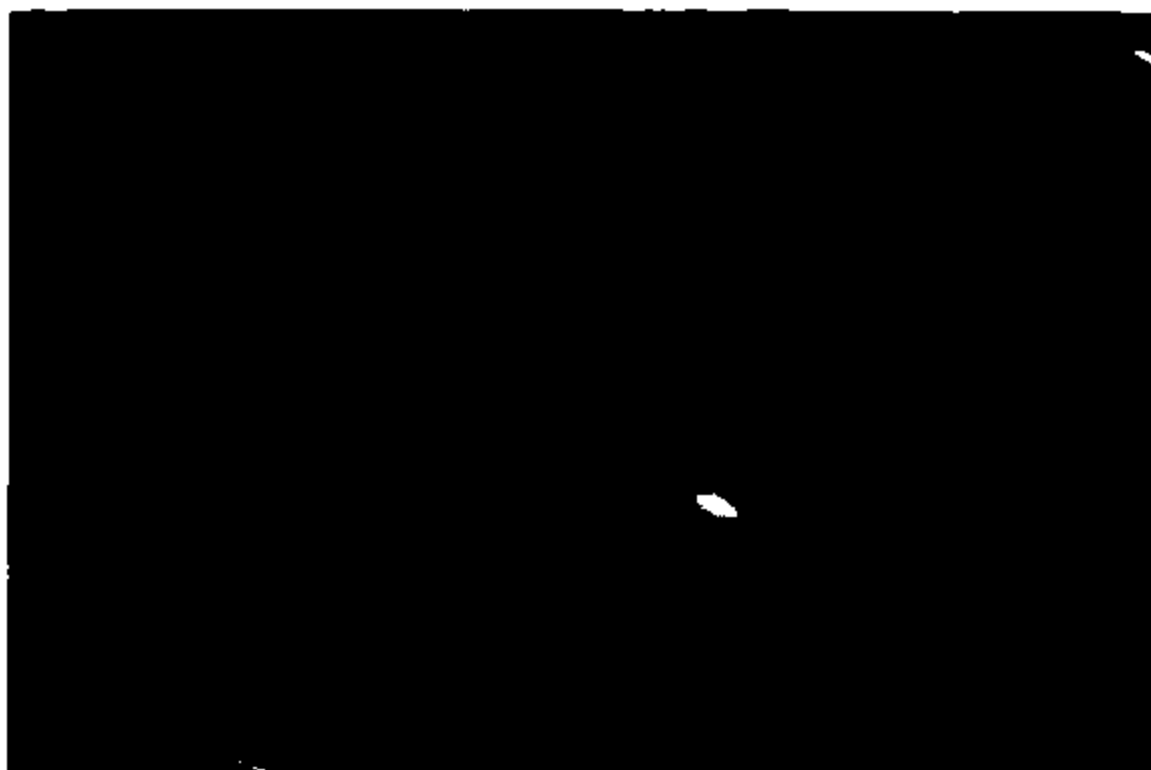




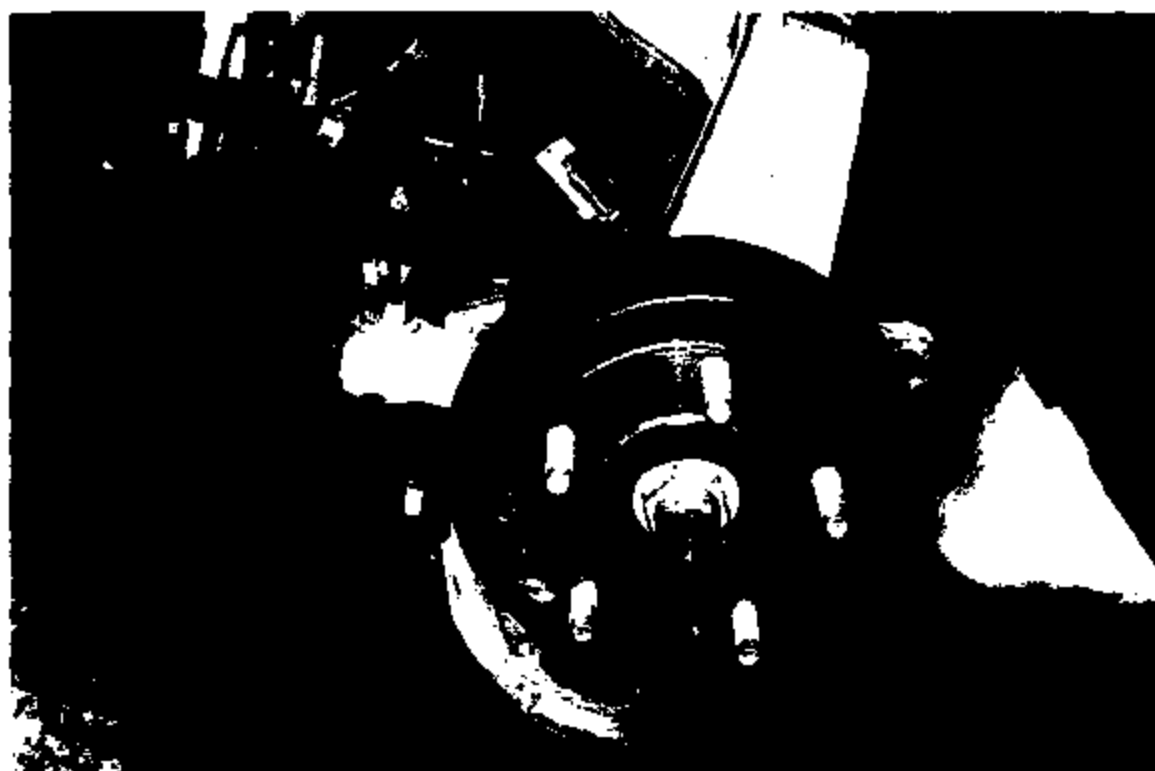


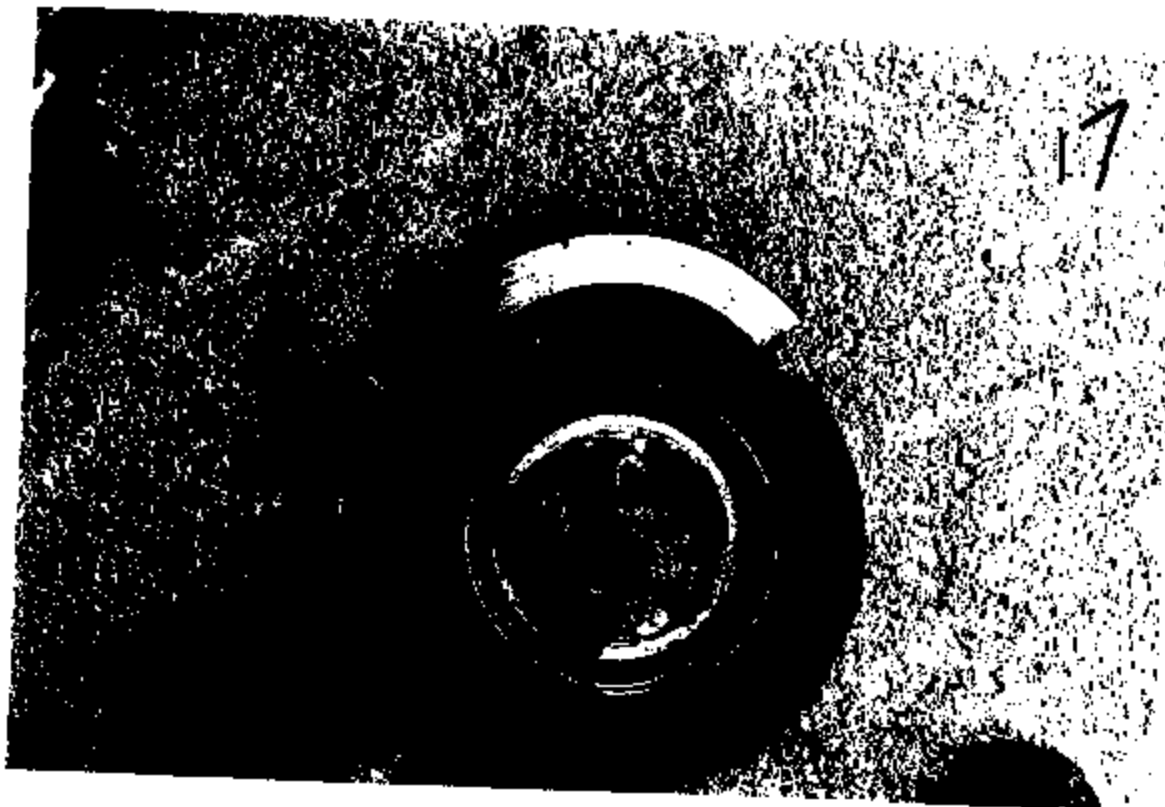






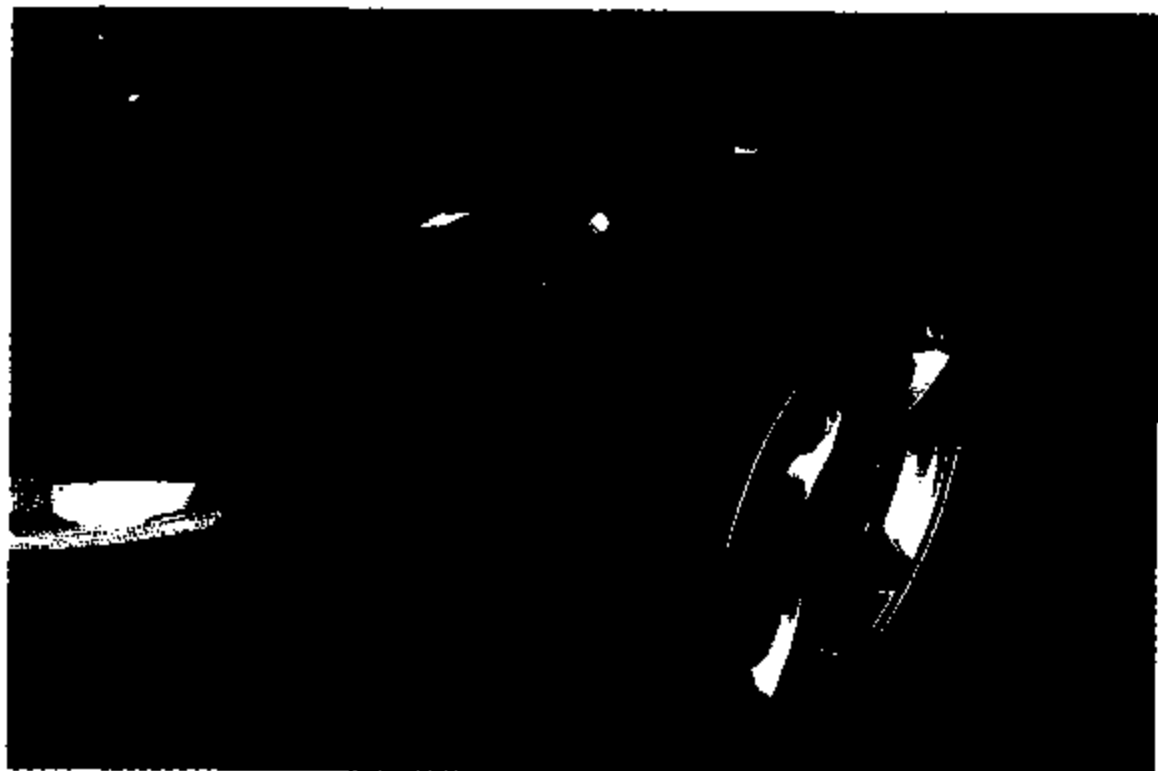


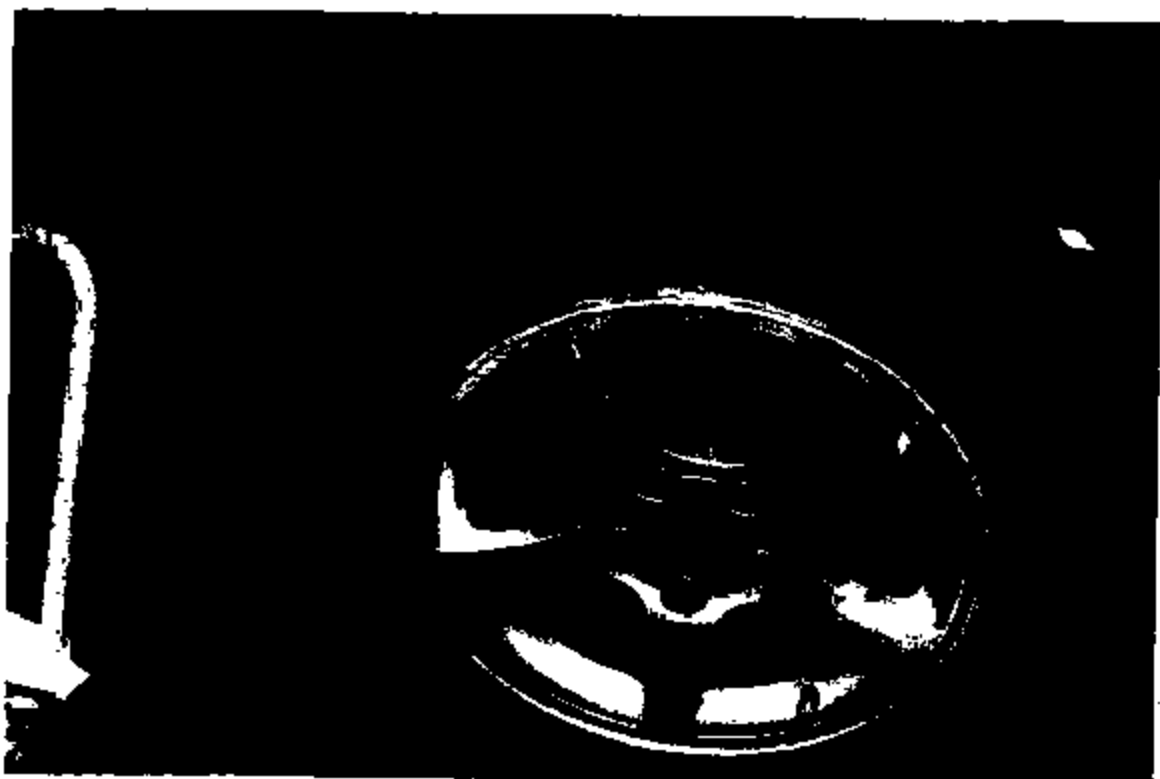


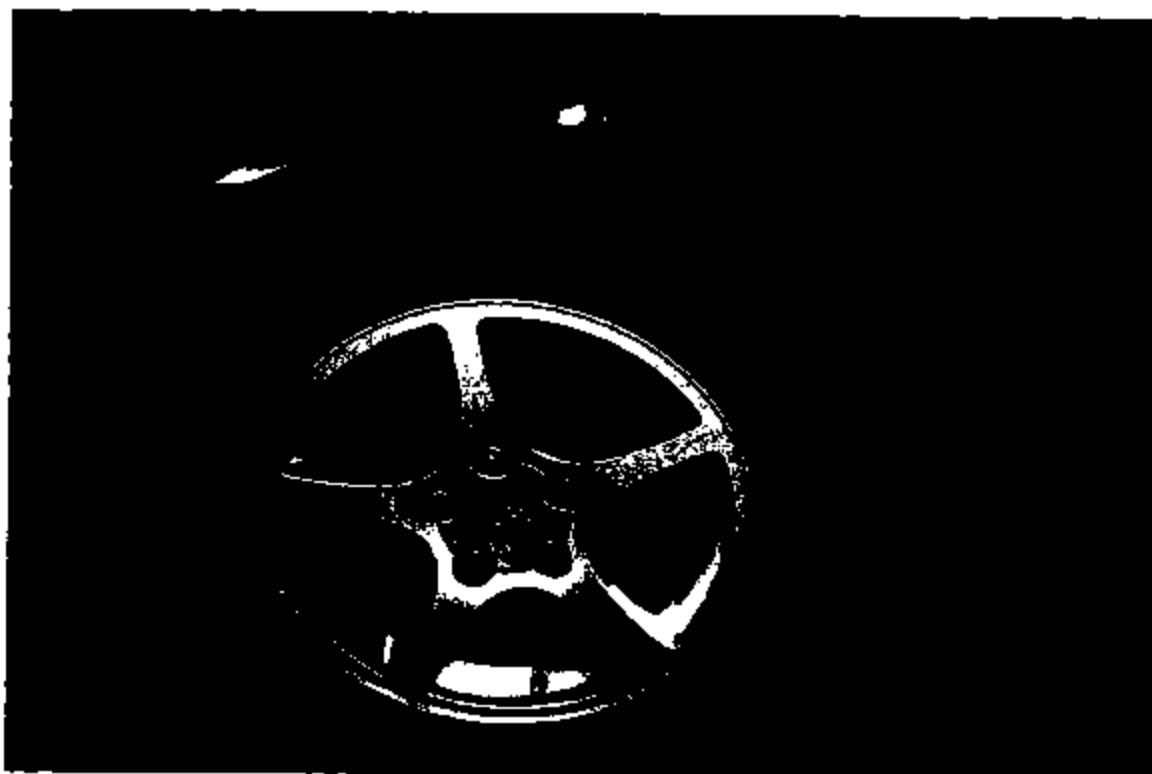


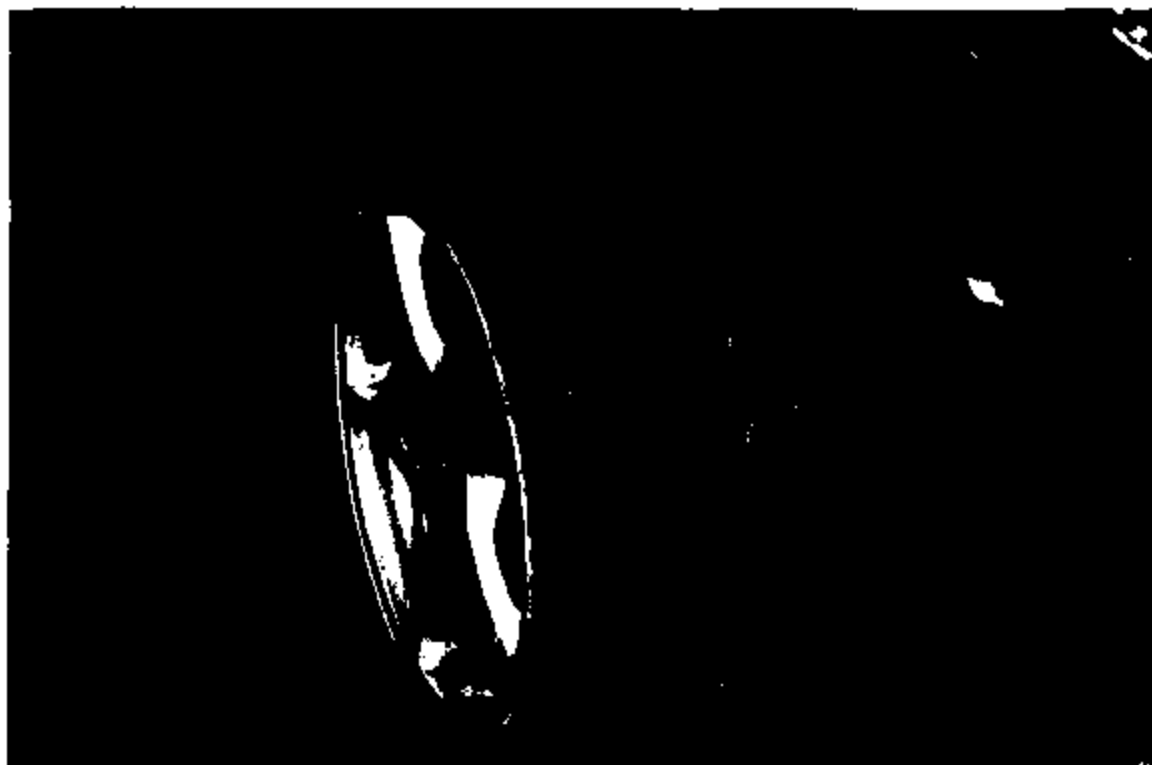
18



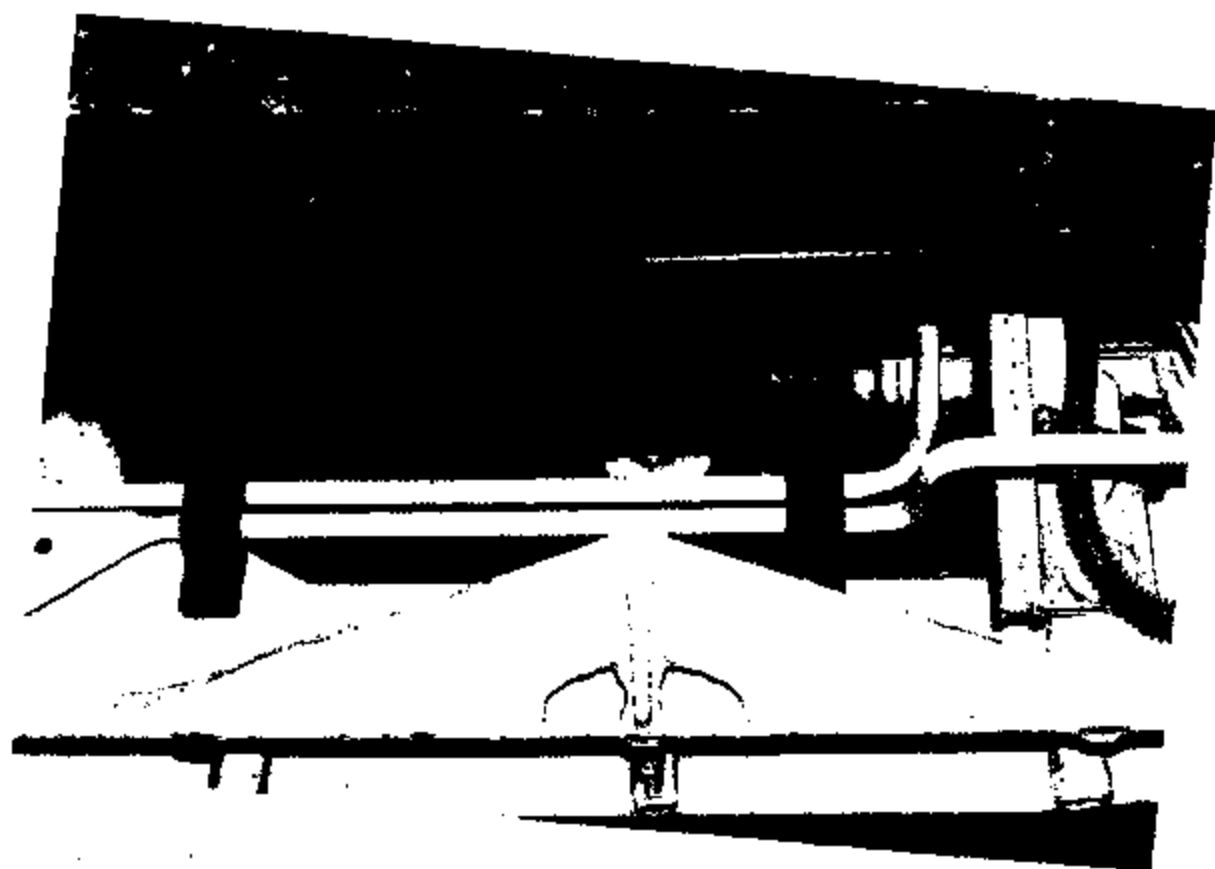












Vehicle Identification Number	1G1YY22G5Y5100607
Investigator	KEITH LAWHON
Case Number	1-74449696
Investigation Date	03-06-2003
Crash Date	02-16-2003
Filename	1G1YY22G5Y5100607.CDR
Saved on	3/5/2003 11:50:34 AM
Data check information	53608C94
Collected with CDR version	Crash Data Retrieval Tool 1.680
Collecting program verification number	337F4D2C
Reported with CDR version	Crash Data Retrieval Tool 1.680
Reporting program verification number	337F4D2C
Interface Information	Block number: 00 Interface version: 84 Date: 08-30-02 Checksum: 8300
Event(s) recovered	Non-Deployment

SDM DATA LIMITATIONS

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by another Non-Deployment event. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment events can not be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the non-deployment file will be locked after a deployment, if the non-deployment occurred within 5 seconds before the deployment or a deployment level event occurs within 5 seconds after the deployment.

SDM Data Limitations:

-SDM Adjusted Algorithm Forward Velocity Change:

Once the crash data is downloaded, the CDR tool mathematically adjusts the recorded algorithm forward velocity data to generate an adjusted algorithm forward velocity change (AA/Delta V) that may more closely approximate the forward velocity change the sensing system experienced during the recorded portion of the event. The adjustment takes place within the downloading tool and does not affect the crash data, which remains stored in the SDM. The AA/Delta V may not closely approximate what the sensing system experienced in all types of events. For example, if a crash is preceded by other common events, such as rough road, struck objects, or off-road travel, the AA/Delta V may be less than, and some times significantly less than the actual forward velocity change the sensing system experienced. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. The SDM will record 100 milliseconds of data after deployment criteria is met and up to 50 milliseconds before deployment criteria is met.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Some of the Pre-Crash data, from the Deployment file, may be recorded after algorithm enable, if the Deployment event has a long crash pulse.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM does not receive a valid message for any of the four Pre-Crash data parameters (Vehicle Speed, Engine Speed, Percent Throttle, and Brake Switch Circuit Status).

-Driver's Belt Switch Circuit Status indicates the status of the driver's seat belt switch circuit. If the vehicle's electrical system is compromised during a crash, the state of the Driver's Belt Switch Circuit may be reported as unbuckled, although the driver's seat belt was buckled.

-Passenger Front Air Bag Suppression Switch Circuit Status indicates the status of the suppression switch circuit.

-The Time Between Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

SDM Data Sources:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Speed, Engine Speed, and Percent Throttle data are transmitted once a second by the Powertrain Control Module (PCM), via the Class 2 data link, to the SDM.

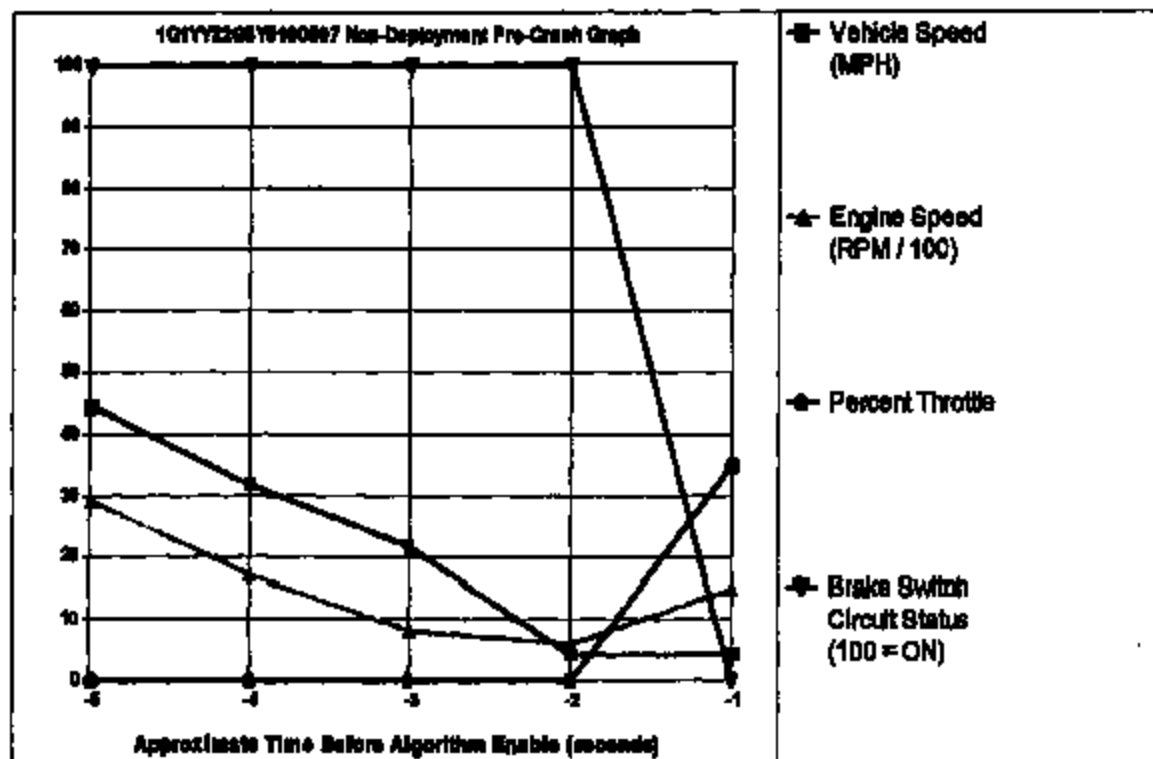
-Brake Switch Circuit Status data is transmitted once a second by either the ABS module or the PCM, via the Class 2 data link, to the SDM. Depending on vehicle option content, the Brake Switch Circuit Status data may not be available.

-In most vehicles, the Driver's Belt Switch Circuit is wired directly to the SDM. In some vehicles, the Driver's Belt Switch Circuit Status data is transmitted from the Body Control Module (BCM), via the Class 2 data link, to the SDM.

-The Passenger Front Air Bag Suppression Switch Circuit is wired directly to the SDM.

System Status At Non-Deployment

SIR Warning Lamp Status	OFF
Driver's Belt Switch Circuit Status	UNBUCKLED
Passenger Front Air Bag Suppression Switch Circuit Status	Air Bag Not Suppressed
Ignition Cycles At Non-Deployment	2210
Maximum BDM Recorded Velocity Change (MPH)	0.00



Seconds Before AE	Vehicle Speed (MPH)	Engine Speed (RPM)	Percent Throttle	Brake Switch Circuit Status
-5	48	2044	0	ON
-4	32	1884	0	ON
-3	22	832	0	ON
-2	4	640	0	ON
-1	4	1472	36	OFF

Hexadecimal Data

This page displays all the data retrieved from the air bag module.
It contains data that is not converted by this program.

```
$01 91 17 00 00
$02 8B 06
$03 41 53 39 31 37 36
$04 4B 31 55 52 37 33
$05 00
$06 09 38 00 90
$11 94 02 92 FF 9B 00
$14 03 04 B3 80
$18 80 7F 81 CD FF 00
$1C 31 32 59 59 59 59
$1D 59 31 32 59 59 59
$1E 59 59
$1F FF 01 00 00 00
$20 80 00 00 FF 4D F8
$21 FF FF FF FF FF FF
$22 FF FF FF FF FF FF
$23 FF 00 00 00 00 00
$24 00 00 00 FF FF FF
$25 FF FF FF FF FF FF
$26 FF FF 04 07 07 23
$27 33 48 00 78 00 5A
$28 00 00 00 00 00 17
$29 0A 0D 1A 2E 00 FE
$2A EA F8 FC 03 FA 03
$2B FC FF FF 00 00 00
$2C 00 31 00 00
$30 FF FF FF FF FF FF
$31 FF FF FF FF FF FF
$32 FF FF FF FF FF FF
$33 FF FF FF FF FF FF
$34 FF FF FF FF FF FF
$35 FF FF FF FF FF FF
$36 FF FF FF FF FF FF
$37 FF FF FF FF FF FF
$38 FF FF FF FF FF FF
$39 FF FF FF FF FF FF
$3A FF FF FF FF FF FF
$3B FF FF FF
$40 FF FF FF FF FF FF
$41 FF FF FF FF FF FF
$42 FF FF FF FF FF FF
$43 FF
```

000 CORVETTE COUPE
 0U TORCH RED /V8G
 91. INT-EBONY INTERIOR TRIM
 RDER NO. BQKRKD/SRE STOCK NO.
 IN 1G1 YY22 G5 Y5100507

CHEVROLET MOTOR DIVISION
 GENERAL MOTOR CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 1AD30685696
 *****UN*****13*245208

ODE	FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
YY07	CORVETTE COUPE	38895.00	34033.13	INVOICE 07/30/99
G2	SIX-WAY POWER PASSENGER SEAT	305.00	262.30	SHIPPED 07/20/99
Q9	ADJUSTABLE SPORT BUCKET SEATS WITH LEATHER TRIMMED SEATING SURFACES	700.00	602.00	EXP 1/T 07/27/99 INT COM 08/02/99 PRC EFF 07/20/99
34	COLOR-KEYED FRONT FLOOR MATS, CARPETED INSERTS	25.00	21.50	KEYS CJ87 CJ87 WFP-F QTR OPT-1
84	BODY SIDE MOLDINGS	75.00	64.50	BANK: GMAC - 039
42	REAR COMPARTMENT LUGGAGE SHADE AND PARCEL NET	50.00	43.00	CHG-TO 24-520
E9	FEDERAL EMISSIONS	N/C	N/C	SHIP WT: 3151
S1	5.7L LITER SFI, V8	0.00	0.00	HP: 48.7
M6	6-SPEED MANUAL TRANSMISSION	815.00	700.90	GMS: 35221.65
'96	FOG LAMPS	69.00	59.34	DAN: AB1BB
M0	AM/FM STEREO W/CD PLAYER	100.00	86.00	MEMO 2051.70
GG	FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	
GH	REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	

TOTAL MODEL & OPTIONS	41034.00	35872.67	ACT 231 35221.65
DESTINATION CHARGE	580.00	580.00	H/B 261 1231.02
DEALER ADVERTISING		410.34	ADV 65A 410.34
TOTAL	41614.00	36863.01	PAY 310 36863.01
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35048.56	

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

SEWELL CADILLAC-CHEVROLET, INC.

REMIT TO GMAC NO. 039
 VIN 1G1YY22G5Y5100507
 \$ 36863.01 INV 1AD30685696
 DUE 08/02/99 DEALER 24-520

/INCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I

04/22/2003 16:19

VIN: 1G1YY22G5Y5100507 OPEN\CLOSED STATUS:

SEL	CAMPAIGN STATUS	REPAIR	REPAIR PREV.	CAMPAIGN
CODE NUMBER		DATE	DEALER NUMBER	TYPE
00034	DEALER REPAIRED	2000/12/01	24520	SAFETY
LAP BELT WEBBING TWISTED				
01044	DEALER REPAIRED	2001/08/16	24149	CUSTOMER SAT.
CORVETTE ELECTRONIC COLUMN LOCK				

INQUIRY COMPLETE

PW:

PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G1YY22G5Y3100307
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VEHICLE INFORMATION

Merchandising Model:	1YY07 - 2000 CORVETTE COUPE	Warranty Start Date:	07/31/1999				
BARS Order Type	60 - RETAIL - SOLD						
Delivering Dealer :	SEWELL CADILLAC-CHEVROLET, INC. 701 BARGONNE ST NEW ORLEANS, LA 70113-1074 (504) 581-7585		Selling Source:		13 - CHEVROLET		
			Site Code:		24520		
			Business Associate Code:		119238		
Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00034	LAP BELT WEBBING TWISTED	N/A	Closed
01044	CORVETTE ELECTRONIC COLUMN LOCK	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	07/31/1999	15 miles	7/31/2002	36015 miles
72/100000 SHEET METAL RUST-THROUGH	07/31/1999	15 miles	7/31/2005	100015 miles
36/36000 SHEET METAL CORROSION	07/31/1999	15 miles	7/31/2002	36015 miles
96/80000 PCM/CC EMISSIONS	07/31/1999	15 miles	7/31/2007	80015 miles
36/36000 FEDERAL EMISSIONS	07/31/1999	15 miles	7/31/2002	36015 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
04/05/2002	412508	#	C0183 - LEFT FT DOOR WINDOW (POWER) R&R OR REPLACE	12209 miles
04/05/2002	412508	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE	12209 miles
08/30/2001	139263	#	N4800 - COMPUTER MODULE RPL	9891 miles

08/30/2001	139263	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	9891 miles
08/30/2001	139263	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	9891 miles
08/16/2001	138675	#	V0743 - ECL RELAY HARNESS REPLACE	9593 miles
12/01/2000	373984	#	V0505 - INSPECT LAP BELT RETRACTORS,INSTALL WEBBING GUIDES	7632 miles
07/20/1999	500507	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System

Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G1YY22G5Y3100507
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CLAIM HISTORY

Repair Order Date:		04/05/2002		Repair Order Number:		412508		Odometer Reading:		12209 miles	
Serviced By:		SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074 (504) 581-7585				Selling Source:		13 - CHEVROLET			
						Site Code:		24520			
						Business Associate Code:		119238			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
04/26/2002	268	01	#	C0183 - LEFT FT DOOR WINDOW (POWER) R&R OR REPLACE		10325492 - REGULATOR		N/A	N/A	\$285.91	Y
04/26/2002	268	02	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE		10325493 - REGULATOR		N/A	N/A	\$284.85	Y

Repair Order Date:		08/30/2001		Repair Order Number:		139263		Odometer Reading:		9891 miles	
Serviced By:	DEES CHEVY-OLDS PO BOX 308 BILOXI, MS 39533-0308 (228) 432-2691					Selling Source:		13 - CHEVROLET			
						Site Code:		24149			
						Business Associate Code:		114340			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
09/07/2001	202	01	#	N4800 - COMPUTER MODULE RPL		88952428 - WIRE KIT	N/A	N/A	\$436.16	N	
09/07/2001	202	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A	N/A	N/A	\$30.00	N	
09/07/2001	202	03	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT		10304930 - BCM	N/A	N/A	\$5.16	N	

Repair Order Date:		08/16/2001		Repair Order Number:		138675		Odometer Reading:		9593 miles	
Serviced By:		DEES CHEVY-OLDS PO BOX 308 BILOXI, MS 39533-0308 (228) 432-2691				Selling Source:		13 - CHEVROLET			
						Site Code:		24149			
						Business Associate Code:		114340			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
08/24/2001	198	01	#	V0743 - ECL RELAY HARNESS REPLACE		88952428 - WIRE KIT		N/A	N/A	\$214.34	N

Repair Order Date:		12/01/2000		Repair Order Number:		373984		Odometer Reading:		7632 miles	
Serviced By:		SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074 (504) 581-7585				Selling Source:		13 - CHEVROLET			
						Site Code:		24520			
						Business Associate Code:		119238			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
12/08/2000	124	01	#	V0505 - INSPECT LAP BELT RETRACTORS,INSTALL WEBBING GUIDES		10306414 - GUIDE KIT	N/A	N/A	\$29.54	Y	

Repair Order Date:		07/20/1999		Repair Order Number:		500507		Odometer Reading:		0 miles	
Serviced By:		SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074 (504) 581-7585				Selling Source:		13 - CHEVROLET			
						Site Code:		24520			
						Business Associate Code:		119238			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/23/1999	979	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE		N/A		N/A	N/A	\$102.83	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System

Line Comments

[Home](#) - [Back](#) - [Help](#)

VIN:	1G1YY22G5Y5100507
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LINE COMMENTS

Repair Order Date:		04/05/2002		Repair Order Nbr:		412508		Odometer Reading:		12209 miles	
Serviced By:		SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074				Selling Source:		13- CHEVROLET			
						Site Code:		24520			
						Business Associate Code:		119238			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
04/26/2002	268	01	#	C0183 - LEFT FT DOOR WINDOW (POWER) R&R OR REPLACE.			10325492 - REGULATOR		N/A	N/A	\$285.91
Comments:		LEFT WINDOW INOP LEFT WINDOW MOTOR INOP OPEN INTERNALLY DETERMINED THAT THE WINDOW MOTOR WAS GETTINGPOWER BUT WAS NO									

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GM Vehicle Inquiry System

Line Comments

[Home](#) - [Back](#) - [Help](#)

VIN:	1G1YY22G5Y5100507
------	-------------------

LINE COMMENTS

Repair Order Date:		04/05/2002		Repair Order Nbr:		412508		Odometer Reading:		12209 miles	
Serviced By:	SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074					Selling Source:		13- CHEVROLET			
						Site Code:		24520			
						Business Associate Code:		119238			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
04/26/2002	268	02	#	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE.			10325493 - REGULATOR		N/A	N/A	\$284.85
Comments:		RIGHT WINDOW INOP AT TIMES WINDOW MOTOR HAS INTERMITTENT INTERNAL OPEN DETERMINED THAT THE MOTOR WAS RECIEVING POWERBUT AT TIMES WO									

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GM Vehicle Inquiry System

Line Comments

Home - Back - Help

VIN:	1G1YY22G5Y5100507
------	-------------------

LINE COMMENTS

Repair Order Date:		12/01/2000		Repair Order Nbr:		373984		Odometer Reading:		7632 miles	
Serviced By:		SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074				Selling Source:		13- CHEVROLET			
						Site Code:		24520			
						Business Associate Code:		119238			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
12/08/2000	124	01	#	V0505 - INSPECT LAP BELT RETRACTORS,INSTALL WEBBING GUIDES			10306414 - GUIDE KIT		N/A	N/A	\$29.54
Comments:		RECALL 00034 CAMPAIGN INSTALLED SEAT BELT GUIDES									

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GM Vehicle Inquiry System

Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	1G1YY22G5Y5100507
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VEHICLE BUILD

Merchandising Model:	1YY07 - 2000 CORVETTE COUPE		
Gross Vehicle Weight Rating:	1662 kg (3665 lb)	Order Number:	BQKRKD
Build Date:	07/20/1999	Build Plant:	1Y5Y - BOWLING GREEN

OPTION CODES

AG2	AK5 - SEAT, INFLATABLE, DRIVER & PASS
AQ9 - FRT BKT, LUXURY	BGR - BOWLING GREEN, KY, USA
CF7 - FLOOR MATS, CARPETED INSERT	B84 - EXTERIOR
CF7 - SUN, REMOVABLE, NON-TRANSPARENT	C60 - AIR CONDITIONER FRT, MAN CONTRO
DL5 - ROADSIDE SERVICE INFORMATION	DL8 - LH & RH, REMOTE CONTROL, ELECTR
D42 - RR COMPT	FE1 - SOFT RIDE
FE9 - FEDERAL EMISSIONS	GU6 - 3.42 REAR AXLE RATIO
IL3 - INTERIOR DESIGN (L3)	JL9 - ANTILOCK
K63 - 110 AMP	LS1 - 5.7 LITRE V8 MFI
MM6 - 6SPEED BORG WARNER	MN6 - MANUAL 6 SPD TRANS
NF2 - EMISSION SYSTEM, FEDERAL TIER 1	NK4 - SPORT LEATHER
QD4 - 17 X 8.5, FRT & 18 X 9.5 RR, AL	R9Z - SALES ITEM NO.100
T96 - FOG, FRT	UN0 - AM/FM STEREO, SEEK/SCAN, CD, AU
UV7 - WSHLD/RR WINDOW ANTENNA	UZ6 - 6, PREMIUM
U52 - INST, ELECTRONIC	VM3 - CONSUMER, CONTAINS BPR IMP STAN
V73 - USA/CANADA	XGG - P245/45R17-89Y BW TL SBR HW4 EM
YGH - P275/40R18-94Y BW TL HW4 SBR EM	1SA - OPTION 01
191 - BLACK (I) (96)	193 - BLACK LEATHER
192 - EXTERIOR, TORCH RED (91)	

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GM Vehicle Inquiry System

Vehicle Component

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	1G1YY22G5Y5100507
------	-------------------

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	W - CPC/DDA ROMULUS, MICHIGAN				
Part/Num Broadcast:	ZBF	Traceability:	991811861		
Date Scanned:	07/19/1999	Time Scanned:	13.28.00	Scan Station:	01

Component Code:	61 - TRANSMISSION				
Source Plant:	T - TREMBC MEXICO				
Part/Num Broadcast:	DXC	Traceability:	005625		
Date Scanned:	07/19/1999	Time Scanned:	14.09.00	Scan Station:	02

Component Code:	81 - ENGINE TUNE UP LABEL				
Source Plant:	N/A				
Part/Num Broadcast:	PAY	Traceability:	N/A		
Date Scanned:	07/20/1999	Time Scanned:	10.12.00	Scan Station:	04

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	9				
Part/Num Broadcast:	CYUB	Traceability:	19174H3B1		
Date Scanned:	07/20/1999	Time Scanned:	10.12.00	Scan Station:	03

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	M - MORTON-THIOL				
Part/Num Broadcast:	5723	Traceability:	YVAG59		
Date Scanned:	07/20/1999	Time Scanned:	10.12.00	Scan Station:	05

Component Code:		AL - IR-MODULE ASM-I/P			
Source Plant:		M - MORTON-THIOL			
Part/Num Broadcast:		5724	Traceability:	YVAGP38	
Date Scanned:	07/20/1999	Time Scanned:	10.12.00	Scan Station:	06

Component Code:		AS - SENSING DIAGNOSTIC MODULE			
Source Plant:		K - DELCO ELECTRONICS KOKOMO,IN			
Part/Num Broadcast:		0090	Traceability:	391761UR7	
Date Scanned:	07/20/1999	Time Scanned:	10.53.00	Scan Station:	08

Component Code:		CB - SEQ NUM (FLEX) BODY ASM			
Source Plant:		N/A			
Part/Num Broadcast:		1ZZ	Traceability:	0010489	
Date Scanned:	06/15/1999	Time Scanned:	21.50.00	Scan Station:	N/A

Component Code:		CF - SEQ NUM (FLEX) PAINT PROCESS			
Source Plant:		N/A			
Part/Num Broadcast:		1YY	Traceability:	0074650	
Date Scanned:	06/16/1999	Time Scanned:	14.07.00	Scan Station:	N/A

Component Code:		CF - SEQ NUM (FLEX) GEN ASM			
Source Plant:		N/A			
Part/Num Broadcast:		1MM	Traceability:	0074788	
Date Scanned:	07/20/1999	Time Scanned:	12.12.00	Scan Station:	N/A

GM Vehicle Inquiry System

Delivery Information

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G1YY22G5Y5100507
-------------	-------------------

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	07/31/1999	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	15 miles
Delivering Dealer:	SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074 (504) 581-7585			Delivery Selling Source:	13 - CHEVROLET
				Delivery Site Code:	24520
				Business Associate Code:	119238

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GM Vehicle Inquiry System

Dealer Information

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G1YY22G5YS100507
------	-------------------

INVOICE INFORMATION

Invoice Date:	07/30/1999		
Site Address:	SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074 (504) 581-7585	Selling Source:	13 - CHEVROLET
		Site Code:	24520
		Business Associate Code:	119238

SHIP-TO INFORMATION

Ship-To Date:	07/27/1999		
Site Address:	SEWELL CADILLAC-CHEVROLET, INC. 701 BARONNE ST NEW ORLEANS, LA 70113-1074 (504) 581-7585	Selling Source:	13 - CHEVROLET
		Site Code:	24520
		Business Associate Code:	119238

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80327205

436904

SEWELL CADILLAC-CHEVROLET

701 Baronne at Girod
New Orleans, Louisiana 70113
(504) 581-7585

INVOICE

PAGE 1

SLIDELL, LA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 1045 DAVID JONES

COLOR	YEAR	MAKE/MODEL	VIN	LOANS	WARRANTY	TAG
70U	00	CHEVROLET CORVETTE	1G1YY22G5Y5100507		14265/14265	
DEL. DATE	REG. DATE	WARR. EXT.	PROMISED	PO. NO.	PAYMENT	INV. DATE
			WAIT 05MAR03		CASH	05MAR2003
B.O. OPENED	READY	OPTIONS	STR:5012 DLR:SEWELL ENG:LS1 TRN:MN6			

11:49 05MAR03 12:17 05MAR03

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A VEHICLE INSPECTION

ENG GENERAL REPAIRS

683 CC10

99.74 99.74

14265 CHECK CODES, ABS CURR, C1235, HIST C1255 BCM HIST. B2587, B2592,

PCM CP1518 CC C1.0 CHECKED CODES ONLY

EST: 100.00

05MAR03 11:49 SA: 104

THANK YOU FOR ALLOWING SEWELL TO SERVICE YOUR
VEHICLE. PLEASE CALL IF YOU HAVE ANY CONCERNS
IN THE FUTURE. SEWELL SERVICE 569-1350

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Sewell Cadillac-Chevrolet, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Sewell Cadillac-Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

	TOTAL
LABOR AMOUNT	99.74
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.74
LESS DISCOUNT / INS.	0.00
SALES TAX	8.98
PLEASE PAY THIS AMOUNT	108.72

CUSTOMER COPY

SERVICE ADVISOR:

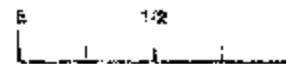
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			OPENED 24 HOURS			PAID
R.O. OPENED	READY	OPTIONS:				
		1-100 237 279X 911 270 0882				
LINE	UP CODE	TECH. TYPE	DEPARTMENT/CLERK/INSTRUMENTS			
A	104	ONE	PAINTED AREA 7 / 7			

B PV CBU PAINTED AREA 7 / 7

THIS WORK IS NOT TO BE
REPRODUCED



Show damage locations with codes.
☒ Stone Damage ☐ Dent
☒ Scratch Collision Damage
☐ Undercoating Damage
 (note in remarks)



ACKNOWLEDGE
ALL VALUABLES REMOVED
FROM VEHICLE

Spent Time _____

Rec'd _____

REMARKS

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, including but not limited to any warranties that such parts and/or accessories are of merchantable quality, shall they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE #

AUTHORIZED BY ☒

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

02/18/2003 at 09:23 AM
6278

0022400980101162-01

UNICO

NEW ORLEANS CLAIMS OFFICE
"FOR A FREE RATE QUOTE CALL 1-800-947-AUTO
FREE 866-883-3888
3616 S. I-10 SERVICE RD SUITE 105
METAIRIE, LA 70001
(504)388-0922 Fax: (985)643-6216

ESTIMATE OF REPAIRS

Written by: BRETT MONNIER # 02/18/2003 09:19 AM
Adjuster: A254 EXT: 3000 FCC: #

Insured:

Owner:

Address:

SLIDELL, LA

Evening:

Business:

Claim #

Policy #

Date of Loss: 02/15/2003 at 12:00 AM

Type of Loss: Collision

Point of Impact: 5. Right Rear

Inspect PO BOX 1722

Location: SLIDELL, LA 70459-1722

Repair C479G ES SEWELL CHEVROLET

Facility: BARONE ST

NEW ORLEANS, LA

Evening: (985)641-4937
HOME

7 Days to Repair
License #

2000 CHEV CORVETTE 8-5.7L-FI 2D RED Int:GRAY

VIN: 1G1YY22G5Y5100507 Lic: IHS 840 LA Prod Date:

Odometer: 13847

Air Conditioning
Cruise Control
Theft Deterrent/Alarm
Traction Control
Power Brakes
Power Driver Seat
FM Radio
Search/Seek
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
6 Speed Transmission

Rear Defogger
Intermittent Wipers
Dual Mirrors
Clear Coat Paint
Power Windows
Power Mirrors
Stereo
Equalizer
Driver Air Bag
Leather Seats
Overdrive

Tilt Wheel
Keyless Entry
T-Top
Power Steering
Power Locks
AM Radio
Cassette
BOSE Radio
Passenger Air Bag
Bucket Seats
Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
N 2*	Rpr	Bumper cover					
3		Add for Clear Coat			1.0		3.2
N 4	Repl	RT Valance panel	1	8.95	0.2		1.3
5	Repl	LT Valance panel	1	8.95	0.2		
6		FENDER					
7*	Rpr	RT Fender					
8		Add for Clear Coat			4.5		2.2
9		WHEELS					0.9

ESTIMATE OF REPAIR
2000 CHEV CORVETTE 8-5.7L-FI 2D RED Int:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
N 10*	Repl	LKQ RT/Front Wheel type 1, (QD4) 18x9.5 +25%	1	375.00	m	0.3	
11*	Repl	LKQ RT/Rear Wheel type 1, (QD4) 18x9.5 +25%	1	375.00	m	0.3	
12#		MOUNT & BALANCE TIRE	2	20.00			
13#	Repl	Valve Stem	2	3.00	T		
14		REAR SUSPENSION					
N 15	Repl	RT Rotor	1	98.06	m	Incl. M	
N 16	Repl	RT Lower cntrl arm	1	202.30	m	1.2 M	
17	Repl	RT Knuckle	1	155.86	m	1.5 M	
18		Deduct for Overlap				-0.3 M	
19#	Subl	4 WHEEL ALIGNMENT	1	69.95	T		
20#		HAZARDOUS WASTE REMOVAL	1	2.50	X		
Subtotals -->				1319.57		8.9	7.6

Line 2 : SCRATCHED AT BOTTOM WHERE VEH WENT INTO DITCH
 Line 4 : BOTH VALANCE PANELS SCRATCHED
 Line 10 : WHEELS LOCATED AT HUBCAP HEAVEN - 504-831-3203
 Line 15 : BROKEN
 Line 16 : IMPACT ON SUSPENSION PARTS - ALUMINUM DAMAGED

Estimate Notes:

PAY CD: 2 DI: DM: 62 CO: 01 NI: 2 LOC: 506 SYN: COL TOWED: Y
 INST: CHK OUT THE STEERING COLUMN, I/D STTD THAT THE STEERING LOCK
 AIRBAG INFLT: N LH: US CUSTOMS FCU INCPT DT:
 RR: 0600 MBI: UMPD:
 DATE CONTACTED 2/18/03
 TIME CONTACTED 9:00 A/M
 SIGNED AGREED REPAIR TIME - 7 DAYS
 LKQ PARTS AVAILABLE - YES, CONTACT HUBCAP HEAVEN
 DEPRECIATION - NONE
 PAYMENT ISSUED TO - [REDACTED] AND SEWELL CHEVROLET
 CHECK # [REDACTED]
 TOWING - YES
 PRIOR DAMAGE - NONE

Parts			1244.1
Body Labor	6.5 hrs @ \$ 37.00/hr		240.5
Paint Labor	7.6 hrs @ \$ 37.00/hr		281.2
Mechanical Labor	2.4 hrs @ \$ 55.00/hr		132.0
Paint Supplies	7.6 hrs @ \$ 23.00/hr		174.8
Sublet/Misc.			75.4
SUBTOTAL			\$ 2148.0
Sales Tax	\$ 2145.57 @ 9.0000%		193.1

02/18/2003 at 09:23 AM
62798

0022400980101162-01

ESTIMATE OF RECORD
2000 CHEV CORVETTE 8-5.7L-FI 2D RED Int:GRAY

TOTAL COST OF REPAIRS	\$ 2341.17
ADJUSTMENTS:	
Deductible	500.00
TOTAL ADJUSTMENTS	\$ 500.00
NET COST OF REPAIRS	\$ 1841.17

THIS IS NOT A NOTICE TO REPAIR

NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO DIRECT

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.

XX

PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN PRISON.

GEICO DIRECT
ALTERNATE PARTS DISCLAIMER

IF QUALITY REPLACEMENT PART (QRP) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PART MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

*** IN ADDITION TO ANY SUCH WARRANTIES, GEICO PROVIDES THE FOLLOWING:

**** OWNER LIMITED WARRANTY ****

WE WARRANT THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. THIS PARTS AND LABOR WARRANTY WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS WARRANTY COVERS THE COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS WARRANTY DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE. IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR LOCAL GEICO REPRESENTATIVE.

CATER & WILLIS
A PROFESSIONAL LAW CORPORATION
3723 CANAL STREET
NEW ORLEANS, LOUISIANA 70119
TELEPHONE: 504-488-6300 FACSIMILE: 504-488-6302

April 7, 2003

To: Kevin Drew
Fax #: 1-866-215-6749
From: R. Glenn Cater
Fax #: 488-6302
Re:

Number of pages including this cover sheet: 2

Message:

[If you should experience problems receiving this transmission, please call 488-6300.]

CONFIDENTIALITY NOTICE

This facsimile transmission and/or the accompanying documents may contain confidential information belonging to the sender, which is protected by the attorney/client privilege. The information is intended only for the use of the individual or entity name above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this transmission in error, please immediately notify us by telephone to arrange for return of the documents.

CATOR & WILLIS
A PROFESSIONAL LAW CORPORATION
8798 CANAL STREET
NEW ORLEANS, LOUISIANA 70116
TELEPHONE (504) 485-8300

R. GLENN CATOR*
JENNIFER N. WILLIS*
*ALSO ADMITTED IN COLORADO

FACSIMILE (504) 485-8302

April 7, 2003

TRANSMITTED BY FACSIMILE NO. 1-866-215-6749/
ORIGINAL BY U.S. MAIL

Kevin Drew
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] General Motors
Our File Number: [REDACTED]
Your File Number: 1G1YY22G5Y5100507

Dear Mr. Drew:

This letter is to advise that we have been retained to represent [REDACTED] in connection with the above matter. It is our intent to file a lawsuit on [REDACTED] behalf to obtain a return of the purchase price of the 2000 Chevrolet Corvette purchased from Sewell Cadillac-Chevrolet, Inc. on August 2, 1999. The lawsuit will be filed fifteen days from the date of this correspondence.

Sincerely,



R. Glenn Cator

RGC/cgc

cc: [REDACTED]

Diehr
458468

CATER & WILLIS
A PROFESSIONAL LAW CORPORATION
13723 CANAL STREET
NEW ORLEANS, LOUISIANA 70119
TELEPHONE (504) 488-8300

RECEIVED

ESIS-GM CLAIMS UNIT

R. GLENN CATER*
JENNIFER N. WILLIS*
*ALSO ADMITTED IN COLORADO

FACSIMILE (504) 488-8302

April 7, 2003 Received from MSX

**TRANSMITTED BY FACSIMILE NO. 1-866-215-6749/
ORIGINAL BY U.S. MAIL**


Kevin Drew
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors
Our File Number: [REDACTED]
Your File Number: 1G1YY22G5Y5100507

Dear Mr. Drew:

This letter is to advise that we have been retained to represent [REDACTED] in connection with the above matter. It is our intent to file a lawsuit on [REDACTED] behalf to obtain a return of the purchase price of the 2000 Chevrolet Corvette purchased from Sewell Cadillac-Chevrolet, Inc. on August 2, 1999. The lawsuit will be filed fifteen days from the date of this correspondence.

Sincerely,


R. Glenn Cater

RGC/cgc

cc: [REDACTED]

5/1/03 spoke w/ Tish - said to fax proofs letter to
Ken Dore.

504.488.6302
TISH

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Slidell, LA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1G1YY22G5Y5100507
MODEL YEAR: 2000
DATE OPENED: 2003-02-20 SERIES: Corvette
DATE CLOSED: 2003-04-09 MILEAGE: 14265.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: PARYes DEALER NAME: Sewell Cadillac-Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 701 Baronne Street, New Orleans, LA, 70113-1074,

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) Inoperative

*****WORK HISTORY*****

8, ; 2003-02-25
2003-02-20
[REDACTED], ; 2003-02-21
2003-02-21
Service Request Ownership has changed FROM: PETTITS TO: BOYCER, ; 2003-02-21
2003-02-21
Ownership Escalated to BRC, ; 2003-02-21
2003-02-21
THIS FILE HAS BEEN ASSIGNED TO KEVIN DREW # 57792, ; 2003-02-24
2003-02-21
Service Request Ownership has changed FROM: BOYCER TO: DREW, ; 2003-02-21
2003-02-21
File scan, ; 2003-02-24
2003-02-24
Called Daytime #, ; 2003-02-24
2003-02-24
Called Evening #, ; 2003-02-24
2003-02-26
Cust Called, ; 2003-02-26
2003-02-26
[REDACTED] Called, ; 2003-02-26
2003-02-26
Called Cust, ; 2003-02-26
2003-02-26

Called Cust; ; 2003-02-26
2003-02-26

Called Dealer; ; 2003-02-26
2003-02-26

Called AVM; ; 2003-02-26
2003-02-26

Dealer called; ; 2003-02-26
2003-02-26

Called Dealer; ; 2003-02-26
2003-02-26

Called Dealer; ; 2003-02-26
2003-02-27

Dealer Called; ; 2003-02-27
2003-02-27

Called Dealer; ; 2003-02-27
2003-02-27

Created:BRCPAR_PA0002. SR#1-74449696; ; 2003-02-27
2003-02-27

PAR Inspection; ; 2003-03-04
2003-02-27

BA Steering; ; 2003-02-27
2003-02-28

BAA Called; ; 2003-02-28
2003-03-12

BRC PAR Scanned: 2003-03-11-21.07.56.000000, MSXDocNum: DRE3E69E7F; ; 2003-03-12
2003-03-13

Received Inspection; ; 2003-03-13
2003-04-01

Review w/ BAA; ; 2003-04-01
2003-04-01

Cust called; ; 2003-04-07
2003-04-07

Called Attorney; ; 2003-04-07
2003-04-07

Attorney Called; ; 2003-04-07
2003-04-07

BRC PAR Scanned: 2003-04-07-17.17.23.000000, MSXDocNum: DRE3E91A7A; ; 2003-04-08
2003-04-08

ESIS Attorney Involvement; ; 2003-04-08
2003-04-08

Closing- ESIS Attorney Involvement; ; 2003-04-08
2003-04-08

Service Request has been Closed Dissatisfied.; ; 2003-04-08
2003-04-08

Status of Closed has been Re-Opened by DREWK; ; 2003-04-08
2003-04-08

ESIS Attorney Involvement; ; 2003-04-09
2003-04-09

reassigned file from Kevin Drew to Ruthe Boyce; ; 2003-04-09
2003-04-09

reassigned file to Ruthe Boyce at ext. 57611; ; 2003-04-09
2003-04-09

Service Request Ownership has changed FROM: DREWK TO: BOYCER; ; 2003-04-09
2003-04-09

Created:BRCPAR_PA0041. SR#1-74449696; ; 2003-04-09
2003-04-09

Fulfilled:BRCPAR_PA0041. SR#1-74449696; ; 2003-04-09
2003-04-09

CRM HAD TO GO BACK INTO CORRESPONDENCE TO SUBMIT CREATED 2ND ACTIVITY; ; 2003-04-09
2003-04-09

SENDING TO ESIS FOR ATTORNEY INVOLVEMENT CC TO SUE SALA; ; 2003-04-09
2003-04-09

REPORT'S AND INSPECTION REPORT FED EXP TO ESIS BY ORIGINAL CRM ON 4/8; ; 2003-04-09
2003-04-09

CLOSING FILE AND SENDING TO ESIS; ; 2003-04-09
2003-04-09

Service Request has been Closed Dissatisfied.; ; 2003-04-09

*****PAR INFORMATION*****

INCIDENT DATE: 2003-02-15 INCIDENT TIME: 18:00:00.000000
INCIDENT LOCATION: Hattisberg MS

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: none given

OWNER DESCRIPTION: turning, steering locked, vah would not turn, hit curb and pole.

ALLEGED DEFECTIVE COMPONENT: Steering

INCIDENT RESULT:
POLICE REPORT: Y ROAD CONDITION: Wet ROAD SURFACE: Asphalt
NUMBER OF PEOPLE: 2 BODY INJURY: N
INJURIES:

ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

INFORMATION: seeking repairs, no lawsuit
MAINTENANCE LOCATION: unknown
CURRENT LOCATION OF VEHICLE: Dealership for repairs
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Steering and Suspension Sys

INSPECTORS NAME: 3rd Party Inspector INSPECTION DATE: 2003-

03-05 08:40:00.000000

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT:

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ERC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: & BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DID OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
CONTACT PHONE:
ADDRESS:

1-7444 986

GAYER & WILLIS
A PROFESSIONAL LAW CORPORATION
8750 CANAL STREET
NEW ORLEANS, LOUISIANA 70119

8



Kevin Drew
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170



48232-5170

1-7444 986

GATER & WILLIS
A PROFESSIONAL LAW CORPORATION
1790 CANAL STREET
NEW ORLEANS, LOUISIANA 70119
TELEPHONE (504) 488-8200

R. GLENN GATER*
JENNIFER N. WILLIS*

*ALSO ADMITTED IN COLORADO

FACSIMILE (504) 488-8202

April 7, 2003

TRANSMITTED BY FACSIMILE NO. 1-866-215-6743/
ORIGINAL BY U.S. MAIL

Kevin Drew
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] *General Motors*
Our File Number: [REDACTED]
Your File Number: 1G1YY22G5Y5100507

Dear Mr. Drew:

This letter is to advise that we have been retained to represent [REDACTED] in connection with the above matter. It is our intent to file a lawsuit on [REDACTED] behalf to obtain a return of the purchase price of the 2000 Chevrolet Corvette purchased from Sewell Cadillac-Chevrolet, Inc. on August 2, 1999. The lawsuit will be filed fifteen days from the date of this correspondence.

Sincerely,



R. Glenn Gater

RGC/cjs

cc: [REDACTED]

1700 Woodlawn Drive
Baytown, Texas 77520
Phone: 281-422-8782
Fax: 281-422-8782

Keith Lawton
Automotive
Consulting

Fax

To: KEVIN DREW	From: Keith Lawton
Phone: 808-215-6740	Page: 1
Phone:	Date: 3-8-2003
Ref:	OC:
<input type="checkbox"/> Urgent <input type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle	
* Comments	

PAR#

1-74449696

Describe the following:	Before the incident	At the Beginning* and During the incident
Steering (normal, other)	NORMAL	WOULD NOT RESPOND TO DRIVER
Suspension (normal, other)	NORMAL	NORMAL
Engine (normal, other)	NORMAL	NORMAL
Transmission (normal, other)	NORMAL	NORMAL
Electrical (normal, other)	NORMAL	NORMAL
Warning lights/messages	NONE	NONE
Unusual noises (from where?)	NONE	NONE
Smoke/steam (from where?)	NONE	NONE
Other	NONE	NONE

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: STREET INTERSECTION IN HATTISBURG, MISS. NAME UNKNOWN

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe: ASPHALT
 Condition: Wet, Dry, Icy, or Other? If other, specify: WET

Estimated vehicle speed 30 MPH Source of estimate: AS PER DAUGHTER

Incident occurred while: Accelerating, Turning, Braking, Coasting, Driving normally: TURNING

What did you do after you realized something was wrong? Describe: VEHICLE WOULD NOT CORRECT WHEN TURN COMPLETED AND CONTINUED ON IN TURN

Any other comments or observations that have not been covered? RAINING AT TIME OF INCIDENT

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

A. Exterior:

Front
 Right side
 Rear
 VIN
 Left side

Comments: CRACK IN FIBER GLASS FENDER ON RIGHT FRONT

B. Corner assemblies, if applicable:

Struts/shocks
 Springs
 Control arms
 Ball joints
 Steering knuckles
 Axle assemblies

Comments: STEERING ADJUSTER ON RIGHT FRONT TIE ROD BENT AND TIE ROD ADJUSTER ON RIGHT REAR BENT

C. Interior:

Instrument panel & odometer

Comments: _____

D. Underhood:

Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: _____

E. Underbody:

Steering linkage
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels
Etc.

Comments: RIGHT SIDE WHEELS ARE SEVERLY SCUFFED AND BRAKE ASSEMBLY ON RIGHT REAR BROKEN

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: NONE

Anything on vehicle which is a modification: NONE

Anything on vehicle which is unusual, out-of-place, etc.: NONE

Other relevant information: _____

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	NORMAL
Steering linkage	RIGHT FRONT STEERING LINK BENT
Gear/rack and pinion	NO DAMAGE
Steering column, ignition switch, intermediate shaft	NO DAMAGE
Steering pump, drive, hoses, connections, flow, pressure	NORMAL
PS fluid level and condition	FULL AND CLEAR
Steering knuckles	NOT DAMAGED
Suspension components - LF	NORMAL
RF	NORMAL
LR	NORMAL
RR	ADJUSTER ROD BENT
Rear axle assembly	NO DAMAGE
Deformation to the frame	NO DAMAGE
Describe evidence of side/suspension/ tire contact with frame, body or components	RIGHT REAR CONTROL ARM MARKED WHERE WHEEL AND BRAKE ASSEMBLY CONTACTED AND LOCKED WHEEL
Describe contact of the undercarriage with the road surface (road, shoulder, curb, or grass)	NONE
Electronic level control system/components	NORMAL
Engine (normal, other)	NORMAL
Electrical (normal, other)	BATTERY DEAD BUT COULD BE CHARGED
Warning light/messages	NONE
Wheels (damage/impact marks)	BOTH RIGHT SIDE WHEEL HAVE SCUFF MARKS
Codes/numbers for failed components. Describe	DTC'S IN HISTORY P1618 PCM-TACH DATA CIRCUIT B2587 - COLUMN LOCK DRIVE A INTERNAL OPEN/SHORT TO GROUND B2582 - COLUMN LOCK DRIVE B INTERNAL OPEN/SHORT TO GROUND ABS C1265 E2 INTERNAL MALFUNCTION- E2000 INTERNAL MALFUNCTION C1235 RIGHT REAR WHEEL SPEED SENSOR OPEN/SHORT TO GROUND
Other	NONE

B. ECM/PCM

Stored codes? (Y/N) Y If yes, list code number and description.

P1618, B2587, B2582 SEE ABOVE

CODE	COUNTS	DESCRIPTION
P1618	_____	TACH DATA CIRCUIT
B2587	_____	COLUMN LOCK DRIVE A INTERNAL OPEN/SHORT TO GROUND
B2582	_____	COLUMN LOCK DRIVE B INTERNAL OPEN/SHORT TO GROUND
_____	_____	_____
_____	_____	_____
_____	_____	_____

Other comments: _____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspension/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT

CODEDESCRIPTION

HISTORY

CODEDESCRIPTION

C1255

RIGHT REAR WHEEL SPEED SENSOR OPENS/SHORT

C1255

E2 INTERNAL MALFUNCTION EBCM INTERNAL MALFUNCTION

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

DTC'S TAKEN BY DEALER TECHNICIAN AND WERE LEFT IN SYSTEM

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: NONE

3. Other comments: _____

D. TIRE INSPECTION1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch
LF	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P245/45ZR17</u>	<u>30</u>	<u>7/32</u>
RF	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P245/45ZR17</u>	<u>30</u>	<u>7/32</u>
LR	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P275/40ZR18</u>	<u>30</u>	<u>7/32</u>
RR	<u>GOODYEAR</u>	<u>EAGLE</u>	<u>P275/40ZR18</u>	<u>30</u>	<u>7/32</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF NONE

RF NONE

LR NONE

RR SKID SPOT WHERE WHEEL LOCKED AGAINST LOWER CONTROL ARM... MINIMAL

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	<u>FRT-P245/45ZR17</u>	<u>30</u>	_____
	<u>R-P275/40ZR18</u>		
SPARE TIRE	_____	<u>30</u>	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and

enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: COULD NO GO TO LOCATION

PRELIMINARY PAR INSPECTION
PHOTOGRAPHIC NOTES

(page 1 of 4)

Division: CHEVROLET	Roll: 1-7440000	Document ID	Date Saved: 3/2/2000
VIN: 1G1YY22GB100007	Claimant's Name (LAST, First)		

Division:	Roll:	Document ID	Page 1 of 4
VIN:	Claimant's Name (LAST, First)		

Inspector KEITH LAWHON

Number of Rolls 1

Roll Number 1

Seq.# Description

- 0
1. VEHICLE ID PLACARD ON LEFT DOOR
2. ODOMETER AT TIME OF INSPECTION
3. SAME AS 2
4. RIGHT REAR AT START OF INSPECTION
5. LEFT FRONT AT START OF INSPECTION
6. INTERIOR AT START OF INSPECTION
7. PEDAL AREA
8. INTERIOR FROM RIGHT DOOR
9. SEAT BELTS LATCH AND HOLD
10. LEFT BELT LOCKS ON SNAP TEST
11. RIGHT BELT LOCKS ON SNAP TEST
12. DRIVE BELT IN PLACE AND TIGHT
13. BRAKE FLUID FULL AND NO LEAKS
14. IMPACT CRACK IN RIGHT FENDER
15. UTILITY POLE SLINTERS IN RIGHT FRONT WHEEL RIM
16. RIGHT REAR SPINDLE WITH MARKS ON LOWER CONTROL ARM...ADJUSTER BENT
17. BROKEN RIGHT REAR ROTOR/DRUM ASSEMBLY
18. SKID SPOT ON RIGHT REAR TIRE
19. LEFT FRONT TURNED MAX TO LEFT WITH NO BINDING
20. RIGHT FRONT TURNED MAX TO LEFT WITH NO BINDING
21. LEFT FRONT TURNED MAX TO RIGHT WITH NO BINDING
22. RIGHT FRONT TURNED MAX TO RIGHT WITH NO BINDING
23. LEFT FRONT STEERING LINK
24. STEERING RACK
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____

PHOTO001-7440000.doc



Vehicle Identification Number	1G1YY2304Y2100807
Investigator	KEITH LAWTON
Case Number	1-344-0000
Investigation Date	08-08-2003
Crash Date	08-18-2003
Platform	1G1YY2304Y2100807 CDR
Saved on	08/20/03 11:30:34 AM
Data Check Information	08/20/03
Collected with CDR version	Crash Data Retrieval Tool 1.800
Collected program version number	307F402C
Recorded with CDR version	Crash Data Retrieval Tool 1.800
Recording program version number	307F402C
Interface Information	Block Number: 00 Interface version: 04 Date: 08-08-02 Checksum: 8000
Event(s) recorded	Non-Deployment

SDM DATA LIMITATIONS

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by another Non-Deployment event. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within the seconds of one another. Deployment events can not be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the non-deployment file will be locked after a deployment, if the non-deployment occurred within 5 seconds before the deployment or a deployment level event occurs within 5 seconds after the deployment.

SDM Data Limitations:

-SDM Adjusted Algorithm Forward Velocity Change:

Once the crash data is downloaded, the CDR tool mathematically adjusts the recorded algorithm forward velocity data to generate an adjusted algorithm forward velocity change (AADelta V) that may more closely approximate the forward velocity change the sensing system experienced during the recorded portion of the event. The adjustment takes place within the downloading tool and does not affect the crash data, which remains stored in the SDM. The AADelta V may not closely approximate what the sensing system experienced in all types of events. For example, if a crash is preceded by other correction events, such as rough road, struck object, or off-road travel, the AADelta V may be less than, and some times significantly less than the actual forward velocity change the sensing system experienced. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. The SDM will record 100 milliseconds of data after deployment criteria is met and up to 50 milliseconds before deployment criteria is met.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Some of the Pre-Crash data, from the Deployment file, may be recorded after algorithm enable, if the Deployment event has a long crash pulse.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM does not receive a valid message for any of the four Pre-Crash data parameters (Vehicle Speed, Engine Speed, Percent Throttle, and Brake Switch Circuit Status).

-Driver's Belt Switch Circuit Status indicates the status of the driver's seat belt switch circuit. If the vehicle's electrical system is compromised during a crash, the state of the Driver's Belt Switch Circuit may be reported as unbuckled, although the driver's seat belt was buckled.

-Passenger Front Air Bag Suppression Switch Circuit Status indicates the status of the suppression switch circuit.

-The Time Between Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Speed, Engine Speed, and Percent Throttle data are transmitted once a second by the Powertrain Control Module (PCM), via the Class 2 data link, to the SDM.

-Brake Switch Circuit Status data is transmitted once a second by either the ABS module or the PCM, via the Class 2 data link, to the SDM. Depending on vehicle option content, the Brake Switch Circuit Status data may not be available.

-In most vehicles, the Driver's Belt Switch Circuit is wired directly to the SDM. In some vehicles, the Driver's Belt Switch Circuit Status data is transmitted from the Body Control Module (BCM), via the Class 2 data link, to the SDM.

1G1YY2304Y2100807

Page 1 of 4

08/20/03 11:30:34 AM

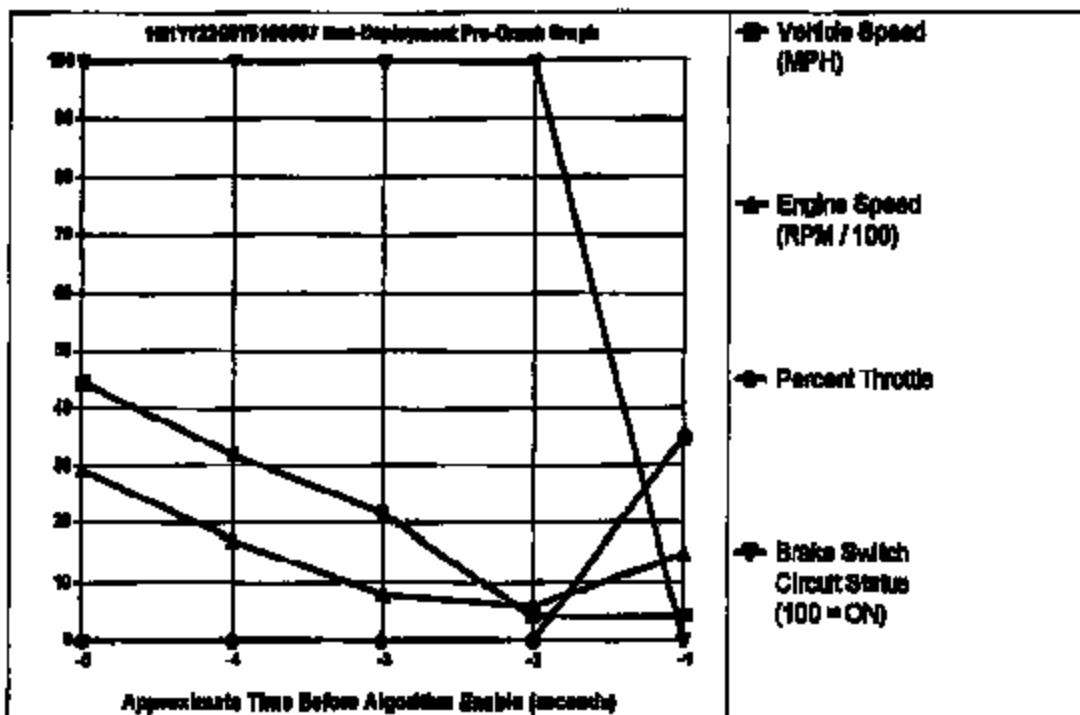


-The Passenger Front Air Bag Suppression Switch Circuit is wired directly to the SDM.



System Status At Non-Deployment

SIR Warning Lamp Status	OFF
Driver's Rest Switch Circuit Status	UNBUCKLED
Passenger Front Air Bag Suppression Switch Circuit Status	Air Bag Not Suppressed
Ignition Cycles At Non-Deployment	2219
Maximum GDSM Recorded Velocity Change (MPH)	0.00



Seconds Before AE	Vehicle Speed (MPH)	Engine Speed (RPM)	Percent Throttle	Brake Switch Circuit Status
0.5	48	2044	0	ON
0.4	32	1864	0	ON
0.3	22	832	0	ON
0.2	4	640	0	ON
0.1	4	1472	35	OFF



Hexadecimal Data

This page displays all the data retrieved from the air bag module.
It contains data that is not converted by this program.

```
$01 91 17 00 00
$02 88 06
$03 41 53 39 31 37 36
$04 48 51 55 52 37 33
$05 00
$06 09 38 00 90
$11 94 02 92 FF 9B D0
$14 03 04 B5 80
$18 80 7F 81 CD FF 00
$1C 31 32 59 59 59 59
$1D 59 31 32 59 59 59
$1E 59 59
$1F FF 01 00 00 00
$20 80 00 00 FF 4D F8
$21 FF FF FF FF FF FF
$22 FF FF FF FF FF FF
$23 FF 00 00 00 00 00
$24 00 00 00 FF FF FF
$25 FF FF FF FF FF FF
$26 FF FF 04 07 07 23
$27 33 49 80 78 00 5A
$28 00 00 00 00 00 17
$29 0A 0D 1A 2B 00 F2
$2A 8A F8 FC 05 FA 05
$2B FC FF FF 00 00 00
$2C 00 31 00 00
$30 FF FF FF FF FF FF
$31 FF FF FF FF FF FF
$32 FF FF FF FF FF FF
$33 FF FF FF FF FF FF
$34 FF FF FF FF FF FF
$35 FF FF FF FF FF FF
$36 FF FF FF FF FF FF
$37 FF FF FF FF FF FF
$38 FF FF FF FF FF FF
$39 FF FF FF FF FF FF
$3A FF FF FF FF FF FF
$3B FF FF FF
$40 FF FF FF FF FF FF
$41 FF FF FF FF FF FF
$42 FF FF FF FF FF FF
$43 FF
```


GM-PAR-Check, Rev. 08/20/97

PRODUCT ALLEGATION RESOLUTION

(page 1 of 5)

PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS

Division: CHEVROLET	Ref: 1-74448668	Document ID	Date Saved: 3/8/2003
VIN: 1G1YYZG6Y4100607	Claimant's Name (LAST, First)		

Division:	Ref:	Document ID	(page 1 of 5)
VIN:	Claimant's Name (LAST, First)		

Inspected By: KEITH LAWHON
Phone: (251) 422-5762

Organization: ENGINEERING ANALYSIS
Inspection Date: 3/5/2003
Mileage at Inspection: 14265

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations: VEHICLE HAD IMPACT DAMAGE TO RIGHT FRONT FENDER AND WHEEL, THE RIGHT REAR WHEEL AND BRAKE SYSTEM WAS ALSO DAMAGED. THE BATTERY WAS DEAD AT START OF INSPECTION. OBTAINED CDR DATA AND DTC'S WITH ASSISTANCE OF DEALER TECHNICIAN WITH A TECH II. NO WARNING LIGHTS WERE ON AT TIME OF INSPECTION. THE AIR BAG LIGHT WOULD FLASH 7 TIMES AND GO OUT, ABS, BRAKE, AND CHECK ENGINE LIGHTS WOULD COME ON AND GO OFF AFTER SYSTEM CHECK. ABS AND PCM HAD STORED DTC'S IN SYSTEM.

II INTERVIEW - VEHICLE HISTORY

Note to the Inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: SLIDELL, LA

2. Prior collision damage (date, description, etc.): NONE

Repaired by: _____

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", tires worn, etc.): RIGHT FRONT FENDER CRACK ABOVE WHEEL OPENING; THE RIGHT FRONT WHEEL HAS UTILITY POLE SPLINTERS BETWEEN WHEEL AND TIRE AND WHEEL RIM SCUFFED. THE LEFT REAR WHEEL WOULD NOT ROTATE BECAUSE WHEEL WAS DRIVEN IN OVER CONTROL ARM BREAKING ROTOR/DURM ASSEMBLY; THE WHEEL RIM WAS ALSO SCUFFED SEVERLY.

4. Repairs outside of warranty (what, when, by whom?): NONE

5. Other vehicle history information (from person being interviewed or GM Warranty History)? SEE GM VIS... STATED THAT CAMPAIGN NO. 01044 HAD BEEN DONE TWO TIMES BUT IT IS NOT IN THE VIS RECORD. RECALLS WERE DONE AT DEE CHEVROLET AS PER

6. Last maintenance (date, description, by whom?): UNKNOWN

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer:
0 lbs, Load description: NONE, Load location: NONE

CATER & WILLIS
A PROFESSIONAL LAW CORPORATION
 3723 CANAL STREET
 NEW ORLEANS, LOUISIANA 70119
 TELEPHONE: 504-488-6300 FACSIMILE: 504-488-6302

April 7, 2003

To: Kevin Drew

Fax #: 1-866-215-6749

From: R. Glenn Cater

Fax #: 488-6302

Re:

Number of pages including this cover sheet: 2

Message:

[If you should experience problems receiving this transmission, please call 488-6300.]

CONFIDENTIALITY NOTICE

This facsimile transmission and/or the accompanying documents may contain confidential information belonging to the sender, which is protected by the attorney/client privilege. The information is intended only for the use of the individual or entity name above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this transmission in error, please immediately notify us by telephone to arrange for return of the documents.

CATER & WILLIS
A PROFESSIONAL LAW CORPORATION
2780 CANAL STREET
NEW ORLEANS, LOUISIANA 70119
TELEPHONE (504) 488-8300

R. GLENN CATER*
JENNIFER N. WILLIS*

FACSIMILE (504) 488-8302

*ALSO ADMITTED IN COLORADO

April 7, 2003

TRANSMITTED BY FACSIMILE NO. 1-866-215-6749/

ORIGINAL BY U.S. MAIL

Kevin Drew
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] General Motors
Our File Number: [REDACTED]
Your File Number: 1G1YY22G5Y5100507

Dear Mr. Drew:

This letter is to advise that we have been retained to represent [REDACTED] in connection with the above matter. It is our intent to file a lawsuit on [REDACTED] behalf to obtain a return of the purchase price of the 2000 Chevrolet Corvette purchased from Sewell Cadillac-Chevrolet, Inc. on August 2, 1999. The lawsuit will be filed fifteen days from the date of this correspondence.

Sincerely,



R. Glenn Cater

RGC/cc
cc: [REDACTED]

October 21, 2003

[REDACTED]
Slidell, LA [REDACTED]

Service request: S1-74449696

Vehicle Identification Number: 1G1YY22G5YS100507

Dear [REDACTED]:

I am writing to confirm our conversation on 2/26/03, regarding the upcoming inspection of your 2000 Chevrolet Corvette which you authorized to have performed. The complete inspection process may take ten to fourteen business days.

As part of the inspection, we will take photographs and measurements. For a thorough inspection to be performed, it may be necessary to inspect additional systems on the vehicle. A download from the Sensing and Diagnostic Module (SDM) may be performed as well. As explained in the Owner's Manual, in addition to its other functions the SDM records information about the air bag system and other crash related data in an air bag deployment and some near-deployment crashes. If we download SDM data, a copy will be made available for you.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request to police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1-800-231-1841 extension 57792 Monday through Friday between 8:00a.m. and 5:00p.m. EST.

Sincerely,

Kevin Drew
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

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