GM622C EA02-031

GM 11-27-03

**ATTACHMENT "4C"** 

Book 4 of 22 Part 1 of 2

464609 - PI

Street  City Venice  State CA ZIpCd  Clearly  Converte Co	Mile PARI- Hy Mile 8/03 7:46 PM LE MILE MILE MILE MILE MILE MILE MILE
Street  Evening #  City Venice State CA ZipCd  Geood State  Converte Year 2000 Werr. Blant 07/12/2000 Abstract **** Closed 7/16/400  Customer Decoription  This is a partile, forward all calls from Particular form Lincoin Blood, when part ellegrated to turn the wheel the policed, when part ellegrated to turn the wheel the policed, when part ellegrated to turn the wheel the policed.	6/03 7:46 PM LE 408 37:15 PM 6408
Evening # City Venice State CA ZIpCd Closed State Chevrolist Mileage 1900 Serial sNW 1G1YY32G2Y5138306 Salicified 7716  Convette Year 2000 Warr. Blant 07/12/2000 Abstract Mileage Chevrolist (Closed 7716 407)  Customer Description This is a par file, forward all calls from Par Description  When turning on Gartiski from Lincoin Sivel, if logical, when past allegated to turn the white	6/03 7:46 PM LE W09 37:15 PM 6/08
State CA ZIpCd Closed SUR    Make Chevrolut   Mileage 13000 Serial sylvel 1G1YY32G2Y513S300   Serial sylvel 101Y032G2Y513S300   Serial sylvel 102   Converte	7:46 PM LE 103 37:15 PM 6108
Meite Chevrolut Mileage 1900 Serial s/VM 1G1YY32G2Y5733300 Selicited 7769  Corvette Year 2000 Warr. Blant 07/12/2000 Abstract #Mileage Chevrolut (Closed 7/16 4/0)  Customer Description Warr in this is a par file, forward all calls from Par Description Warr turning on Genfield from Uncoin Sivel, if looked, when part aftersocial to fam the wheel	109 27:15 PM
Convertes Year 2000 Went. Blant 07/12/2000 Abstract ####################################	37:15 PM 6403
Converte Year 2000 Went. Blant 07/12/2000 Abstract ####################################	6/03
When turning on Gerfleid from Uncoin Bird, if looked, when court allegated to turn the wheel	
locked, when cost effected to turn the wheel	
locked, when cost effected to turn the wheel	ne steering
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Streeting wheel lock	
7/4/67511"nurie	
Component Stearing white thicking machalism critic Statistic Bird in Los Angels	nia Monica oup Chev
YDry	
Santa Monica Group Chev Asphalt	
Insutance Agency AAA of Culver City	
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PAR Detail	$\mathbf{b}^{\pm h}$
JUL 17 con.	<u>-</u>
PAR Detail	<u>.</u>
SO S	<b>.</b>
Prop Est	-

7/17/2003

Repeir Cost bottom drivereide compant by the town truck driver n/a \$0.00 from being heusted up. Scret on the driver's door. Personal Spryice Request has been Closed Satisfied. Done SUILE SR Closed - Satisfied 07/16/03 Confidential Comment Comment E819 · Done **BRC PAR** Cipee SULE 07/16/03 Confidentia CRM FORWARDING THE FILE TO 6818 Comment Comment CUSTOMER'S ADDRESS Vereza, CA 80565 raq aqmet, el oue Service Request Ownership has changed FROM Dome Ownership Changed 07/16/03 Confidential Comment Comment Esia illa perigrament Dane **Notify CRIM** 07/18/03 Confidential Comment Comment eggigned die to Sue Le et Dane Case Assigned **07/16/03** BRC PAR Confidential Commen Comment reopened for ESIS assignment Dane Case Recogned BRC PAR 07/16/03 Confidential Comment Comment E8#8 Done ESIS-Injuries BRC PAR 07/15/09 COMMENT Cust is an alterray, and he is seeking Medical Compensation, Lose wages in the amount of \$250 and hour Confidential from 2:30-7:90, a mental well, poid in the amount of \$56.50, and the body demagns repeire Comment Received and aneigned to ESIS listen. Marjorle Lot/PAR/Workflow Çkası BRC PAR Close 07/15/09 SUSBNESS SUMMARY: 1. Cres received and reviewed the file, 2. Crm spoke withe cust, 8. Cust seeking Confidential Comment Medical Comparisation, Lose Wages, and a Rental Bill to be paid for, also he wards Body Damages.

Catalogue a successor acceptate

repaired per his valu. 4. Crm left a vra for the sm/AVM of Santa Monice Group. 6. Crm advised the cust this CONTINENT

7/17*/2*003

the in being forwarded to ESIS. 6. No offer to repair or repurchese, the destorants has streadly made wome repairs and adjustments to the yell. 7. File closed and documented 07/15/09 ESIS Injuries COSE SUSPIESS SUMMARY: 1. Criti received and reviewed the Re. 2. Criti applies writes coult. 3. Qual applies Confidential Comment Medical Compensation, Loss Wages, and a Rentel Bit to be paid for, also he wants Body Demages repaired per his veh. 4. Crm left a vm for the am/AVM of Sente Monica Group. 6. Crm advised the cust this . Common of the cust this . Nile is being forwarded to ESIS. 6. No offer to repair or requirchese, the desimality has alwaydy made again. receirs and adjustments to the yell. 7. File closed and documented. 07/15/03 BIRC PAR **GM Decision-Other** Done Ghfa Decision-ESIS COMMITTEENT CITY advised the cust his file is being forwarded to ESIS, for bather handling. Cust is seeking Medical Confidential Compensation, Loss Wages, and a rental bill of \$86.50 to be paid for 07/15/03 Case Boso Done Comment Critical a case scan in slabelitoregains no other Bes existing. Confidential Comment 07/15/03 BRC PAR Initial AVM Initial Contact- AVM Done Comment Com called the AVM Cara left a detailed was Cara edvised the Confidential <u>AVM of rity name, reamber, and t</u>he qualit out. Crim advised this life is being forwarded to ESIS Comment 07/16/09 BENC PAR Initial Contact- Dealer Indial-Desir Donas Commont Con called Senta Manios Group to speak withe am Crim was transferred to the viri of Confidential the em and advised him of the quate concern. Orm advised the sre to lex me the FVO's per the repair or the Comment adjustments regarding the cust's steering. Own advised of my tax #, my 800#, and the cust's ar. Own advised the am this tile will be forwarded to ESIS, and to eard the information as each as possible 07/16/09 Ownership Changed Ownership Espelated to BRC Ownership Excelsized to BRC Dane Confidential Comment Comment INTIAL-CUST CONTINUED 07/16/03 Done Outbound Call Customer Made Contact Confidential Comment Comment CRM ADVISED THE CUST I NEED TO GET GOING ON THIS FILE. THE CUST REPUSED TO LET ME GO OFF THE PHONE, HE WANTED TO CONTINUE TO REPEAT THE SAMETHING OVER AND OVER. WHEN CRM INSISTED ON ENDING THE CALL THE CUST ASKED TO SPEAK W MY SUPERVISOR. CRM PLACED THE CUST ON HOLD, CRM ADVISED THE CUST THAT I WILL BE FORWARDING THIS FILE TO ESIS. CUST IS SEEKING MEDICAL COMPENSATION FOR HIS WRIST THAT WAS INJURIED WHEN THE STEERING WHEEL LOCKED UP, AND HE HAS MEDICAL BILLS, CUST IS SEEKING TO THE ENTERPRISE RENTAL VIEH. TO BE PAID FOR @ \$86.50 FROM 07/02/ TO 07/07, CUST ALSO. STATES HE IS AN ATTORNEY BUT HE IS NOT REPRESENTING HIMSELF, BUT HE WANTS TO GET PAID, \$250 AN HOUR FOR LOSS WAGES FROM 2:30PM UNTIL 7:30PM, CUST STATES HE ALSO. WANTS THE BODY DAMAGES REPAIRED, THAT WERE DONE WHEN THE TOWE TRUCK PERSON TRIED TO GET THE VEH. UP ON THE LIFT! 07/15/09 Inbound Call Customer Dane REpossing owning CRM Comment Out called in because he was disconnected from previous CRM. Confidential While on the phone with me, owning CRM called on Cust's other line. Comment 07/16/03 Outbound Call Customer Made Contact **Done** Initial-Continued

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#### Comment

"DESCRIPTION OF INCIDENT""" CUST STATES HE WAS GOING SOUTH ON LINCOLN BLYD. GOING ABOUT 30-55 MPH IN HEAVY TRAFFIC, CUST STATES HEATHRAGON ZOMAKE A RIGHT TOTAL ON GARRIELD ST. CUST STATES HIS ABS LIGHT CAME ON AND HE HEARD A WEIRD SOUND AND THE STEERING COLUMN LOCKED UP, CAUSING THE VEH. TO STALLICUT OUT, CUST STATES THE VEH. STOPPED BY ITSELF, CUST STATES HE WAS ABLE TO START THE VEH. BUT THE STEERING COLUMN WAS STILL LOCK, THIS INCIDENT HAPPENED ON OTHERDS." ······ANCTHER NODENT HAPPENED ON 97/08/03 AFTER CUST PICKED UP THE VEH, FROM SANTA MONICA CHEV, ON OZONZAJS, QUIST STATES HE PULLED INTO A DRIVE THRU AND THE VEH, LOCKED UP AGAIN, CUST STATES HE HAD THE VEH, TOWED FROM THIS PLACED, AND TAKEN BACK TO SANTA MONICA CHEVROLET, CUST THATS THE INCIDENT WHEN HIS VEH, WAS DAMAGED, CUST STATES HE FINALLY DECIDED TO START THE VEH. AND THE STEERING WHEEL LINEOCKED AND THEY WERE ABLE TO GET THE VEH. UP ON THE FLATBED. WARRY OS HE RECEIVED INJURIES TO HIS WRIST WHEN HE GOT INTO THE VEH, TO DRIVE, AND AS HE MADE A TURN THE VEH. LOCKEDUP. DUR COULD NOT DUPLICATE THE CONCERN, BUT THE DID REPROGRAM THE COMPUTER, CUST DOES NOT WANT TO GET OFF THE PHONE HE WANTS TO CONTINUE THIS CONVERSATION FOR EVER. I HAVE BEEN ON THE LINE WITHE CUST FOR OVER AN HOUR, WAHIM SAYING THE SAMETHING OVER AND OVER, CONTINUED,

07/16/03

**BRC PAR** 

Initial Contact- Phone

Comment Circumstate with cost who advised his value which now, Cost states the value was taken 2 through Santa Marsica Chev. for repairs to the steering bacaused it would both up. Gust states on 07/02/03 he injuried file wrist when the stearing locked up on him while driving. Cust states on 07/08/08, the stearing locked again and qualed him to re-injure his wrist. Cust status he has gone to the doctors for this concern. Cust at he purchased the vir, from LeBres. Chay, new, Cust states his veh, was damaged underneeth when the love truck person bled to get the veh, up on a flet bed buck. Cust states the duringes are to the bottom driverside understeath the door. CRIM HAD PLACED THE CLIST ON HOLD TO DOCUMENT THE FILE, WHEN CRIM CAME BACK TO GET THE ACCOUNTS OF WHAT HAPPENED. THE CUST WAS NOT THERE. CRIM WILL THY TO REACH THE CUST BACK WHEN CUST ANSWERED THE PHONE HE ADVISED LAW OFFICE, CRIM IS NOT SURE IF THE CUST IS AN ATTORNEY OR IF HE IS REPRESENTING HIMSELF REGARDING THIS CONCERN. CRM WILL CONFIRM THIS INFORMATION WHEN I CONTACT HIM BACK, ""CUST IS VERY HOSTILE AND UNCOPPOPARTIVE & TIMES DURING THE CONVERSATION, CUST IS VERY IRRATE AND FUSTRATED W/EVERYTHING, CONTINUED....

07/15/03

**BRC PAR** 

Admonfedoement

Down

Comment Com spoke withe quel

07/15/03

Research

Done

Comment No other Size existing in deballooropoints by Vin

07/16/03

Ownership Changed

Domi

Done

Comment

07/11/08

Notify CRM

Comment

Confidential Comment

Companie Comment

Confidential

Comment

Senice Request Ownership has charged FRCI

Confidential



Comb 07/11/03 **BRC PAR** Case Assisted Confidential Comment Comment Cone Service Request Consensity has changed FROM Ownership Changed 07/11/08 Comment Comment Follow up Done 07/10/03 Outbound Call Customer Confidentia Comment CPMI aded; this case has been transferred to enother dust that will be handling cost's concerns from this Commen point on Quet inquired whether he will openic with CRM again on this case CRM advect unlikely; cost should expect a cell from BRC within 48 business his from yesterday; Pro-PAR Inlitate PAR Done 07/10/03 Comment Received and ambraid in PAP Confidentia Comment 1-117427905, 5-7est - dir Done 07/10/03 Scheduled Outbound Call Dr Confidential Comment Comment Made Context Done 07/10/03 Outbound Call Third Pluty Confidential Comment Comment وتعاوون Inhound Call Customer Complex Request Dane 07/06/08 Cust states: received a a call from CAC and asked to remain anomous - when he went to the circles told telm they click's apparation him complaining to Chit, cir retuned to reimb for the rental velo, when he sented the Confidential Comment with he clid not pay for it - sent to the bill to the cit; gave the bill to clident do anything with the web - no deplication (he also clid not have pre-sufferization for the revisit); they told dust that they had re-programmed it; Cust status: there is a mich bend in a metal tips and a scratch on the driver's underside which were caused by tow truck; who will pay for this? CRM advant the towing company will have to be contacted. Cust etates: GM is responsible CRM advant: will need to contact dir again; exheduled oft 7/11/03, 10-11est; Dutbound Call Third Party Received No Asserts Done 07/00/03 Confidentia Comment

7/17/2003

in Roadside but was unable due to his not being in. CRM attempted to contact Comment Pre-PAR Dane **Cutbound Call Customer** Mede Contact 07/09/03 Confidentia Comment CRM advact: filing Pre-PAR; cust will be contacted within 48 hrs by our BRC-PAR; Cust states: weh should be ready by toramorow CRM adved: subeduled c/b 7/10/03, 10-11eet 1-117427903 Notity CRM Done 07/08/09 of Chev Pid Side, X 6944 advised he media to speak w/ owning CRM Confidential Comment advised owning CRM can call Rd Side, his ext is 6544 CPM advised I will notify owning CPM & request he contact ASAP Lucinda Enterviene/och: Chev Pd Side Assist Done 07/00/03 Inbound Call Third Party Complex Request of Chay Rd Side, X 5544 advised he needs to speak of owning CRM Confidential Comment Comment polylised owning CRM caus call Rd Side, his ext is 15544 ABAP CRM advised I will notify owning CRM & request he contact Lucinda Estanicadoria Pronduide Aseltance Made Contact Duce **07/09/03 Outhound Call Third Party** Confidential Comment CRM inquired as to when a truck was dispatched. Roadside Asst states: truck was dispatched 7/2/03 at 6:29pm pt - time of arrival at 45min after this - they called AAA to give them reference - GOA - Gone on Arrival 2nd allegatch 7/8/03 - no of number - did research into dire before dispetching - carlothuri delaber (x4109) - oust was upper about not getting Но левропов 07/08/03 Outbound Call Customer Received No America Done Confidentia Comment 10:11cmt — FID MARKET 10:39est - no answer 10:45est - no empner AFt situation 07/06/03 **Cuttound Call Dealer** Made Contact Comment the Ming state; this count has been woulding with him for over 10 years; year demander they are middle the lock made and their expenses, the shade and their expenses. Confidential Comment will reimburne dust for the \$50 a day when he taken from the recipeta;

locking while driving:

07/08/08

Quet senior to have van repaired, be reimbursed for the rental veh, documentation of his concerns; CRIM salved: scheduled of 7/9/03, 10-110st Steering - General Inoperativa Seatesk Driver Occupant of Owner's Vehicle Treatment Foor 2 <u>Medical</u> Treated Spreined Left Wrist - Swollen Injury Sore Right Shoulder By Loc Lass Angelle, C/ Desc City Venice State Primary Address

Complex Request

Inbound Call Customer

Comment Cust states: the steering wheel has looked on with 3 times - huge eathly concern; has called 18092221020

and was disconnected on a pay phone; called Roschila and they never disputated a veh, yet told him that they had (was waiting by value how he knows); had to wait 3 has for the low truck and call 8 times; dir told him his with was ready and the problems back less than 24 has; tow truck driver told cust that he has hand

of 3 other Corvettes that have steering look probe; has been extremely incorvienced as a lawyer who has missed a great deal of work; dir told him that they fixed the veh, when he picked it up the dir told him GM would not allow putting in parts that sucrit necessary; dir re-programmed the computer; has had to pay for a rental with (Enterprise 301-827-7800) from West Eurough Surr, injured his wrist due to steering whosi

Blearing wheel focking

Comment

2000 CORVETTE CONVERTIBLE  '9U MILLENNIUM YELLOW W/TI COAT  19I INT, EBONY INTERIOR TRIM  DRDER NO. CNGKBQ/TRE STOCK NO.  /IN 1G1 YY32 G2 Y5133308		CHEVROLET	MONOR DIVISION
'9U MILLENNIUM YELLOW W/TI COAT	/V8G	GENERAL M	OT S CORPORATION
91 INT, EBONY INTERIOR TRIM		100 RENAI:	SSANCE CENTER
DRDER NO. CNGKBO/TRE STOCK NO.		DETROIT	MI 48243-1001
/IN 1G1 YY32 G2 Y5133308		VEHICLE I	NVOICE 1AD50991966
****************	*******	******* <b>XY</b> *	********13*203838
40DI FACTORY OPTIONE LYY67 CORVETTE CONVERTIBLE LAB MEMORY PACKAGE LG2 SIX-WAY POWER PASSENGER SEAT LG9 ADJUSTABLE SPORT BUCKET SEATS WITH LEATHER TRIMMED SEATING SURFACES LGARPETED INSERTS LGARPETED LG	MSRP	INV AMT	RETAIL STOCK
LYY67 CORVETTE CONVERTIBLE 4	5705.00	39991.88	INVOICE 06/22/00
AB MEMORY PACKAGE	150.00	129.00	SHIPPED 06/22/00
AG2 SIX-WAY POWER PASSENGER SEAT	305.00	262.30	EXP I/T 06/30/00
AQ9 ADJUSTABLE SPORT BUCKET SEATS	700.00	602,00	INT COM 06/30/00
WITH LEATHER TRIMMED SEATING			PRC EFF 06/22/00
SURFACES			KBYS 8139C 8139C
334 COLOR-KEYED FRONT FLOOR MATS,	25.00	21.50	WFP-S QTR OPT-1
CARPETED INSERTS			BANK: GMAC ~ 071
384 BODY SIDE MOLDINGS	75.00	64.50	CHG-TO 20-383
3J2 AIR CONDITIONING-ELECTRONIC	365.00	313.90	
DUAL ZONE			SHIP WT: 3209
DUAL ZONE  392 PERFORMANCE AXLE RATIO JL4 ACTIVE HANDLING SYSTEM LS1 5.7L LITER SFI, V8 MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE M37 STEERING COLUMN - POWER TELESCOPING & MANUAL TILT	300.00	258.00	HP: 48.7
JL4 ACTIVE HANDLING SYSTEM	500.00	430.00	GMS: 44012.50
LS1 5.7L LITER SFI, V8	0.00	0.00	MEMO 2571,20
MXO 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	.0.00	
NG7 STEERING COLUMN - POWER	350.00	301.00	
TELESCOPING & MANUAL TILT	_	_	
QF5 POLISHED ALUMINUM WHEEL,	895.00	769.70	
182 TWILIGHT SENTINEL	60.00	51.60	
T96 FOG LAMPS	69.00	59.34	•
ONO AM/PM STEREO W/CD PLAYER	100.00	86.00	
UV6 HEAD UP DISPLAY	375.00	322.50	
U18 COMPACT 12 DISC CHANGER, REMOTE	600.00	516.00	
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	
TELESCOPING & MANUAL TILT  QF5 POLISHED ALUMINUM WHREL,  T82 TWILIGHT SENTINEL,  T96 FOG LAMPS  UNO AM/FM STEREO W/CD PLAYER  UV6 HEAD UP DISPLAY  U18 COMPACT 12 DISC CHANGER, REMOTE  KGG FRONT TIRE-P245/45ZR17 BW SBR  YF5 CALIFORNIA EMISSIONS  YGH AR TIRE-P275/40ZR18 BW SBR  Z51 FERFORMANCE HANDLING PACKAGE  41T TOP-BLACK  79U MILLENNIUM YELLOW W/TINT COAT	N/C	N/C	
YGH AR TIRE-P275/402R18 BW SBR	N/C	N/C	
Z51 PERFORMANCE HANDLING PACKAGE	350.00	301.00	
41T TOP-BLACK	N/C	N/C	
79U MILLENNIUM YELLOW W/TINT COAT	500.00	430.00	

TOTAL MODEL & OPTIONS 51424.00 44910.22 ACT 231 44012.50 DESTINATION CHARGE 645.00 645.00 H/B 261 1542.72 DEALER CO-OP ADVERTISING 514.24 ADV 261 514.24

TOTAL 52069.00 46069.46 PAY 310 46069.46

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 43841.16

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REPATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VERICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

LA RA CHEVROLET-BUICK-OLDSMOBILE

REMIT TO GMAC NO. 071 VIN 1G1YY32G2Y5133308 \$ 46069.46 INV 1AD50991966 DUE 06/30/00 DEALER 20-383 'age: 1 Document Name: untited

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I

07/28/2003 10:24

VI. 1G1YY32G2Y513330

1G1YY32G2Y5133308 OPEN\CLOSED STATUS:

SEL CAMPAIGN STATUS

CODE NUMBER

REPAIR DATE REPAIR PREV.

CAMPAIGN

DEALER NUMBER TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE 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

Date: 7/28/2003 Time: 10:24:29 AM

## GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Ychicle Build - Ychicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

#### Help

VIN t		IG1YY32G2Y5133308				_		·	
		VEHIC	LE IN	PORMATI	ON				
Merchandising Model :	1Y	Y67 -2000 CORVETTE C	ONVE	RTIBLE	Warranty S	tert Da	ute :	07/12/20	000
BARS Order Type :	70 -	RETAIL - STOCK							
Delivoring Dealer :		BREA CHEVROLET-BU	ICK		Selling Sear	te :		13 - CHEVROLET 20383	
	LQ		5-3524		Site Code :				
	(32)	3) 939-2131			Business As	sociate	Code:	114542	
Service Contract :	No	Branded Title :	No	Warra	nty Block :	Na	PDI S	tatus :	Paid

#### CAMPAIGN ELIGIBILITY

#### Vehicle Has No Current Record Of Outstanding Campaigns

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	07/12/2000	8 miles	07/12/2003	36008 miles
72/100000 SHEET METAL RUST-THROUGH	07/12/2000	· 8 miles	07/12/2006	100008 miles
36/36000 SHEET METAL CORROSION	07/12/2000	8 miles	07/12/2003	36008 miles
96/80000 PCM/CC EMISSIONS	07/12/2000	8 miles	07/12/2008	BOOOR miles
36/36000 FEDERAL EMISSIONS	07/12/2000	8 miles	07/12/2003	36008 miles
84/70000 CALIF EMISSIONS, SPEC COMPONENTS	07/12/2000	8 miles	07/12/2007	70008 miles
36/50000 CALIFORNIA EMISSION	07/12/2000	8 miles	07/12/2003	50008 miles

#### **CLAIM HISTORY**

R.O Data	R.O Number	Туре	Laber Operation	Odemeter Reading
07/10/2003	554598	#	T2020 - WARRANTY TOWING	13987 miles
07/08/2003	046821	#	N8505 - WIRING (ECAS) JUMPER HARNESS - INSTALL	13942 miles
07/08/2003	046821	#	27902 - 2-DAY COURTESY TRANSPORTATION	13942 miles
/07/2003	542B83	#	ZB016 - ROADSIDE GONE ON ARRIVAL	13000 miles
05/22/2003	452660	*	T2020 - WARRANTY TOWING	13300 miles
				T

05/24/2001	172255	#_	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	4511 miles
/09/2001	025251	#	L1206 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	4327 miles
06/22/2000	A33308	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 - Yehicle Build - Yehicle Component - Delivery Information - Dealer Information - Service

Contract - Warranty Block - Branded Title

#### Help

VIN:			1G	IYY.	32G2Y5133308								
					CLAIM H	18	TORY						
Repair Ord	er Date	. }	07/10/20	003 Repair Order Number :		554598 Odometer Readi			Readu	1 <u>0</u> :		13987 mile	
Serviced				ASSISTANCE			Uing Soci	rce :		13 - C	HEVROLE	r .	
By:	PO BO		98 22 8507	6-009	98	Si	te Code :			00690		-	
						B	usiness As	sociate Co	de :	16008	7		
Cycle Date	Cycle Nbr	Case	Тура		Labor Operation		F	'art	Auth Code			Comment	
07/15/2003	395	01	#		120 - WARRANTY WING		N/A		c	N/A	\$ 87.32	N	
<del></del>						_		·· <del>-</del> -					
Repair Ord	er Date	:	07/08/20		Repair Order Number :	046821 Odemeter Reading			Æ:	; : 13942 mile			
Serviced By :	MONI	CA BU	ICK, SA		ROLET, SANTA A MONICA	Selling Source :				13 - C	HEVROLE	Г	
. !	OLDS:		E MONIO	CA B	LVD	SL	ta Code :			20051			
	SANTA (310) 8			A 90	)404-2605	Business Associate Code :				132345			
Cycle Date	Cycle Nbr	Спра	Туре		Laber Operation	Ţ	. <b>P</b> i	urt .	-Auth Code	Person Code	Line Total	Comment	
07/15/2003	395	01	*	ДЛ	005 – Wiring (ECAS) APER HARNESS – ITALL	•	26050960	-LOCK	N/A	N/A	\$ 288.46	И	
07/15/2003	395	02	#		02 - 2-DAY COURTESY ANSPORTATION		N/A		N/A	N/A	\$ 60.00	N	
		<u> </u>			Repair Order					<del>-                                    </del>			
Repair Ord	or Date	<u>'</u>	77/07/20		Number :	54	2883	Odometer	Readin	Æ:		13000 mile	
Serviced Do.	OM RO		DE ASS	ISTA	INCE	Se	Ding Sour	'ee :		13 - CI	IEVROLE	Γ	
By:			Z 85070	5-009	8 · [1	Sir	te Code :			00690			
						Bo	mpress ye	ociate Co	le :	160087			
Cytle	Cycle Cycle Case Ty				Labor Operation		P	ert	Anth	Perso	ı Line	Comment	

				•	•		٠,			
Nbr			1		1		Code	Code	Total	
394	01	#			N/A		С	N/A	\$ 25.68	N
er Date	:	05/22/2	003	Repair Order Number :	452660	Odometer	Rendin	g :	1:	3300 miles
			\$IS7	TANCE	Selling So	urce :		13 - CH	EVROLET	
			76-0	098	Site Code	:		00690		
					Business A	asociate Cod	e;	160087		•
	394 er Date CM RC PO BO	394 01 or Date : GM ROADS PO BOX 500	394 01 # er Date : 05/22/2 GM ROADSIDE AS PO BOX 50098	394 01 # Z/O er Date : 05/22/2003 GM ROADSIDE ASSIST PO BOX 50098	28016 - ROADSIDE GONE ON ARRIVAL  er Date: 05/22/2003 Repair Order Number:  CM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098	394 01 # Z8016 - ROADSIDE GONE N/A  er Date : 05/22/2003 Repair Order Number : 452660  GM ROADSIDE ASSISTANCE Selling Sor PO BOX 50098 PHOENIX, AZ 85076-0098 Site Code	394 01 # Z8016 - ROADSIDE GONE N/A  er Date : 05/22/2003 Repair Order Number : 452660 Odometer  CM ROADSIDE ASSISTANCE Selling Source : PO BOX 50098 PHOENIX, AZ 85076-0098 Site Code :	394 01 # Z8016 - ROADSIDE GONE N/A C or Date : 05/22/2003 Repair Order Number : 452660 Odometer Reading GM ROADSIDE ASSISTANCE Selling Source : PO BOX 50098	394 01 # Z8016 - ROADSIDE GONE N/A C N/A  er Date : 05/22/2003 Repair Order Number : 452660 Odometer Reading :  GM ROADSIDE ASSISTANCE Selling Source : 13 - CH PO BOX 50098 PHOENIX, AZ 85076-0098 Site Code : 00690	394 01 # Z8016 - ROADSIDE GONE N/A C N/A \$ 25.68 er Date : 05/22/2003 Repair Order Number : 452660 Odometer Reading : 1  GM ROADSIDE ASSISTANCE Selling Source : 13 - CHEVROLET PO BOX 50098 PHOENIX, AZ 85076-0098 Site Code : 00690

Labor Operation

12020 - WARRANTY TOWING Auth Code

¢

Part

N/A

Person Code

N/A

Line Total

\$ 61.64

Comments

N

Cycle Date

05/27/2003

Cycle Nbr

381

Case Type

#

01

Repair Ord	ler Date	: (	35/24/20	Repair Order Number :	172255	172255 Odometer Roading :				4511 miles		
Serviced						ures :		13 - CHEVROLET				
By:	LOSA	NGEL	ES, CA	90036-3524	Site Code	:		20383 114542				
_	(323) 9	39-213			Business A	Associate (	Code:					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments		
05/29/2001	173	01	#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	N/A		N/A	N/A	\$ 56.10	и		

Repair Ord	er Date	: [	05/09/20	Repair Order Number :	025251 Odometer Reading :				4327 miles			
Berviced By :				IEVROLET, SANTA	Selling Sou		13 - CE	13 - CHEVROLET				
	OLDS 3223 8	MOBII ANTA	E MONK	A BLVD	Site Code :			20051				
	SANT. (310) 8			A 90404-2605	Business As	sociate Co	do :	132345				
Cycle Date			Labor Operation	I.	art	Auth Cede	Person Code	Line Total	Comments			
05/15/2001	169	01	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	12459861 MODUL		N/A	N/A	\$ 457.71	N		

Pair	Ords	or Date : 06/22/2000 Repair Order Number :		Repair Order Number :	A33308	Odometer Reading :		0 mil	
Service By:		LA BREA CHEVROLET-BU 400 B LA BREA AVE		UICK Selling	Selling Son	rce :	13 - 0	HEVROLET	
1-4.	. [				l		ı		ı

1		LOS ANGELES, CA 90036-3524				Site Code :	20383			
4		(323) 939-2131			Business Associate Co	de :	114542			
٦	Cycle Date	Cycle Nbr	Сше	Тура	Labor Operation	Part	Auth Code	Person Line Code Total		Comments
	06/27/2000	77	01	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$ 101.37	N

#### **CHECK HISTORY**

Vehicle Has No Associated Check History.

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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	1G1YY32G2	Y5133308	VEHICLE BUILD					
		VEHIC	LE BUILD					
Merchandleing Mo	del :	1YY67 -2000 C	ORVETTE CO	NVERTIBLE				
Gross Vehicle Wei	ght Rating :	1688 kg (3722 lt	)	Order Number ;	CNGK8Q			
Build Date :		06/22/2000	·	Build Plant :	1Y5Y - BOWLING CIRBEN			
		ОРТІС	N CODES					
AAB - DRIVER CO	INVENIENCE PACE	KAGE	AG2 - ADJ	uster, 6-way power	SEAT,			
AK5 - SEAT, INFL	ATABLE, DRIVER	r Pass	AQ9 - FRT	BRT, LUXURY	<u>.</u>			
BGR - BOWLING	GREEN, KY, USA		B34 - FLOO	OR MATS, CARPETED I	NSERT			
4 - EXTERIOR			CJ2 - AIR (	CONDITIONER FRT, AU	TO TEMP			
COS - CONVERTIE	LE ROOF		DL5 - ROADSIDE SERVICE INFORMATION					
DLS - LH & RH, RI	EMOTE CONTROL,	ELECTR	FB3 - TOUT	RING & LOAD LEVELIN	IG			
G90 - 3.15 RATIO			G92 - PERF	ORMANCE				
IL3 - INTERIOR D	ESIGN (L3)		JL4 - ACTIVE BRAKE					
JL9 - ANTILOCK			K63 - 110 AMP					
LS1 - 5.7 LITRE V	MFI		MX0 - 4-SP	EED AUTOMATIC TRA	NOISSIMEN			
M30 - 4L60 AUTO	TRANS		NCI - EMI	SSION SYSTEM, CALIFO	ORNIA LEV			
NK4 - SPORT LEA	THER		N37 - TILT	TELESCOPING				
QF5 - 17 X 8.5, FR7	T & 18 X 9.5 RR, AL		782 - AUTO	OMATIC ON-OFF				
196 - FOG, PRT			UNO - AM/	PM STERBO, SEEK/SCA	N, CD, AU			
UV6-HBAD UP			UZ6 - 6, PR	EMIUM				
UIS - COMPACT I	JISC PLAYER & TR	UNK	U52 - INST, ELECTRONIC					
U75 - POWER ANT	ENNA		VG6 - BUMPER IMPACT, 3 MPH, CALIFORNI					
VG8 - LABEL, NO	IICE TO BUYER	<u> </u>	V73 - USA/CANADA					
GG - P245/45R17-	89Y BW TL 8BR H	W4 EM	YF5 - CALIFORNIA EMISSIONS					
YOH - P275/40R18	94Y BW TL HW4 S	BR EM	251 - HANDLING					

ISA - OPTION 01	19I - BLACK (I) (96)
- BLACK LEATHER	41T - BLACK (96)
79U - EXTERIOR, PERSIA RED MET (BRAZI	

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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

					<del></del>		
VIN	101	YY320	32Y5133308				
			Vehicle	Component	<u> </u>		
Component Code	::	10 - 1	ENGINE ASSEMBLY				
Source Plant :		W - 0	PC/DDA ROMULUS,	MICHIGAN			
Part/Num Broad	enst:	ZBH		Traceability:	001532129		
Date Seanned:	06/21/2000		Time Scanned:	11.25.00	Scan Station :	01	
Component Code		61 - 1	TRANSMISSION				
Source Plant :		Y - HYDRAMATIC TOLEDO, OHIO					
Part/Num Broad	enst :	OYDD		Traceability:	27109060	· · · · · · · · · · · · · · · · · · ·	
rto Senzared :	06/21/2000		Time Seanned :	12.08,00	Seen Station :	02	
· .	-			<u>-</u>			
Compenent Code	::	B1 - 1	snginë tune up lai	BEL		·	
Source Plant :		N/A					
Part/Num Broad	east :	PAZ		Traceability:	N/A	· · · · ·	
Date Scanned:	06/22/2000		Time Scanned :	09.12.00	Sean Station:	04	
Component Code	:	86 - 1	LECTRONIC CONTRO	OL MODULE (ECM)	<del>-</del>	•	
Source Plant :		.9					
Part/Num Broade	skyt :	CYT	W	Traceability ;	101669B7E		
Date Scanned :	06/22/2000		Time Scanned :	09.12.00	Scan Statten :	03	
Common of Code		AB	IR-MODULE ASM-INI	7 A TYOU			
Component Code	•			LATOR		<b></b>	
Source Plant :	<u> </u>		(ORTON-THIOKOL	<del></del>	T		
Part/Num Broade	est :	5723	<u> </u>	Traceability:	YWAHL84		
to Scanned :	06/22/2000		Time Scanned:	09.12.00	Scan Station :	05	

AL - IR-MODULE ASM-I/P

Component Code:

Pari/Num Broad	cast :	5724	· <u>-</u>	Traceability:	YWAGO17			
ete Scanned :	06/22/2000		Time Seamped :	09.12.00	Scan Station:	06		
Component Code	):	AS-	SENSING DIAGNOS	ITC MODULE				
Source Plant :		K-D	ELCO ELECTRONIC	S KOKOMO,IN				
Part/Num Broad	cast :	0500		Traceability :	2016543XG			
Date Scanned :	06/22/2000		Time Scanned:	09.51.00	Scan Station :	08		
Component Code	: :	СВ-	SEQ NUM (FLEX) BO	DDY ASM				
Source Plant :		N/A			· · · · · · · · · · · · · · · · · · ·			
Part/Num Broad	cest:	122	1ZZ Traceability: 2210153			_		
Date Scanned :	06/07/2000		Time Scanned:	00,33.00	Scan Station :	N/A		
Component Code		CE -	SEQ NUM (FLEX) PA	INT PROCESS				
Bource Plant :	•	N/A		ETT THOULIS				
Part/Num Broad	eart :	1 <b>YY</b>		Traceability:	0107541			
Date Scanned :	06/07/2000		Time Scanned:	05.53.00	Scan Station :	N/A		
Compenent Code	:	CP-	SEQ NUM (FLEX) GE	MBA //S				
iource Plant : N/A								
Part/Num Broads	est:	1MM		Tracoability:	0107704			
	06/22/2000		Time Scanned:	10.22.00	Scan Statlen :	N/A		

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## GM Vehicle Inquiry System Delivery Information

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service

<u>Contract - Warranty Block - Bounded Title</u>

#### Halp

VIN:			IGI YY32G2Y513	3308						
			IN	-SERVICE I	NFORMATION					
In-Service	la form	ation Not Or	ı (Ve							
DELIVERY INFORMATION										
Delivery Dr	ite :	07/12/2000	Delivery Type:	010 - RETA	IL/INDIVIDUAL	Delivered	Odometer :	8 miles		
Delivering			OLET-BUICK		Delivery Selling S	opree :	13 - CHEVROI	ET		
Dealer: 400 S LA BREA AVE LOS ANGELES, CA 90036-353					Delivery Site Code :		20383			
•	(323)	939-2131			Buriness Associat	e Code :	114542			

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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:		1G1YY32G2Y5133308				
		INVO	ICE INFORMATION			
Involce Date :	06/22/2000	•	_			
Site	LA BREA CHEV		Selling Source :	13 - CHEVROLET		
Address :	Address: 400 S LA BREA AVE LOS ANGELES, CA 90036-352- (323) 939-2131		Site Code :	20383		
			Business Associate Code :	114542		
		SHIP-	TO INFORMATION	·		
Ship-To Date :	N/A			<u> </u>		
Site	LA BREA CHEV		Selling Source :	13 - CHEVROLET		
ddress :	400 S LA BREA A LOS ANGELES ,		Site Code :	20383		
	(323) 939-2131		Business Associate Code :	114542		

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### GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Tide

#### Help

VIN:		G1YY32G2Y5133308								
· -		VEHI	CLE IN	PORMATION						
Merchandising Model:	177	67 -2000 CORVETTE CONVER	·-	Warraniy Start Date :			07/12/2000			
BARS Order Type :	70 - 3	70 - RETAIL - STOCK								
Delivering Dealer :					Selling Source:	•	13 - CHEVROLET			
		S LA BREA AVE ANCELES , CA 90036-3524			Site Cede :		•	20383		
	(323	939-2131	Business Associate Code: 114542							
Service Contract :	No	Branded Title :	No	Warran	nty Block :	Ne	FDI S	talas :	· Paid	

#### **CAMPAIGN BLIGIBILITY**

#### Vehicle Has No Current Record Of Outstanding Campaigns

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	07/12/2000	8 miles	07/12/2003	36008 miles
72/100000 SHEET METAL RUST-THROUGH	07/12/2000	8 miles	07/12/2006	100008 miles
36/36000 SHEET METAL CORROSION	07/12/2000	8 miles	07/12/2003	36008 miles
96/80000 PCM/CC EMISSIONS	07/12/2000	8 miles	07/12/2008	80008 miles
36/36000 FEDERAL EMISSIONS	07/12/2000	8 miles	07/12/2003	36008 miles
84/70000 CALIF EMISSIONS, SPEC COMPONENTS	07/12/2000	8 miles	07/12/2007	70008 miles

36/50000 CALIFORNIA EMISSION	·	07/12/2000	8 miles	07/12/2003	50008 miles

#### CLAIM HISTORY

PLO Date	R.O Number	Type	Labor Operation	Odometer Reading
07/10/2003	554598	#	T2020 - WARRANTY TOWING	13987 miles
07/08/2003	046821	*	N8505 - WTRING (ECAS) JUMPER HARNESS - INSTALL	13942 miles
07/08/2003	046821	. #	Z7902 - 2-DAY COURTESY TRANSPORTATION	13942 miles
07/07/2003	542883	#	Z8016 - ROADSIDE GONE ON ARRIVAL	13000 miles
05/22/2003	452660	#	T2020 - WARRANTY TOWING	13300 miles
05/24/2001	172255	#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	4511 miles
05/09/2001	025251	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	4327 miles
06/22/2000	A33308	ī	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	O 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

Holo

				-	CLAIR	a hist	ORY -					
Repair Ord	r Date	:	П	07/10/2003	Repair Order Number :	554	554598 Odemeter Rending:			1398		13987 mile
Serviced By	: G)	ROAL	SIDE	ASSISTANCE		Selfing Source: 13 - CHEVRO Site Code: 00690		EVROLE	VROLET			
_		BOX 5		85076-009B	· .			00690	0			
			•			Bo	daes Asso	clate Code :	160087			
Cycle Date	Cycle Nhr	Case	Тур	•	Labor Operation			Part	Anth		Line Total	Comment
07/15/2003	395	OI	#	T2020 - WA	RRANTY TOWING		N/A		С	NVA	\$ 67.32	N
				•								
Repair Ord	er Date	::		07/08/2003	Repair Order Number:	040	5821	Odometer Reading:				13942 mile
	. SA		٠		T. SANTA MONICA BUICK	· .	Las Source	<del></del>	110 6	IEVROLI		

	322	3 SAN	TA MO		Ste Code :	20051				
		NTA M (1) 828-		L, CA 90404-2605	Business Associate Code :	132345	132345			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	Anth Cede	Person Code	Line Total	Communit	
07/15/2003	395	01	#	N8505 - WIRING (ECAS) JUMPER HARNESS - INSTALL	26050960 - LOCK	N/A	N/A	\$ 288.46	N	
07/15/2003	395	82	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N/A	NVA	\$ 60.00	N	

Repair Ord	er Date	;	$\neg$	77/07/2003	Repair Order Number:	542	883	Oderacter Reading:				13000 <b>miles</b>
Serviced By		ROAL BOX 5		ASSISTANCI	3	Set	ng Source		13 - CH	EVROLE	Т	
				15076-0098	,	Site	Cede :		00690			
	-1			_		B	hars Asset	iate Codo:	160087			
Cycle Date	Cycle Nhr	Case	Турс	•	Labor Operation		'	Port	Anth Code	Person Code	Line Total	Comment
07/11/2003	3 <del>9</del> 4	01	ŧ	Z8016 - RO	ADSIDE GONE ON ARRIVAL		NA		C	N/A	\$ 25.68	N
Repair Ord	er Date	:		05/22/2003	Repair Order Number :	452	660	Odometer Reading :			. · _	13300 mile
Serviced By				ASSISTANC	3	Sell	ing Source	Ŧ	13 - CB	EVROLE	T	
		BOX 5		85076-0098	. •	State	Cede :		00690			_
						Box	<b>A</b> 22000	fate Code :	160087		•	
Cycle Date	Cycle Nbr	Case	Тура	•	Labor Operation			Pert	Anth		Line Total	Comment
05/27/2003	381	01	*	T2020 - W	RRANTY TOWING		N/A		С	NVA	\$ 61.64	N
Repair Ord	er Date	:	$\neg$	05/24/2001	Repair Order Number :	172	255	Odometer Reading :	.			4511 mile
Serviced By				VROLET-BUI	x	Sel	ing Source		13 - CE	EVROLE	វា	
		OS LA SS ANG		. AVE . CA 90036-35	524	S	Code:	-	20383			
	(32	23) 939-	213L			Bu	daess Assoc	ciate Code :	114542	ļ	·	
Cycle Date	Cycle Nor	Case	Тур	•	Labor Operation		7 .	Part	Anth	Persea Code	Line Total	Commen
05/29/2001	173	01	·#	E2020 - WI AND/OR A	HEEL ALIGNMENT - CHECK DIUST		N/A		NVA	NA	\$ 56.10	Ŋ
Part Or	Lan 19-4			05/09/2001	Duraly Codes Mustan	Tors	5251	Odemeter Retelling :			•	4327 mil
Repair Ox	er Dei	#:		COVERAGE OF T	Repair Order Number :	լա	1631	Commons, training				7361 W

Serviced By				<b></b>	Sel	Ting Source :	13 - CI	EVROLI	<u></u>	
	32	23 SAN	TA MO	ALC: DE VE	ď,	e Code :	20051			
		NTA M 10) 828-		, CA 90404-2605	Во	sinem Amociato Codo:	132345			
Cycle Date	Cycle Nbr	Case	Турс	Labor Operation		Part	Ayeth Code	Person. Cede	Line Total	Comments
05/15/2001	169	01	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	•	12459861 - MODULE KI	NA	N/A	\$ 457.71	N

Repair Ord	400 S LA BREA AVE LOS ANGELES, CA 90036-3524 (323) 939-2131					A333	306 -	Odometer Reading :		0 miles					
Serviced By	cod By: LA BREA CHEVROLET-BUICK 400 S LA BREA AVE	K.	Selli	ng Source	<u> </u>	13 - CHEVROLET									
	LOS ANGELES, CA 90036-3524	24	Site	Code:	-	20383	20383								
	(3	23) 939-	2131	HEVROLET-BUICK REA AVE LES, CA 90036-3524 131	· .	Bosi	вен Анис	into Code :	11454	2					
Cycle Date	Cycle Nbr	Case	Туре		Labor Operation			Part	Auth Code	Person Code	Line Total	Comments			
06/27/2000	77	01	ı	Z7000 - NE ALLOWAN	W VEHICLE INSPECTION ICE	]	NVA		N/A	N/A	\$ 101.37	N			

#### CHECK HISTORY

Vehicle Has No Associated Check History.

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1G1YY32G2Y5133308

VIN

### GM Vehicle Inquiry System Vehicle Build

Home - Summary - Claim History - Vehicle Ruild - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded
Title

#### Help

AKHI	CLE BUILD		
1YY67 -2000 CORV	ÆTTE CONVERT	TBI 2	
1688 kg (3722 Jb)	_	Order Number :	CNGK8Q
06/22/2000		Build Plant :	1Y5Y - BOWLING GREEN
OPTI	ON CODES		······································
	AG2 - ADJUS	TER, 6-WAY POWER SEAT,	
SS			
···	B34 - FLOOR	MATS, CARPETED INSERT	
			 P
		<del></del>	
TR			<u> </u>
	<del></del>		<del></del>
· · · · · · · · · · · · · · · · · · ·	<del></del>		·
<u> </u>	<del></del>	<del></del>	<del></del>
· · · · · · · · · · · · · · · · · · ·	<del></del> -	<u> </u>	HON
<u> </u>	<del></del>		
			<del></del>
	1 YY 67 - 2000 CORY  1688 kg (3722 lb)  06/22/2000  OPT	1688 kg (3722 lb)  06/22/2000  OPTION CODES  AG2 - ADJUS  SS AQ9 - FRT BI  B34 - FLOOR  CJ2 - AIR CO  DL5 - ROADS  TR FE3 - TOURI  G92 - PERPO  ILA - ACTIVE  K63 - 110 AM  MX0 - 4-SPEE  NC1 - EMESS	19y67-2000 CORVETTE CONVERTIBLE  1688 kg (3722 lb)  Order Number:  OPTION CODES  AG2 - ADJUSTER, 6-WAY POWER SEAT,  AQ9 - FRT BKT, LUXURY  B34 - FLOOR MATS, CARPETED INSERT  CJ2 - AIR CONDITIONER FRT, AUTO TEM  DL5 - ROADSIDE SERVICE INFORMATION

QP5 - 17 X 8.5, FRT & 18 X 9.5 RR, AL	T82 - AUTOMATIC ON-OFF
T96 - POG, FRT	UNO - AM/FM STEREO, SEEK/SCAN, CD., AU
UV6 - HEAD UP	UZ6 - 6, PREMIUM
U1S - COMPACT DISC PLAYER & TRUNK	U52 - INST, ELECTRONIC
U75 - POWER ANTENNA	VG6 - BUMPER IMPACT, 5 MPH, CALIFORNI
VG8 - LABEL, NOTICE TO BUYER	V73 - USA/CANADA
XGG - P245/45R17-89Y BW TL SBR HW4 EM	YF5 - CALIFORNIA EMISSIONS
YGH - P275/40R18-94Y BW TL HW4 SBR EM	Z51 - HANDLING
ISA - OPTION 01	19I - BLACK (I) (96)
193 - BLACK LEATHER	41T - BLACK (96)
79U - EXTERIOR, PERSIA RED MET (BRAZI	

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#### SUMMARY HISTORY DISPLAY

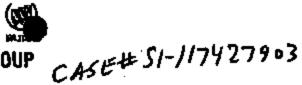
3030

PAGE 1

TOI	MER NAM	7	TOTAL	SERV.	DAYS	3 3 (	0	MAKE CV	1YY32G2Y5133308 CHEVROLET
LN#	RO.NO.	RO. DATE	MILES.	ADV/	TECH	J#	т	OPERATION CODE.	DESCRIPTION
1	46821	07/08/2003	13942	A	216				
				T	213	ı	W	05CVZ	15 A
		•		T.	206	2	M	05CVZZ7910	Shuttle
2	46721	07/03/2003	13942	A	5187				
				T	213	1	W	05CVZ	15 A .
3	45015	04/25/2003	12912	A	216				
				Ŧ	206	1	C	00CVZ001B	MOBIL 1 SERV.
4	36085	05/31/2002	9463	A	216				
				T	216	1	C	00CVZ001B	MOBIL 1 SERV.
5	30205	10/26/2001	6126	A	216			•	
				T	1551	1	C	00CVZ001B	MOBIL 1 SERV.
6	25251	05/09/2001	4327	A	216			•	BUTCH TOG
				T	1168	1	W	05CVZ	15 A THAT IR ANAT
7	24355	04/07/2001	3658		201				- CHACO
				T	4964	1	W	45CVZ	STEERING/SUSPENS
								A.	SUSP & CONDA
								7,7	Curs & Parlot
								//	ب مستمام م الويماد د
								7	WIDELLATE, WITH







### SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd.

Santa Monica, CA 90404

(310) 828-4424 » Fax: (310) 453-5439 B.A.R. # A0190077 MMENDED SERVICES BAR # AU190077 E.P.A. # CAL 000148217 CONTROL OF THE PROPERTY OF THE

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# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fex: (310) 458-5433

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3223 Santa Monica Bivd. Santa Monica, CA 90404 (310) 828-4424 • Fax: (310) 453-5483

SANTA MONICA AUTO GROUP

3223 Santa Monica Bivd.
Santa Monica, GA 90404

CASE SI-117 4 27 903

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### SANTA MONICA AUTO GROUP CASATS/-1/742790

3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 - FBX: (310) 453-5433 E.P.A. 4 CAL 900145337 B.A.H. # AD100077 COMMENDED SERVICES क्षा विकास के जिल्ला के किया है जिल्ला के किया है जिल्ला है जिल्ला है जिल्ला है जिल्ला है जिल्ला है जिल्ला है CHISTOCHER CHICKOTT | MORE II TOTAL CITETY ACROST 29.4 59.9 0.00 29.95 LO.F. 00CV2001 12000 MILE SERVICE ROTATE TIRES 01CVZD12 **ROTATE & BAL TOLES** 00CY2003 SERVICE HISTORY CONTROL OF THE PROPERTY OF THE 15 A MOBIL 1 SERV. MOBIL 1 SERV. MOBIL 1 SERV. 16 A TTGERSOLEUSBENSSOM 06CVZ 00CVZ001B 00CVZ001B 00CVZ001B EALESPERSON NO. SERVICE OOICHEVROLETICORVETTE 161YY3262Y5133308 CHAIT DAY 0 **XELION** SAUT VEINCE, C 13942 BRUCE WORLN REMOVED النفاة يُحادد ما برابيات يا إن ينتقلُ أ حدث عمي بنيز بن ما لا PARTS FOR CURYONS CEMMITE & ☐ Y96 □ #D 05-52mm | 07/03/03 06:00em STATE REG# AD160077 u 🚾 LO JOB 1 FC Replace States love solvatore LO JOS 2 FC N8505 DO JOS S FC SHOP COPY PAGE 1 OF 1







# SANTA MONICA AUTO GRUUP 3223 Santa Monica Blvd. Santa Monica, CA 90404 (810) 828-4424 • Fasc (310) 453-6433

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# SANTA MONICA AUTO GROUP 3223 Santa Monica BMd, Santa Monica, CA 90404

CASE#51-11742740

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## SANTA MONICA AUTO GROUP 3223 Santa Monica Bivs.

3223 Santa Monica Bivol. Santa Monica, GA 90404 (310) 828-4424 • Fax: (310) 453-5433

CASE# S1-117427903

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# SANTA MONICA AUTO GROUP 3223 Senta Monica, ERVG. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-6433

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### SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd. Santa Monica, C4 90404

(\$10) 828-4424 • Fax: (\$10) 453-5433

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DIV-TOT: 60.00 TECH SSN: 617-80-7553 MUTH CODE: AUTH. AUTHOR.:

Monday — Fyldry 8:00 AM - 8:00 PM Squadey 9:00 AM - 2:30 PM

11725 Santa Monica Blvd.

West L.A., CA 90025

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27320

Tel: (310) 477-8080 Fax: (310) 477-917-

### RENT-A-CAR & LEASING

CHIGHNAL LICENSE NO. | CAR NO. | LICENSE NO. PREPARE INCOMMENDED HTEN S NAME CAR NO. 26444 HOME PHONE **ELIPLOYER** WORK PHONE YEAR WAKE MOCH. YEAR MODEL G2 CHEVY WALTEU DUE COLOR 9 **CUMPENT STREET ADDRESS** 67/L9/226**3** HITE DATEPLACE BYCHANGE STATE ZIP CODE TIME & DATE OUT VENTCE CA 67/C3/2683 18**:3**1 TIME & DATE IN THAT & DATE IN ORIVER LICENSE NUMBER STATE EXPLAIN 67/04/2685 67/10/2003 11t**2**4 CN MILEAGE OUT WLEAGE N MILEAGE OUT **LINEAGE IN** D. Of B. HAIR HEIGHT WEIGHT EY BS 25419 25337 MILES DINVEN ACCT **BOOLAL BEOURITY** MILES OFWEN **EXCIPLIA** ĘÖ The parties in the same some and the same state of the same state of the same same same same same same same sa REQUIER FOR PERMISSION FOR PERSON OTHER THAN REVIEW TO DRAW NOT WALLD UNLESS APPROVED BY CALIFORNIA REVIEW CALL درال از مشان I March CRAC appear HALEE MITEWOR WITOMWICE LICENSE NO. STATE. WEEKLY Additional Driver Separation

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2. ALLOW ANYONE NOT AUTHORISED BY THIS CONTRACT TO ORAS! THE VEHICLE.

B. USE THE VEHICLE FOR ANY ELEGAL OR IMPROPER PURPOSES.

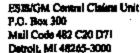
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page from suit

DEP



800.888.0164 ml 313.665.0911 fax



Larry Terranova Claims Administrator

July 22, 2003

Venice, CA

RE:

Claiment:

Our File No.:

Our Client:

General Motors Corporation

Date/Event:

7/2/03

464602

Subject vehicle:

2000 Chevrolet Corvette

VIN:

1G1YY32G2Y5133308

Dear

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred this matter to our office for further handling. Please address all future correspondence to my attention.

I have requested that Bill Smith assist me in the investigation of this matter. You should be bearing from him in the near future.

I am enclosing an Authorization for Use and/or Disclosure of Confidential Medical Information form which you should complete, sign and return along with the names addresses and telephone numbers of each treating physician.

Please be aware that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Should you have any questions regarding this matter, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST

Sincerely.

Larry Terranova

Claims Administrator

Cope



BSISAOM Central Cisims Unit P.O. Box 300 Maril Code 482 C20 D71 Dearott, M1 48245-3000 800.888.0164 tel 313.665.0911 fer

Larry Terranova Claims Administrator

August 1, 2003

Ali Poupez Heshege 630 N. La Cienega Blvd. 2nd Floor

Los Angeles, CA 90069

Attention: Medical Records Department

RE:

Our File No.:

464602

Our Client:

General Motors Corporation

Patient Name:

Date/Event:

7/2/03

Date of Birth:

Dear Records Department:

RSIS is the third party administrator handling claims on behalf of General Motors Corporation.

Please provide me with a complete copy of above incident. medical records and medical bills for the

Enclosed please find the Authorization for Use and/or Disclosure of Confidential Medical Information form for your file. If there is a copying charge for these records, please forward the records along with your invoice and your Tax Identification Number.

Thank you for your cooperation.

Sincerely.

Larry Terranova Claims Administrator

Enclosure

## AUTHORIZATION FOR USE AND OR DISCLOSURE OF CONFIDENCIAL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to BSIS at the address below:

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laurs, Address, telephone number of medical providers				·	
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I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors Corporation for an incident which occurred on or about 7/2/03.

The confidential information from my medical records and/or x-rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

#### I understand that:

I have a right to inspect or copy my confidential information that is to be used or disclosed.

if my confidential health information is disclosed to someone who is not required to comply with the federal
privacy protection regulations, then such information may be re-disclosed by the recipient and would no
longer be protected.

I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.

A photocopy of this Authorization can be accepted with the same authority as the original.

Date of Birth

Series, CA

Series, CA

Series, CA

July 25, 2063

Authority to set for individual\*

\*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS CORPORATION IS PENDING UNLESS IT IS EXPRESSLY REYORD IN WRITING BY ME AS NOTED ABOVE.

IS - General Motors Claims
Box 300
M/C 482-C20-D71
Detroit, MI 48265-3000

Claim Number:

464602

Claims Administrator;

Larry Terranova

ESIS is the third-party edministrator for General Motors Corporation.

## AUTHORIZATION FOR USE AND OR DISCLOSURE OF CONVIDENCE AL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to ESIS at the address below:

Munga Miren, telephone anamber of medical provider:	L.A.CA
Name, address, telephone number of medical provider:	
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Name, address, telephone number of medical previder:	
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I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors Corporation for an incident which occurred on or about 7/2/03.

The confidential information from my medical records and/or x rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

#### I understand that:

City, State and Zin

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- if my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
  - I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.

A photocopy of this Authorization can be accepted with the same authority as the original.

VENIE MA

AUG Q.1 2003

"If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to set for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS CORPORATION IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.

IS - General Motors Claims
O Box 300
M/C 482-C20-D71
Detroit, MI 48265-3000

Claim Number:

464602

Claims Administrator:

Social Security Namber

Larry Terranova

ESIS is the third-party administrator for General Motors Corporation.

## AUTHORIZATION FOR USE AN OR DISCLOSURE OF CONFIDENCE MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to RSIS at the address below:

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I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors Corporation for an incident which occurred on or about  $7/\partial / o 3$ .

The confidential information from my medical records and/or π rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

#### I understand that:

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- if my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.

A photocopy of this Authorization can be accepted with the same authority as the original.

Date of Shrift

Sectal Security Number

Sectal Security Number

July 25, 2003

Authority to set for ladividual\*

\*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS CORPORATION IS PENDING UNLESS IT IN EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.

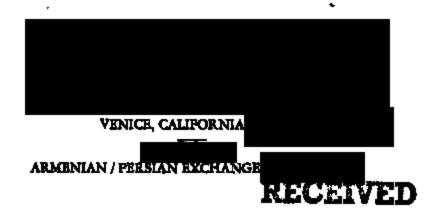
S – General Motors Claims PO Box 300 M/C 482-C20-D71 Detroit, MY 48265-3000 Claim Number:

464602

Claims Administrator:

Larry Terranova

ESIS is the third-party administrator for General Motors Corporation.



9-1-03

SEP 0 5 2003

ESIS-GM CLAIMS UNIT

Larry Terranova ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C20 D71 Detroit, Michigan 48265-3000 800-888-0164

RE: Claimant:

File Number: 464602

Your Client: General Motors Corporation

Date of Loss: July 2, 2003 and July 8, 2003 Vehicle: 2000 Chevrolet Corvette Convertible

1G1YY32G2Y5133308 V.I.N.:

#### Dear Larry:

Please find enclosed the total billing and final medical report concerning treatment and care rendered to myself for injuries sustained as a result of the steering column locking up on my Corvette on July 2, 2003 and then again on July 8, 2003 which acted to aggravate my initial injury of July 2, 2003 as reported to Nathan at 1-800-CHEV USA in Ontario Canada at x6662 that evening of July 2, 2003. As stated earlier, the following morning I was to leave for Las Vegas, Nevada to celebrate my birthday of the 4th of July. The drive from Los Angeles to Las Vegas is around 300 miles, and my drive through the desert was met with pain in my left wrist and right shoulder. Upon returning from the boliday weekend, I immediately sought medical care as my wrist continued to be swollen and my shoulder was tender and in pain. My Corvette was taken to Santa Monica Auto Group at 3223 Santa Monica Blvd. in Santa Monica, CA 90404 where I routinely take this Corvette and other Corvettes I have owned for maintenance and repairs. I have known the owners for years whom I have developed a friendship with and place my trust in their service.

Upon returning to Los Angeles, I was called by Santa Monica Auto Group to pick up my car on July 7, 2003 stating that the problem to the steering column locking up had been corrected and that I would not experience this problem ever again. I questioned what had been performed, and I was told that the soft ware had been changed which corrected the problem. I questioned this again, but was assured that the problem was corrected. Within 24 hours,

I experienced the steering column lock up the afternoon of July 8, 2003, interfering with my work schedule and meeting of clients. After hours of waiting for a service truck, and) calls to Santa Monica Auto Group airing my frustrations and upset and personally speaking with Kamrin Naimi, owner, two separate tow trucks arrived, one from 1-800 CHEV USA and another private one on recommendation from Kamrin Naimi. truck that did tow the vehicle was from 1-800 CHEV USA which after great lengths of attempting to tow and place the vehicle on the flat bed, the steering column unlocked on another try by myself, which made it possible to then position the vehicle on the tow truck. In the attempts prior to this, the bottom of the vehicle on the driver's side was scratched on the chains and platform, to which I noted to GM and the dealership. Also, Bruce Viviani at S.M. Auto Group noted that the rear tips were also slightly bent. I am meticulous with my vehicle, wash it myself, and after 3 years only have slightly over 14,000 miles on the vehicle, with no nicks, dings, or scratches, as Bill Smith can attest to on his inspection, other than the scratches below the vehicle as pointed out to him, and the minor bent to the rear chrome tip and tiny mark to the side door opening, all caused from July 8, 2003 due to the attempt at tow.

My physical complaints have resolved with the assistance of physical therapy which proved to be necessary and beneficial. I am grateful for care and treatment to myself which I earlier noted to Bill smith in a written statement. I am enclosing all notes and negative and milling for your complication of settlement of this claim. The total total are \$2,475.00. Due to the situation repeating itself on the afternoon of July 8, 2003, my work was interferred with costing me 41 hours of lost time at \$1,125.00. # I missed business opportunities which in reality cost me in excess of my hourly rate of \$250.00. However, I am willing to compromise my total claim at this time by demanding a sum of 415,000,00 as full and final settlement. Since experiencing this problem and related injuries and losses, I have learned that other Corvette owners have experienced their steering column to lock up while parked or in the process of them starting their vehicles. I was also told by Kamrin Baim! of Santa Monica Auto Group shat this happens to \$11 of them. I know of an owner of a 1999 and a 2001 who have experienced this problem as I told to Bill Smith. I believe this matter should have been corrected by GM in the years before my production vehicle and in the years after. Allegedly it has not as the problem is repeating itself placing the owners/drivers of Corvettes at inconvenience and risk as well as other drivers at risk upon the Corvette locking up. I have never been noticed of this problem as a recall by GM and yet on July 2, 2003, the tow truck driver who responded to my call that evening stated he had answered 3 CALLS THAT DAY FOR CORVETTES LOCKING UP:

page three...

I am thankful that I did not suffer a more serious injury or have been in a position to cause another vehicle and its occupants harm. Fortunately I did not have any court-ordered or court calandered appearances that afternoon which I would have not been able to attend due to my car locking up on July 8, 2003, I trust GM willfollow through on notifying other Corvette owners of the problem and related dangers due to the steering column locking up. I had this experience on 3 separate occasions as noted to Bill Smith and to yourself and GM reps. I suffered inconvenience on each occasion and injury on two. Please respond to this demand within the next 12 days.

Thank you for your anticipated cooperation in working together to resolve this claim in an expediant and equitable manner and to avoid further costs and time related.

Respectfully, A Corvette owner for the past 25 years,





August 28-2003

IN REFERENCE SSN INJURY DATE DATE OF REPORT

July 2,2003 August 28, 2003

#### COMPREHENSIVE FINAL CHIROPRACTIC EVALUATION

To whom it may concern:

The above-captioned patient initially presented to this clinic on July 7, 2003 for examination and evaluation of symptoms caused by injuries sustained on July 2, 2003. The patient's history, mechanism of injury, presenting symptomatology, results of the initial evaluation, diagnostic impression, review and comments on relevant findings, clinical course and prognosis are detailed below.

#### HISTORY OF INJURY:

The patient is a 46 year old male who reports that he was initially injured on July 2, 2003 while driving his 2000 Convertible Corvette, while making a right turn, when the steering column locked up. Patient was startled and did what came natural, he attempted to turn the steering wheel sharply to the right and to the left in an attempt to release the lockage. After numerous unsuccessful attempts to jobt the steering wheel from side to side and periods of waiting, the column unlocked. Unfortunately patient sprained his left wrist and right shoulder as a direct result of this incident and his attempt s to unlock the steering column and to gain control of the steering.

Patient took the Corvette to the Chevrolet/G.M. dealership to address the problem. Upon picking up the car on the following Monday, July 7, 2003, Patient was told the problem was corrected. In fact, the problem was not corrected, causing Patient to experience the steering column to lock up again on the following day, July 8, 2003, thereby aggravating his existing injuries to his left wrist and right shoulder of July 2, 2003, resulting in increased pain and inflammation, due to a similar experience in attempting to jolt the steering wheel from lock-up.

#### PRESENTING COMPLAINTS:

- Right shoulder pain, intermittent, moderate.
- Left wrist pain, intermittent, moderate.

Patient did not have any other associated symptoms. Activities that increase patient's symptoms are usage of his wrist, and shoulder in his daily activity. Specially in over head

activities, such as for an example reaching for something in upper shelves. Symptoms have gotten worse since the accident. On the scale of zero to ten, the patient rates his pain as a 6.

#### PAST MEDICAL HISTORY:

Thoraco-lumbar scoliosis.

#### CURRENT MEDICATION:

Patient is not taking any medication.

#### FAMILY HISTORY:

Father has congenital heart condition, and divert colitis.

#### **SOCIAL HISTORY:**

Patient does not smoke, or drink.

PREVIOUS ACCIDENTS/INJURIES:

N/A

#### PHYSICAL EXAMINATION:

(initial examination was performed on July 7, 2003.)

#### SHOULDER EXAMINATION:

Examination the right shoulder revealed a +1 palpable tenderness over the supraspinatus tendon, with trigger points. External rotation, and end range abduction is painful. Orthopedic examinations that were positive are: supraspinatus test, aply's scratch test, subscromial push-button sign, drawbar's.

#### WRIST EXAMINATION:

There is a palpable tenderness over the radial styloid process. Orthopedic examination that were positive are: tinel's wrist sign, prayers sign. All ranges of motion with resistance were painful.

#### **NEUROLOGICAL EXAMINATION:**

Deep tendon reflexes at C5-C7, are a normal +2.

- Dielitah infor sprain/strain.
- Lateral British Continues and the
- 3. Montentergrennungen.

#### DESCRIBED TREATMENT PLAN:

On the basis of the initial examination, it was recommended that the patient attend a course of chiropractic care and physiotherapy treatment to include the following: chiropractic manipulative therapy, electrical muscle stimulation, ultrasound, diathermy,

and paraffin bath to the affected and prescribed areas at a frequency of three times a week for the next four weeks and to return for a follow-up examination.

#### DISCUSSION AND RECOMMENDATIONS:

The information provided by the patient establishes a direct relationship between the onset of the symptoms and his involvement in the aforementioned accident. Having denied pre-existing or concurrent causal factors, it appeared that the incident with the steering column that occurred on July 2, 2003 contributed to his presenting symptomatology. Therefore, it is my opinion that the above diagnostic impression is a descriptive status of his post accident condition.

#### CLINICAL COURSE:

Since the initial evaluation, the patient has been receiving chiropractic care and physiotherapy based on my recommendation.

After his initial examination, the patient continued with conservative therapy and treatment in this clinic. During the treatment course, the patient showed a gradual improvement of his presenting symptomatology. The improvement was appreciated both subjectively and objectively.

When seen for reevaluation in our office on August 20,0002, patient complained of slight wrist pain. But over all he showed a significant improvement. The orthopedic examinations were no longer positive. Ranges motion were within normal limit.

#### **PROGNOSES:**

Prognoses of the patient is good. One must keep in mind that trauma such as musculoligamentous injuries sustained by the patient involves over-stretching of muscles, tendons and ligamentous fibers in the spine and certain joints in various locations, leading to rupture, as well as the rupture of the blood vessels. Ultimately, scar tissue formation in this tissue is responsible for occasional recurrence of symptomatology, as the injuries sites are left weaker and vulnerable. Therefore, future chiropractic maintenance care might be necessary for prevention of further injuries on as-needed basis, depending on the clinical symptomatology.

If I can be of further assistance regarding this matter, please do not hesitate to contact me at this office.



### Los Angeles, CA Phone

Patient

venice, CA

Date	Services Code	Description	Charges	Paymente	Balance
07/07/03	97018	peraffin bath	\$30	0.00	\$30
*	97014	IFC	<b>\$</b> 35	0,00	\$35
*	97128	USD	\$35	0.00	\$35
*	98940	ADJ	\$45	0.00	\$45
<b>E</b>	99203	initial examination	\$200	0,00	\$200
07/09/03	97018	parettin beth	\$30	0.00	\$30
4	97014	IFC	\$35	0.00	\$35
#	97124	MASSAGO	\$40	0.00	\$40
	97128	USD	\$35	0,00	\$35
07/11/03	97018	peraffin bath	\$30	0.00	530
"	97014	IFC ·	\$35	0,00	\$35
*	97128	USD	\$35	0.00	\$35
•	98940	ADJ	\$45	0.00	\$45
07/14/03	97018	pereffin beth	\$30	0.00	\$30
	97014	ifC .	\$35	0.00	\$35
#	97124	message	\$40	0.00	\$40
4	97128	USD	\$35	0.00	\$35
07/16/03	97018	paraffin bath	\$30	0,00	<b>\$30</b>
#	97014	IFC	\$35	0.00	\$35
•	97128	USD	\$35	0.00	\$35
<b>=</b> .	98940	ADJ	\$45	0.00	\$45
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. "	97014	IFC	\$35	0.00	\$35
4	97124	D1855826	\$40	0.00	340
•	97128	USD	\$35	0.00	\$35
07/22/03	97018	paraffin bath	\$30	0.00	\$30
•	97014	ÎFC	\$35	0.00	<b>\$35</b> -
•	97128	USD	\$35	0.00	\$35
4	98940	ADJ	\$45	0,00	<b>\$4</b> 5
07/25/03	97018	peraffin bath	\$30	0.00	\$30
•	97014	<b>IFC</b>	\$35	0.00	\$35
•	97124	панадо	\$40	0,00	\$40
*	97128	USID	<b>\$3</b> 5	0.00	\$35
07/29/03	97018	pereffin bath	\$30	0.00	\$30
44	97014	IFC	\$35	0.00	\$35
44	97128	USD	<b>\$3</b> 5	0.00	\$35
4	98940	ADJ	<b>\$</b> 45	0.00	\$45

07/31/03	97018	paraffin bath	\$30	0.00	\$30
а	97014	IFC	\$35	0.00	\$35
44	97124	massage	\$40	0.00	\$40
•	97128	USD	\$35	0.00	\$35
08/04/03	97018	paraffin beth	\$30	0.00	\$30
4	97014	IFC	\$35	0.00	\$35
4	97128	U\$D	<b>\$</b> 35	0.00	\$35
<b>"</b> .	98940	ADI	<b>34</b> 5	0.00	\$45
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•	97014	IFC	\$35	0.00	\$35
•	97124	massage	\$40	0.00	\$40
44	97128	USD	\$35	0.00	\$35
08/12/03	97018	<del>paraffin bath</del>	\$30	0,00	\$30
41	97014	ifc	· <b>\$3</b> 5	0.00	\$35
	97128	USD	\$35	0.00	<b>\$</b> 35
	98940	ADJ	<b>\$</b> 45	0.00	\$45
08/22/03	97018	paraffin bath	\$30	0.00	\$30
•	97014	IFC	\$35	0.00	\$35
44	97128	USD	<b>\$</b> 35	0,00	\$35
u	98940	ADJ	\$45	0,00	\$45
08/20/03	97018	paraffin bath	\$30	0.00	\$30
44	97014	. IFC	\$35	0,00	\$35
4	97124	massage	\$40	0,00	\$40
4	97128	USD	\$35	0.00	\$35
4	99213	re-evaluation	\$120	0.00	\$120
08/28/03	99080	Final Report	\$100	0.00	\$100

· TOTAL= \$1475

#### EXAMINATION FORM

EAAMINATION FORM
Today's Date: 8 20 02 2003 ALI POURPEZHESHEGE, D.C. B.S.
Name of Patient: Date of Injury:
History of Injury/Illness: Workers Comp. MVA Slip & Fall Part Medical History: On File
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Subjective Complaint(s)/Symptom(s)
Neck Pain Constant [Intermittent Minimal Slight Moderate Severe Local Reducting
Mid/UB Pain Constant Intermittent Minimal Slight Moderate Severe Decal Redisting
□ LBP □ Constant □ Intermittent □ Minimal □ Slight □ Moderate □ Sovere □ Local □ Radiating
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L/R Elbove Flex /135 P/noP, Ext /10 P/noP, Sup /90 P/noP, Pro /90 P/noP
(C) R (Wrist) Flex 80 /80 P/noP, Ext 90 /90 P/noP, UlnDev 70 /30 P/noP, RadDev 10 /20 P/noP
L Hips Flex/120 P/soP, Ext/30 P/soP, ABd/45 P/soP, ADd/25 P/soP
L/K Knees Flex/135 P/soP, Ext/30 P/soP, IntRot/10 P/soP, ExtRot/10 P/soP
L / R Ankles Dorsiflexion /20 P/noP, Plantar Flexion /50 P/noP
Muscle(s): A-T1 5/5 Billucabily 14-Si 5/5 Bilinterally
① Other:
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1) Other: Shorted in the Aprobación (C) stroppedo (C)
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+ - B SLR @degs - B Nachlas + - B Yeomen's + - Axial Comp + - Dist + ELSDT
+ - B P-FABERE + B Ant/PortDraw (Knee/Anide) + C) B Val/Var (Knee/Elbow) Cther:
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Treatment Recommended: (mark areas to be treated)
A. Hot/Cold Packs (97010) B. Electrical Stim/Interferrential (97014)  C. Massage/Vib (97124) D. Ultrasound (97035)
C. Massage/VTb (97124) D. Ultrasound (97035) E. Paraffic Bath (97018) F. Mochanical/Man. Traction (97012/97122)
3. Manipulation (98940,41,42) H. Soft Tissus & Joint Mobil (97250)
. Thomp. Buer. (97110) J. Comp. Ass. Neuro Rebab (97620)
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## DOI Muly 2 History - Part 1

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Are you currently taking any medication? (s	pescriptions & OTC) O Y O K Spe		
Any chiropractor consulted in the past?	Y O K Name	<del></del>	
Date consisted/ F	or what problem	<u> </u>	· · · · · · · · · · · · · · · · · · ·
Current or Previo	us Symptoms		
		symptoms with "C" and previous symptom	s with *P*
O Headsche	() Reproduced in Singers, arms, legs	(2) Dispetive disorders	C) Eduano falique
· O Head seeins too heavy	C) Chest pain	□ Nassa, vonNing	C) Shortmes of breath
C Loss of morrory	O Eye strain O Pain Belsted eyes	□ Diarrhes ○ Commission	Co Pain muliuling into , co Right arm
C) Equilibrium problems (3 Dizziness	(2) Pain beroid eyes (2) Eyes sangitive to light	O Digitally in excessive Stains	() Left arm
O Faleting	i) Ears bozzing/ringing	□ Light	C) Both news
☐ Tremore	D Loss of table/small	(2) Moderate	ij flight leg □ Leit leg
C) Palphation C) Neck pain/atilitiess	Sings trouble     Edware denousates	© Repolitivs © Officially in excessive	C) Both legs
C) Mack modile restricted	C) Tarrion	□ Standing	(i) Reck:
Upper back pain/afficient	C) instability	C Walking	(2) Beaut of phys
back pulsadliness	O Analyticopression	C) \$200g	Ca Shoulders '

1	ethopedic Tests:	( Lumbosacral Exem Cor	tinued )	Page 2
CI D A 15des	7 / 1 / P S   R 70.4	Orleg R/L/B	LaseguesR/L/B	
SLR 0-330EE	D/1/B Kema	R/I/B Med D	isc (More pain on the cope	mite side bending)Lat.Disc
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(More pann on u	DA LA LOS DANS CONTRARENTES E	D/1/B Delector	Contribut R/1./B St	apported Forward Bending
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	e 21 Iuvovaman) vac	ne 61 Seeda - Lumber	pain-Lumber Sprain) SI S	Stretch test R/L/B
Yeoman's	_K \ F \ B (Brances but	- 10 / 1 / 10 / 12 <del>- 1</del>		SI pain -SI joint problem)
SI Resisted abd.	N D B MOO'	<u> </u>	pani-riip jouit prootein.	His false SI seiseSI issist
	K/ L/ B (11 + 21 Joint b	COOLERN) LEGIC LETTING	K, E, B (trib benu-	Hip joint, SI pain—SI joint)
Neurological:				Unremarkable
Demetomes:		Level Rt	_は <u></u> は	Urgremarkable
Myotomes:	Decreased Strength	Level Rt		Orthonist Varies
Reflexes:	Patellar	Achilles	- 0	
SHOULDE	CR_EXAMINAT		xt. POTCE).	
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Shoulder Disloc	etions Dume R/I	America Amarchene	R/L Post Ap	prebensien R/L
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Delegal resisted	motion 1 Pa	inful nussive motion	R/L Pain at the pass	ive end range R/L
AND DESCRIPTION OF THE PERSON	THE A BOTH A TOTAL	(p. 25 p		<del></del>
	EXAMINATION		Callendon	
Palpation:		Restriction R / L	Subjuxation	<del>-</del>
Orthopedic Te		_	G 10-1- PR 34-4-1	Epicondilitis R/L
	Cozen's TestR/		Golfer's Elbow - Medial	
Ligamentous Int	Mability - Abduction Str	<u></u> -	iduction StressR/L	
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paipation:		Keentchou K / L	200mminon	
Orthopedic Ter	<b>#</b>			lalaskia su Andikia (Waki
Maninous Instab	ility Apley's Compres	sionK/L Men	Contract Con	Palpeble or Audible Click)
Liganestous Im	stability- Apley's Distra	ctionR/L Abd	etion StreesR/L	NOC. STEEL R/L
Drawer's Sign_	R/L (Pulled=Ant.)	Cruciate , Pushed—Pot	(Cru) Chondromalacis !	Patella Grinding R/L
Putalla Fracture	- Dreyer's TestR	L Tunning Fork	R/L	
Knee Joint Effut	sion-Stroke Testi	R/L Patella Ballotten	eestR/L	
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Tarant Tumber of	water Dil De	infini messive metion	R / I. Pain at the ned	sive and rangeR/L
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99304 New Patien 99305 New Patien	(Exam 1894) Adjusts		Ultraneed	· · · · · · · · · · · · · · · · · · ·
99345 Coup. Con	nelingias —— calena	X-Rays 97014	Electric administration / IFC	
SOUSI ROLL TO	žag .			<u> </u>
			—— Date	July, 7, 2003
Attending Physici	ro, a spineta Lo			149/11
				<b>~</b> /

## Diagnosis / Treatment Plan Date 7/7/03

Patient

INITIAL EXAM	
Chief Complaint: Arm pain L / R Shoulder paid L / R Mid-back pain / stiffness - Low back pastiffness - Chest pain - Dizziness - Ear buzzing / ringing - Fatigue - Feet / toe /hand / funger number Headaches - Irritability - Jaw pain - Leg pain R / L - Memory loss - Nausea - Neck pain / stiffness Shortness of breath - Sleep difficulty - Stomach upset - Tension - Vision blurred - Knee pain R / L pain R / L - Elbow pain R / L - Others	1685 - -
Past Medical History:	
A sot Medical Misority.	
Findinge: See examination report	
X-Rary: No. Yes Comments:	
Diagnozia:	
1) spran Stown Quist 2) spran Ston B sh	11.
	H
3) (R) Show low Kother Cost Sha tom 4)	
5) (Syraspande 6) 7) 8)	
Management:	
Course of treatment:Time/s Per Week For Week/s then the patient will be reevalue	ated
and the issue of management will be addressed again.	
Procedures and modalities - Combination of : Soft tissue mobilization - Therapeutic exercise	<b>. 2</b>
Electric stimulation - Ultrasound - Intersegmental traction - Menual traction - Axial traction - Regard	
Dietherm - Hydrocollator - Cryotherapy Chiropractic adjustment C/T/L/S/Others	
and I wills barley -	
May to cristy shoulder-	
Toout of the above mentioned procedures and modelities must be performed during ea	ach
patient's visit.	
Precautions:	—
<del></del>	<del></del>
Comments:	
<del></del>	
	—
$\cdot$	
Doctor's Signature:Date:	7
	<del></del>

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION OM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Venice

CA

CASE NUMBER: 1-117427903

VIN:

1G1YY32G2Y5133308

MODEL YEAR:

2000

DATE OPENED: 2003-07-08

DATE CLOSED: 2003-09-08

SERIES: MILEAGE:

Corvette 13900.0000000

SOURCE:

DELIVERY DATE:

Phone PARYes

DEALER NAME:

Santa Monica Group, Inc.

BRC TYPE:

BRC PARENT:

DEALER ADDRESS:3223 Santa Monica Blvd, Santa Monica, CA, 90404-

2605, USA

M01 General

O REPAIR ATTEMPT(8)

Inoperative

Steering wheel locking; ; 2003-07-15 03-07-09

RFI: situation; ; 2003-07-09

2003-07-09

Mo responce: ; 2003-07-09

2003-07-09

Roadside Assitance; ; 2003-07-09

2003-07-09

Chev Rd Side Assist; ; 2003-07-09

2003-07-09

1-117427903; ; 2003-07-10

2003-07-10

Pre-PAR; ; 2003-07-09

2003-07-10

Roadside Asst; ; 2003-07-10

2003-07-10

update; ; 2003-07-10

2003-07-11

<u>Parren (x6844) @ Roudside; ; 2003-07-11</u>

13-07-10

1-117427903, 5-7est - dlr; ; 2003-07-11

2003-07-10

Pre-PAR: : 2003-07-11

2003-07-11

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Follow up; ; 2003-07-11
  103-07-11
Bervice Request Ownership has changed FROM:
                                                      TO:
                                                                  ; 2003-07-11
2603-07-11
assigned file to
                                                2003-07-14
2003-07-11
file assigned; ; 2003-07-15
2003-07-15
Service Request Ownership has changed FROM:
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2003-07-15
Case Scan; ; 2003-07-15
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2003-07-15
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Initial-Cust
2003-07-15
REquesting owning CRM; ; 2003-07-15
2003-07-15
Initial-Continued; ; 2003-07-15
 03-07-15
                                     ; 2003-07-15
INTIAL-CUST CONTINUED
2003-07-15
Ownership Escalated to BRC; ; 2003-07-15
2003-07-15
Initial-Dealer 310-828-4424; ; 2003-07-15
2003-07-15
Initial-AVM; ; 2003-07-15
2003-07-15
Case Scan; ; 2003-07-15
2003-07-15
GM's Decision-RSIS; ; 2003-07-15
2003-07-15
Close; ; 2003-07-15
2003-07-15
Close; ; 2003-07-15
2003-07-15
<u> 20</u>19; ; 2003-07-16
  3-07-16
reopened for ESIS assignment; ; 2003-07-16
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assigned file to Sue Le at ext. 58509; ; 2003-07-16

2003-07-16

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Bais file assignment; ; 2003-07-16
  93-07-16
                                                             2003-07-16
                                                  TO
Service Request Ownership has changed FROM:
2003-07-16
BSIS: ; 2003-07-16
2003-07-16
Service Request has been Closed Satisfied.; , 2003-07-16
2003-07-17
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2003-07-18
RRC PAR Scanned: 2003-07-17-15.21.14.000000, MSEDocEvin: KSM3F16948; ; 2003-07-18
2003-07-18
Service Request has been Closed Satisfied.; ; 2003-07-18
2003-07-22
                                                   ; 2003-07-22
SR in Status of Closed has been Re-Opened by
2003-07-22
Inbound vm-Cust; ; 2003-07-22
2003-07-22
Service Request has been Closed Satisfied.; ; 2003-07-22
 3-07-23
SR in Status of Closed has been Re-Opened by
                                                   ; 2003-07-23
2003-07-23
Outbound call-E818; ; 2003-07-23
2003-07-23
Outbound call-Cust; ; 2003-07-23
2003-67-23
Service Request has been Closed Satisfied.; ; 2003-07-23
2003-09-08
                                                     , 2003-09-DB
SR in Status of Closed has been Re-Opened by
2003-09-08
MSIS 800-399-5117; ; 2003-09-08
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esis; ; 2003-09-08
2003-09-08
at 800-399-5117; ; 2003-09-08
2003-09-08
Service Request has been Closed Satisfied.; ; 2003-09-08
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INCIDENT TIME: 17:30:00.000000

INCIDENT LOCATION: Heading South on Lincoln Blvd. turned onto Garfield Blvd in Los Angels

INCIDENT DATE: 2003-07-02

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: none

MER DESCRIPTION: When turning on Garfield from Lincoln Blvd, the steering locked, when cust attempted to turn the wheel, he injured his left wrist and right shoulder

ALLEGED DEFECTIVE COMPONENT: Steering wheel locking mechaism

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: Dry

ROAD SURFACE: Asphalt

NUMBER OF PROPLE: 1

INJURIES:

BODY INJURY: Y

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION: Santa Monica Group Chev

CURRENT LOCATION OF VEHICLE: Santa Monica Group Chev

MOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Steering and Suspension Sys

INSPECTORS NAME: DealershipINSPECTION DATE: 2003-07-03

159:00.000000

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

BOAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

TLEAGE & BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

LP:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER: BRANCH:

NAME:

COUNT NUMBER: TERRST RATE:

INTEREST PAID: DRALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

RAME:

LOCATION:

ADDRESS:

CITY/STATE: Venice, CA

PHONE NUMBER (

SEATING POSITION: Driver

RESTRAINT: Seatbelt

TYPE OF INJURY: Sprained Left Wrist - Swollen Sore Right Shoulder

TRRATED

EXTERNAL CASE NUMBER:

DATE:

CLE MAMES:

FINESS:

\* BUSINESS: 0

IF SO, WHERE:

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

PRSOLUTION SOUGHT:

MAME:

CONTACT NUMBER:

CONPARY:

CONTACT TYPE: 'In ored'

ADDRESS:

CONTACT PHONE:

3103069030

Venice, CA

# SANTA MONICA AUTO GROUP

3223 SANTA MONICA BLVD SANTA MONICA, CA 90404 (310) 828-4424 Fax: (310) 453-5433 FAX COVER SHEET

. •	·
Attention	
-,,	
fax #:	

From: LHSTANNOLASCO Robert Fleischer (Business office)

1672: Intellat was to use Item Southern for the Copy 3
1682: 195 Hat writing Item Envoice Item Copy 3

COMMENTS:	1	<u> </u>	_	····	
,	<b>-</b>	Rott 467	21 Rot	+46821	
	CASE	# 51-	11742	27903	
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The information contained in this finalmile message is information projected by appropriate and in the extensions, product privilege. It is intended only for the use of the individual named above and the privileges are not publish lighter to of this having from any information. If the private quantity requiring this finalmile or any other reader of the finalmile is: at the named recipient or the constitution of any entering the district tion, or anything of the communication is arrive, placed install, if you have previous this communication in arrive, placed install tidy until or to be adopted as the states and return the original processor to our at the above address on U.S. Frond Service.

\* NOT COUNTRIC COVER SIMET. IF YOU DO NOT EMERYZ ALL PACKE, PLEASE TELEPHONE OF DOMESTICATELY AT (AN) 128-404







SANTA MONICA AUTO GROUP

S228 Starte Monica Bird.
Santa Monica, OA 90404

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SANTA MONICA AUTO GROUP
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Banta Monice, CA BOADA
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# SANTA MONICA AUTO BROUP

8229 Senta Monica Blvd. Senta Monica, CA 90404 CASE#51-1174 17403

(310) 828-4424 • Pioc (310) 453-6433 ECOMMENDED SERVICES BAR 4 ADMOST EPA # CAL BUTHWAY 12000 MET WIR RUTATE THES 00.574001 00.574001 24.47 64.05 œ ROTATE & BAL TIMES SERVICE HISTORY 27). EGISPENSON SERVICE BALESPERSON NO. CONTROLLER PROPERTY 10177326279133308 OCICHEVAOLETICORYETTE 3852 The Bearing . . [- .] YBLOW **SAVE** VENICE, C 218 BRUCE WWW. **MEASURE** CVZZ PARTY FOR فانتزار المسيني **CUSTOMS** | YES 06:52pm 07(03(03 06:00pm STATE MEG Artist Report 297 CREATION CHISTONER ESTENATE: i Latera W \*480VZ 16 v 10n in elesyné commi pocked Ι, REPORTEDT: RELEVAL ALL PERSONAL PROPERTY AND MUNICIPAL PROPERTY AND MUNICATION PROPERTY AND MUNICIPAL PROPERTY AND MUNICIPAL PROPERTY AND ONE MAY SAYLLITE SHILLITE Ž H 400CH227810 Thy day, you may also may applied houseld through Charle land of the pool and provided regards of polyectronic liver the daying Charle that "gladies." ing reside "HANDEGUR WOUTE TATTER THE SECRETARISE ILE I AND PATE PER ALL CHITCHING ME MARE A SEMINOTE CHARGE IN MACAUSCUS WASTE. A CHITCHIN CAMPER IN MACE AND SEASON WASTE AND IS APPOINT ONLY WHICH THAT WASTE IS INSTITUTE SULTING A THAT INCHES PER AND THAT WASTE IN SEMINOTE THESE CALL, SOLVENING, CONTAINED FROM, OR PLYSIC STA ALL PARTY PROPALED AND MAY CHARGE GROUPING I THE PARTY POR YOUR DOMNEY SOMMOR HOUSE MONTH THE PROMY 7:20 AJE IN 640 RML SATURDAY BART A.M. to \$40 P.M. MA VEHICLES PELEASED AFTER SUBSEINE H THE ACCUPATION OF THE PARTY SHAPE 1. Property clocks, him for artists () Type College clocks from () Type College clocks () Clocks compact by make at an artists PROE 1 OF 1 ACCOUNTING COPY CHICAGO BONTAL COURTER TIMES 







# SANTA MONICA AUTO GROUP SEED BESTS Mersica Block Contin Homica, CA 90401 C. A.S.

(\$10) 826-4424 • Face (\$10) 488-8468

CASE#S1-117427703

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# CHEMERIAT CHCHITTODHIO MADOX SANTA MONICA AUTO GRUUP CASEFS /-// 74 - 7903 S223 Benta Monios Blvd. Barta Monios, GA 80404 (210) B20-4424 - Fax; (310) 453-5429

SAME PROPOSED TO THE STEERING COLLING LOCKED  TO THE STEERING	RECOMMEND	NED SERVICES	BARL # AD1007	7 	1944 (310) 403-1 BRA	Mari L # CAL 90014097			
SERVICE HISTORY  STATE RES  STATE									
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N8505  N8505  NO. 100 STREETING COLUMN LICKED  NO. 100 STREETING C	,	<b>78</b> 67		<b>*</b>	0	LIO JOB 1	_	·	<b>₹</b>
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PAGE 1 OF 1 40081 SHOP COPY		<b>'</b>			•	<u> </u>			<del></del>
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# **PAR Case Assessment Form**

Biebei Raquest No.: 1-117427903	
Customer Name: Product Purchased?: x New 🗀 Used	
Vehicle Identification Number: 1G1YY32G2Y6133305	
Model: Corvette Make: Chevrolet Year: 2890 Mileage: 13	1900
Service Request Detail Screen x Reviewed and Updated	
Pre-PAR Form x Reviewed and Updated	
PAR Detail Form x Reviewed and Updated	
Allegation and / or Claim	
OnSter (Follow apecialized procedure)	
Credit / Rebill Process (Review Step-by-Step)	
Reviewed Step-by-Step in Webtwowledge:	
Mujor (Surgery, compensation, current medical treatment, lacerations, sutures, frogratives, loss of consciousness, fatality)	ecures,
paralysis, loss of consuction rees, leadily)  ☐ Forward file to ESIS.	
Affinor (Bruises, bumps, scratches, abrasions, headechee) - Raview with custome	er for a
thorough description.	
☐ Dealer ☐ Forward file to EAA	
☐ Grey Area (Past: medical treatment, surgery and injury. Pregnancy, numbrees).	
Review file with Team Manager	
Forward file to ESIS	
PAR will work file	
Collision (includes ourbe and / or aldewalks):	
Air Backs (Vetronia) -	
☐ Non-Deployment	
Forward file to EAA	
☐ Advised customer on basic air bag function ☐ Inadvertent Deployment <u>without</u> collision	
Advised customer on beets skrbig function	
Dealer (Inspect under-carriage)	
Forward file to EAA	
☐ Deployment <u>with</u> Collision ☐ Advised customer on basic sir bag function	
Dealer (inspect vehicle and obtain a repair estimate)	
Forward file to EAA (Customer is requesting an inspection)	
× Brakes / ABS (Vetronix if epollogis) / Supponsion / Tirus / Wheel Separation.	/ <u>Steering</u>
Major Body Damage (Review with customer and/or Declerable, Bodyshop for the decentation and vehicle is entired.	orougn
description and vehicle location)  Forward file to EAA	
Advised oustomer on basic brake/ABS function	
x Minor Body Damege (Review with customer and/or Declerable, Bodyshop for ther	rough
description and vehicle location)  Advised customer on basic brake/ABS function	
Dealer	
Forward file to EAA (Customer is requesting an inspection)	

☐ Thermal Event: ☐ Major (Entire: vehicle, compartment, component and / or > 2 components)
Forward file to EAA.
Milnor (Centralized / Confined to a small area) — Review with customer and/or Dealership for a thorough description.
Dealer inspection and / or Repair Order
☐ Forward file to EAA. ☐ Smoke / Non-Thermel –
<ul> <li>☐ Return to Workflow (File reviewed &lt; 24 HRS after assignment).</li> <li>☐ PAR will work file (File is &gt; 24 HRS after assignment).</li> </ul>
[] FAN WILL HOLK HE (FRE IS > 24 FING BILLS BEOLG HINNE).
☐ Property Damage (includes pets):
<a href="#">\$1,000 - Advise Dealership to proceed under PAR Werrenty code Z1241</a>
> \$1,000 - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >\$1,000
☐ Forward file to ESIS.
insurance Subregation Claim
Deductible Claim  × Compensation Claim with Supporting Documentation – Review with customer and/or caller for
thorough description.
x Forward file to ES(S.
Law Enforcement (nguiry without ellegation
☐ Forward file to Worldlow
Law Enforcement Inquiry with allegation Review file with Team Manager
_
☐ Customer Retracted Allegation: ☐ PAR will close file.
Vehicle Evaluation × Inspection requested
□ EAA
x Desier □ Field Personnel
☐ Inspection <u>not</u> requested
Customer did not authorize inspection
Customer accepted explanation and resolution  Customer retracted allegation
☐ Vehicle not available
Customer does not own vehicle
Slebel Actions/Follow-Up
x Documented all actions and events in the PAR file
x Provided resolution to Degler and AVM
CRM Resolution / Recommendation
x Forward file to ESIS
☐ Repuir ☐ Repurchase
☐ Trade Repurchase
Law Enforcement Inquiry
GM declines responsibility File Closed / Customer Information Request Only
☐ File forwarded to the Workflow
□ Non PAR File □ Other
= =================================

# GM622C EA02-031

# **ATTACHMENT "4D"**

1

CASE NUMBER: 00792148

DATE CLOSED: 06/30/00

VIN:

1G1YY V

DATE OPENED: 06/30/00

MODEL YEAR:

1997 CORVETTE

SOURCE:

YES

**SERIES:** MILEAGE:

45000

CUSTOMER:

ADDRESS:

BUS. PHONE:

HOME PHONE:

STATE:

OH

DELIVERY DATE:

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

Steering Column/Lock/Attaching Parts

Other

O REPAIR ATTEMPT(S)

STEERING LOCKS

STEERING LOCKED WHILE IN MOTION

It states weh steering wheel locked while weh was in motion. Cust wen now in dir service for ady/ repair, cust seeks to inform chev mtr. div. of cust's

experience......j warren/ atx; 0; 331247398

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

BODY INJURY: NUMBER OF PROPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES:

PERTY 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: INSPECTORS NAME: INSPECTION DATE: MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DOME:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM

NADA: 0 BALES TAX:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BACI DEALER NAME:

DEALER ADDRESS: , ,

TACT: ,

MONE NUMBER: PRODUCT CODE:

ENGINE TYPE:

MILEAGR @ BUY-BACK: 0

MSRP

DEPRECIATION:

UPGRADE: AFTERMARKET: LEASE TERM:

DAMAGE: OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

INTEREST PAID:

NAME:

DEALER BUYOUT:

LEGAL TYPE: LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

MBER OF INJURIES: 0

COMMENTS:

### GM RESTRICTED

339630

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUGINESS:

% BUSINESS: 0

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOBS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

MPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS :

CASE NUMBER: 00509620

VIN:

1**9**144 ĸ

DATE OPERED: 05/02/00

MODEL YEAR: 1999

DATE CLOSED: 05/02/00

SERIES:

CORVETTE

SOURCE:

YES

MILENGE:

4900

CUSTOMER

ADDRESS:

HOME PHOME:

STATE:

BUS. PROME:

DELIVERY DATE:

DEALER MANE: PUYALLUP CHE-GEO INC

BRC PARENT:

DRALER ADDRESS:

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749 Technical Question

1 REPAIR ATTEMPT(S)

Other

STREETING COLUMN LOCK

M41 Steering Column/Look/Attaching Parts

D REPAIR ATTEMPT(S)

Excessive Effort LOCKS WHILE DAIVING

SERVICE COLUMN LOCK

CST CALLED AND STATES THAT HIS SERVICE COLUMN LOCK SIGNAL CAME ON ON HIS VEHICLE AND SE

COULD NOT TURN THE WHEEL. HE STATES TEAT HE CALED ROADSIDE ASST AND THEY TOWER HIM TO THE DEALER, THE DEALER COULD NOT DUPLICATE THE PROBLEM. COT CONCESSED BECAUSE RESTRIES THAT THERE WERE 6 CONVETTES IN THE SHOP FOR THE SAME THING AT THE SAME TIME. COT WANTS TO KNOW MORE ABOUT THIS RECAUSE HE WILL NOT GO PICK THECAR UP IF HE CAMBOT FEEL SAYE DRIVING IT. CRM WIL TRY TO CALL TAC AND SME WHAT SHE CAN FIND OUT. ORM called two but was put on hold For 5 minutes. Will Call Dealership and ask them what it means. Can called and asked dan THE SM WENT IT MEANS " SERVICE COLDES LOCK" AND EXPLACISED THAT I REED TO EXCH BECAUSE THE COT DOES NOT WANT TO PICK UP HIS CAR IF WE CAMBOT EXPLAIM. SHE GAVE ME TO THEM RANGE MRC STATES THAT THERE ARE BULLETIME-FLAHURS OUT FOR THIS CONCERN AND WEAT THE CAR CAMBOT BE RELEASED UNTIL THE ENGINEER EFF COMES TO LOOK AT THEM AND THEY HAVE ORS THIRE TODAY. SE STATES THAT THE CET CAN COME IN OR CALL AND BE WILL AMBRER ALL THE QUESTIONS BE CAN. CHOK WITH CALL CET BACK NOW .. 0; 99999

INCIDENT DATE:

INCIDENT FIRE:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER ME

DRIVER DISABILITY:

OWNER DESCRIPTION:

LEGED DEFECTIVE COMPONENT.

INCIDENT RESOUT:.

POLICE REPORT:

MINISTER OF PROPIES 0

INJURIES:

BOAD CONDITION:

BODY DEJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MANE: INSURANCE COMPANY ADDRESS:

ACCEPT NAME:

ACTION PROME NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT IMSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

VESTIGATIVE SCHOOLSY:

AR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER MAME:

DEALER ADDRESS: , ,

COMPACT: ,

PHONE MUMBER:

PRODUCT CODE,

FAX MIMBER:

BODY TYPE:

ERGINE TYPE: TRANS

Transmission:

VEHICLE DELVEARLE:

MILHAGE & MOY-BACK: 0

ERC MARKANTI DATE:

MADA: 0 SALES TAX:

DEFECUATION:

UPGERADE:

MIRD:

APPENDANCE !

LEASE PERM

DAMAGE:

OTHER

BRANCH:

ACCOUNT NUMBER:

MAKE:

PAGE: 3

OM RESTRICTED

33605B

TEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LECAL

LEGAL TYPE:

LEMM LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN FAYOFF: TITLE BEAND:

REPLACEMENT VIN:

MINIBER OF INSTURIES: 0

COMMENTAL:

MAKE:

LOCATION:

ADDRES: , CITY/STATE: , PROME MUNICIPAL

SEATING POSITION:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

RESTRAINT:

DATE:

EXTERNAL CASE MURBER:

TITLE NAMES:

Business:

& BUSINESS: 0

DATE OF ACCIDENT:

ESCRIPTION OF DAMAGE

TURCHASE/LEASE: 0

DATE OF YURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUCHT:

7020E :

COMPANY:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PROME:

ADDRINGS:

# TECHNICAL ASSISTANCE SYSTEM GM RESTRICTED

PAGE: 1

310956

VIN: 1G1YY12G1X5113585 CASE MINORER: 3883785 DATE OFFICED: MODEL THAR: 99 04/20/00 DATE CLOSED: ARRIES: TB CHEVROLET 013000 SOURCE: MILEAGE: CUSTOMER: ADDRESS: STATE: ЖĊ NOME PHONE: BUS. VHONE: SYMPTOM ABSTRACT---- COLUMN LOCK STEERING TURN STEERING COLUMN LO RESOLUTION ABSTRACT-UCC CODE 1-----QCC-1 THECRIPTION--- STEERING DCC CODE 2-----UCC-2 DESCRIPTION---MCC CODE 3-----UCC-3 DESCRIPTION---04/20/2000 16:00:23 SBD TEMPLATE -STRATEGY BASED DIMONOSTICS 2\_ NUMBER OF TIMES IN FOR THE SAME COMPLETION 2 MINGER OF DAYS VEHICLE IN DEALERSHIP FOR SAME COMPLYION X (Y/N) IS THE VARIOUS IN THE DEALERSHIP (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES (53) \_R\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, FIC.) (Y/N) HAVE YOU COMPARED THIS NATE AN IDENTICAL VEHICLE \_\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT (Y/W) S/M SHARCH COMPLETED (IF YES, LIST SECTION, PG.) \_Y\_ (Y/N) SULLSYIN OR PI SEASCE PERFORMED: \_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST) \_\_ (Y/M) COMDITION DETAILS (LIST DIC'S, MIC.) (Y/W) DIAGNOSIS (PARTS REPLACED, VER. HISTORY, ETC.) 04/20/2000 16:00:23 MINTORY CONCERN: LARRY SAID THIS CUSTOMER SAID THERE STREETING LOCKED UP WHILE DETVING. DIAGI SAID THEY DO NOT HAVE THE CAR THERE YET. SAID THIS CAR HAR E IN TWO TIMES BUT THEY COULD MOT DUPLICATE THIS CONDITION. BAID HE DID SEE A DCS MEASAGE THAT TOLD HIM NOT TO DO ANYTHING AND TO CALL SCHOOLS. SAID HE CAN NOT FIND THIS DOS MESSAGE NOW. ADVISED PER TO CALL

### GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED

CUSTOMER: ADDRESS:



WYANDOTTE

KŒ

HOME PHONE:

CASE NUMBER: 01180468

VIN:

1G1YY12G1X5130516

DATE OPENED: 2000-08-09

MODEL YEAR: GERIES:

1999

DATE CLOSED: 2000-08-24

MILBAGE:

NOT FOUND

SOURCE: BRC TYPE: Phone

DELIVERY DATE:

DEALER NAME: DICK GENTLE CHEVROLET INC

BRC PARENT:

DEALER ADDRESS:15600 EUREKA RD., SOUTHGATE, NI, 48195, USA

M01 Steering General O REPAIR ATTEMPT(8)

Column locked up twice

General product information

INSTRUCTIONS TO CRM:

Transfer the customer to the Lead Management Team for specific model they are interested in. Or send literature for models they are interested in.

pering column has locked twice while in motion

Cust states that steering column has locked twice while in motion. Cust seeking permanent fix and essurance

that it won't occur again. CRM will need to speak with 8/M about status of veh and possible compensation.

0; 334709643

2000-08-03

Veh is complete and ready for pickup. Informed cust that weh is complete. Cust also seeking reimburgement for Rental voh.

which is generally taken care of by the dlr. Attempted to call cust with info. Cust unavailable. No machine, will try again in 30min; 0; 334712407

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MAMR: DRIVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

LEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIZE:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PERTY 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 TRST DESCRIPTION:

ROAD TRST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

LER BAC: DEALER NAME:

DEALER ADDRESS: , , CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE # BUY-BACK: 0

MARP:

NADA: 0 BALBS TAX:

DEPRECIATION:

UPGRADE:

APTERMARKET: LRASE TERM:

DAMAGE:

OTHER: BRANCE

NAME :

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAN:

VEHICLE DESTINATION:

DEALER ADMINISTRATION: BASE

LIEN PAYOFF

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME: LOCATION:

RBSS: , Y/STATE: , PHONE NUMBER:

**ERATING POSITION:** 

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SC, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: C

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

FURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

### GENERAL MOTORS CORPORATION CHRVROLKT DIVISION GK RESTRICTED

CUSTOMER: ADDRESS : HOME PHONE:

CASE NUMBER: 03539584

VIN:

1G1YY12G2X5115717

MODEL YEAR:

1999

DATE OPENED: 2001-03-20

SERIES: MILEAGE: CORVETTE HARDTOP 51000

DATE CLOSED: 2002-03-18 SOURCE:

BRC TYPE: BRC PARENT: Phone No

DELIVERY DATE:

DEALER NAME: COOPER CHEVROLET OLDSMOBILE BUICK GE DEALER ADDRESS: 1300 S QUINTARD, , ANNISTON, AL, 36201, USA

M01 Steering General 6 REPAIR ATTEMPT(8)

Inoperative LOCKS UP

A07 Referred to Dealer

Other

O REPAIR ATTEMPT(S)

BERVICE

885 Warranty Clarification

O REPAIR ATTEMPT(S)

Other RENTAL

GIME LOCKS UP

CUST STATES HE HAS HAD CONCERNS W/VEH AND IT HAS BEEN LOOKED AT 6 OR 7 TIMES. CUST STATES THE STEERING LOCKS UP WHILE DRIVING. CUST STATES LAST TIME THEY REPAIRED AND VEH HAD SAME COMDITION AFTER 30 NILES. CUST STATES THE DEALER HAS DONE EVERYTHING THEY CAN AND HAVE EEEN VERY GOOD TO HIM. CUST STATES THERE IS NOTHING MORE THEY CAN DO AS STATED BY THEM. CUST SEEKS IF HE CAN GO TO ANOTHER DEALER. CRN ADVISED THAT CRN WOULD LIKE TO TALK WITH LAST DEALER ABOUT REPAIR. CRM SPOKE WITH SVC MGR TONY AT BUSTER MILES. SVC MGR STATES THEY CONTACTED TAC AND DID REPAIRS AS THEY ADVISED. . WHICH WAS CHANGE THE IGNOTION SWITCH AND RELAY. SVC MOR STATES THEY HAVE MEVER REALLY DUPLICATED CONCERN. SVC MOR STATES THEY HAVE DONE ALL THEY CAN AND FEEL THAT THERE IS NOTHING MORE. SVC MGR STATES IT IS A SERVICE STEERING COLUMN CONDITION. SVC MGR STATES HE WOULD ADVISE THAT CUST SHE ANOTHER DEALER...THAT NIGHT BE THE BEST THING THEY CAN DO RIGHT NOW. CRM ADVISED CUST, CUST SEEKS CAN HE GET REPAIRS COVERED AND A RESTAL...; 0 2001-03-20

...CONT...CRM ADVISED THAT THIS WOULD BE A NEW DEALERSHIP AND VEH IS OUT OF MARRANTY SO MORE THAN LIKELY HE COULD NOT. CUST SEEKS IF CRM WILL CALL COOPER CHEV IN NORM TO SEE WHAT CAN BE DONE. CRK AGREED. CALL BACK SET FOR CUST BETWEEN 1-2 CST. MRGANDUNFORD/PDK/CAC; 0; 353978427 2001-03-21

CRM CALLED COOPER AND SPOKE WITH SVC MGR DAVID. SVC MGR STATES THEY WOULD BE MORE THAN HAPPY TO LOOK AT CUST CONCERN. SVC MGR STATES RESTAL WOULD NOT BE PROVIDED DUE TO CUST IS OUT OF WARRANTY AND THEY HAVE NOT SEEN THIS VEH DEFORE. CRM CALLED CUST TOADVISE. CRM vised and explained rematl coverage. Cust states that he does not know when he can go MO DLR B/C HE HAS TO SET UP TRANSPORTATION. CUST STATES HE DOSS NOT AGREE WITH GM NOT HELPING HIM AND WILL TAKE LEGAL ACTION. CUST STATES HE WILL JUST DRIVE VAN TILL IT LOCKS UP AGAIN AND KEEP DRIVING VEH IF OM WILL NOT HELP HIM. CRM ADVISED THAT DLR WOULD LIKE TO HELP HIM...HE IS JUST NOT IN WARRANTY TO PROVIDE RESTAL TO. CUST STATES HE INTENDS TO SUE GENERAL MOTORS AND WOULD LIKE THAT NOTED IN FILE. CRM ADVISED TO DOCUMENT. MEGAN DUNFORD/PDX/CAC; 0; 354058881

\_\_\_\_

FORWARDING FILE TO TM FOR DISSATISFIED CLOSING. MEGAN DUNFORD/FDX/CAC; 0; 354058930 2-03-18

CUST STATES THAT HE IS THE NEW OWNER OF THE VEH. CUST STATES THAT HE FOUND PAPERWORK IN THE VEH IN REGARDS TO A PREVIOUS FILE FROM PREVIOUS OWNER. CUST SEEKS TO KNOW IF THERE ARE ANY SAFETY DEFECTS. CRM ADVISED CUST OF CURRENT CAMPAIGN ON THE VEH, AND THAT HE MAY GO TO ANY CHEVY DLE TO HAVE REPAIRED. CRM ADVISED THAT DUE TO CUST BEING SECOND OWNER OF THE VEH, CRM IS UMABLE TO DISCLOSE INFO. CUST UNDERSTOOD. CRISTIMA DURAN/CA/CPDX; 0; 385323539 2002-03-18

REQUEST CLOSED SATIS. CRISTIN ADURAN/CAC/PDX; 0; 385323547

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

ICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

THER OF PROPLE: 0

INJURIES:

WAS AROTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VERICLE INSURED.

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGRET HAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY MANE:

WAS VERICLE INSPECTED:

IMSPECTORS NAME: INSPECTION DATE:

MILHAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

STATUS:

SOURCE:

TRANSACTION:

RBQUBST TYPB:

REPURCHASE REASON:

DHALRE BAC: DHALBR NAME: LER ADDRESS: , , TACT: . PHONE NUMBER: PAK NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VERICLE DRIVEABLE: MILBAGE . BUY-BACK: 0 BRC WARRANTY DATE: MSEP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERNARRET : LRASE THRM: DAKAGE : OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTERREST PATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LENCH LAN DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 CONNENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED IF 80, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: ·BUBINESS: • BUBINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES CHOKER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER: CONTACT TYPE: CONTACT PHONE:

ADDRESS:

CASE NUMBER: 03164671

VIN:

1G1YY12G2X5115717

DATE OPENED:

02/12/01 02/12/01 MODEL YEAR:

CORVETTE HARDTOP

DATE CLOSED: SOURCE:

YES

SERIES: MILEAGE:

49000

CUSTOKER:

ADDRESS:

STATE:

AT.

HOME PHONE: BUS. PHONE:

CORPORATION GENERAL MOTORS

CHEVROLET DIVISION

GM RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE:

HEPLIN

AL

CASE NUMBER:

03154671

1G1YY12G2X5115717

MODEL YEAR:

1999

DATE OPENED: 2001-02-12

SERIES:

CORVETTE HARDTOP

DATE CLOSED:

2001-02-12

MILEAGE:

49000

RCE: C TYPE: Phone Yes

DELIVERY DATE: DEALER NAME:

BUSTER MILES CHEV-OLDS INC

BRC PARENT:

DEALER ADDRESS: 685 ROSS ST, , HEFLIN, AL, 36264, USA

NO1 Steering General 4 REPAIR ATTEMPT(S)

Inoperative locks up

A07 Referred to Dealer

Customer Satisfaction

1 REPAIR ATTEMPT (S)

for goodwill

STREERING COLUMN LOCKS UP

Cust states steering motor column locks up. Cust was on vacation in Augusta and light came on for steering. Cust was able to drive home and steering column locked up completely when pulling into driveway. Cust seeks assist. Cust has 50k and is worried will not covered. Cust has no way to work either. Wife uses his other dar. Orm called Srv Mgr Tony. Tony states he will tow weh and fix under dlr empowerment. No rental weh awail otherwise would give cust one. Orm advised cust of info and advised to call srv mgr. Cust completely happy. Liz Wellan/Goodwill Liaison/Cac/Pdx; 0: 350841469 2001-03-05

CLIST STATED THAT HE HAS HAD NORE PROBLEMS WITH THE STEERING WHEEL MOTOR LOCK. IT LOCKS WHILE DRIVING AND THE CUST WHEN IT HAPPENS CUST CANNOT STEER THE VEH TO STOP. FT TIME IT HAPPENED THIS PAST WEEKEND ON SUNDAY MAR 4, 2001. THE CUST STATEDTHAT HE COULD NOT STOP THE VEHICLE THE ENGINE TURNED OFF AND HE TRIED TO STOP AND FINALLY THE VEH COME TO A STOP, BUT NOT AFTER ALMOST HITTING THE SHED. CUST HAS A MEDICAL PROBLEM IT BEFECTS HIS HEART. THIS PROBLEM AGREVATES THE CUST CONDITION AND HE HAS NO ALTERNATIVE, HE WANTS FOR CORVETTE TO FIX THE PROBLEM. CRM ADVIDSED THE CUST THAT CRM WANTS TO TALKE TO TONY AT THE DEALERSHIP AND SEE IF WE CAN DO ANYTHING FOR THIS CUST. CSUT IS AT HOME, CAN'T WORK. IF HE CAN'T GET TO WORK. CUST IS CONCERNED FOR HIS SAFETY AND HIS WIFE SAFETY IN THIS AUTO. THEY ARE AFRAID TO DRIVE IT FOR ANY LONG TRIP. CRM

2001-03-05

CRM TO TALK TO TONY, AT DLR SHIP 256 463-2151. TONY STATED THAT HE COULD PROBABLY DO THE REQUESTED DISCONNECT OF THE STEERING LOCKING MOTOR TODAY. CUST WILL HAVE TO PAY FOR THE TOW AND ALSO THE CHARGE TO DISCONNECT THE MOTOR. CRM TO CONTACT CUST ANDOFFER THIS TO THE CUST. CUST HAD SET UP A TIME OF CALL CUST BACK BY 10:30 AM CST.

2001-03-03

CRM TALKED TO TONY AT DEALESHIP AND HE STATED THAT THEY COULD REPLACE THE MOTOR UNDER WARRANTY AND ALSO GIVE HIM A LOANER VEHICLE. CUST IS APPRECIATIVE OF THIS AND WILL TAKE THE VEH IN ON THUR MAR 9, 2001 AND GET A LOANER AT THAT TIME. TONY STATED HEMIGHT TALK TO A TAC LIASON AND SEE IF THEY NEED TO INSPECT THE VEH SINCE THIS PROB HAS BEEN HAPPENING SINCE FEB 1999, 2 MONTHS AFTER HE PUR NEW VEH. CRM SET UP TO CALL BACK THE CUST ON FRI MAR 10, BETWEEN THE CUST WORK HOURS OF 8/5 CST.

2001-03-05

THE CORRECT DATES FO THE VEH ARE MARCH 8 TO TAKE INTO DLR AND MAR 9 TO CONTACT THE CUST.

T-03-02

CRM PHONED DLR AND CUST IS TO BRING IN THE VEH ON MONDAY TO HAVE THE REPAIR COMPLETED.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PEOPLE: 0 INJURIES:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PERTY 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: INSPECTORS NAME: INSPECTION DATE: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY:

BOURCE:

REQUEST TYPE:

PAR STATUS:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

MALER ADDRESS: , ,

TACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0 MSRP:

DEPRECIATION:

UPGRADE: AFTERMARKET:

LEASE TERM: : BEAKAG OTHER: BRANCH:

ACCOUNT NUMBER:

INTERBȘT RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION: RELEASE:

REPLACEMENT VIN:

TRANSACTION:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

BALES TAX:

NAME:

INTEREST PAID: DEALER BUYOUT:

LEGAL TYPE:

LEMON LAN:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

NUMBER OF INJURIES: 0

COMMENTS:

# GM RESTRICTED

367738

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

DATE:

IF SO, WHERE:

\* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

**EXTERNAL CASE NUMBER:** 

TITLE NAMES:

BUSINESS:

ACCIDENT: DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILBAGE AT PURCHASE: 0

PURCHASE/LEASE AS: DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

WPANY:

AUDRESS:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

MORTHRIDGE

CA.

HOME PHONE:

CASE NUMBER: 04502309

VIN: MODEL YEAR: 1G1YY12G3X5115046

1999

28500

DATE OPENED: 2001-06-11

SKRIKS:

CORVETTE HARDTOP

DATE CLOSED: 2001-06-21

MILRAGE:

SOURCE: BRC TYPE:

Phone DELIVERY DATE: No DEALER NAME:

CONNUNITY CHEVROLET COMPANY

BRC PARENT:

DEALER ADDRESS: 200 W OLIVE, , BURBANK, CA, 91502, USA

M40 Steering Wheel 2 REPAIR ATTEMPT(8)

Other LOCKED UP

Final Repair Attempt

CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service artment and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the vice Manager and advise of customer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[ State Lemon Laws and Other Statutes RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://careweb/webknowledge/Manuals/80GAndPnP/PP/PP3 1.pdf])

Final Repair Attempt

CUST STATED THE STEERING NEED LOCKED UP YESTERDAY WHEN HE WAS DRIVING ON THE FREEWAY. CUST STATED HE HAD THE VEH TOKED TO CONCLUITY CHEV THIS MORNING. CUST STATED THE STEERING WHEEL LOCKED UP LAST YR WHEN VEH WAS PARKED. CUST SEEKS TO SPEAK W/ AVM TO INFORM THIS IS A SAFSTY ISSUE. CRM IMPORNED CUST CRM WILL TALK TO SVC MOR AT DLR TO GET MORE IESO AND TO SEE IF THEY WERE ABLE TO DIAGROSE VEH. CRN GAVE CUST REQU. CRM WILL CALL CUST REFORE 3:30PM PT AT WORK BLS 843 3940. SANANTHA KNEPFER FDX CAC; 0; 361134766 2001-06-11

CRM CALLED COMMUNITY CHEV 818 843 2200, CRM WAS IMPORNED THE SVC MGR MATT WAS NOT AVAIL. CRM WILL TRY BACK LATER. SANAWIHA KNEPPER PDXC AC: 0: 361135213 2001-06-11

CRM CALLED COMMUNITY CHEV 818 843 2200. CRM SPOKE W. SVC MGR MATT. HE STATED THERE ARE SEVERAL CODES SECWING. HE STATED IT IS THE SECURITY SYSTEM. HE STATED HE WILL LOOK MORE INTO IT AND FIND OUT WEAT PART IS CAUSING IT. HE STATED IT IS A SAVETY CONCERN.MATT REQUESTED FOR TO CALL BACK ABT 2 PM PT IF SO. CRM WILL DO SO. SAMANTRA KNEPPER PDX CAC: 0: 361139242 1-06-11

CRM CALLED COMMINITY CHEV 818 843 2200. SVC MGR WAS NOT PICKING UP THE PAGES. CRM WILL TRY BACK LATER. SAMANTHA KNEPPER PIX CAC: 0: 361149234 2001-06-11

CRM CALLED COMMUNITY CHEV 818 843 2200. CRM SPOKE W/ SVC MGR MATT. HE STATED THE LOCK CYLINDER, GUIDE AND LEVER NEEDS TO BE REPLACED. HE STATED IT IS THE THEFT DETERRENT SYSTEM. STATED THE VEH WAS ALREADY LOCKED BEFORE CUST DULLED OUT. HE STATED THECUST COULD ONLY LEVE ABT 4 FEET BEFORE THE VEH DIES. HE STATED THIS IS THE 4TH VEH HE HAS SEEN W/ SAME CONCERN. HE STATED HE WILL GIVE CUST A CALL AT WORK TODAY BEFORE 3:30PM. SAMANTHA KNEPPER PDX CAC; 0; 361152314

CRM CALLED CUST AT WORK. CRM INFORMED HIM THE SVC MGR MATT FROM COMMUNITY CHEV WILL BE CALLING HIM IN A COUPLE OF MINUTES ABT SITUATION W/ VEH. CRM ADVISED CUST TO DISCUSS THE PROB W/ MATT. CUST THANKED CRM. SAMANTHA EMEPPER PDE CAC; 0; 361152635
2001-06-12

CEN REC'D ALARM FOR CRM TO CALL CUST FOR UPDATE AS REQUESTED FROM CUST. CRM CALLED CUST AT WORK 818 843 3940. CUST STATED HE DID SPEAK W/ SVC MGR MATT YESTERDAY FROM COMMUNITY CHEV. MATT HAS CONTACTED TAC OF FINDING A SOLUTION TO PROB. CUST DID EXPRESSTO NATT THE STEERING NHEEL WAS TURNING WHEN IT LOCKED UP. CRM INFORMED CUST THE FILS WILL BE UPDATED AND CRM WILL CALL CUST BACK AT HOME ON 6/14/01 FOR UPDATE. CUST THANKED CRM. SAMANTHA KNEPPER PDX CAC; 0; 361226655
2001-06-13

CUST CALLED IN STATEING THAT THE VEH IS AT DLR AND THEY SAID THAT THEY WERE NOT ABLE TO DUPLICATE BUT TO DLR DID ALL THEY COULD TO TRY TO FIX THE PROBLEM. CUST SEEKS TO KNOW THAT IF HE PICKS UP HIS VEH. AND SIGNS SOMETHING SAYING THAT HIS VEH. WAS DONE IF THE CLAIM IS OVER. CEM ADVISED CUST THAT THE RO SHOULD SAY "NOT DUPLICATED" AND THE PREVIOUS CRMS HAVE DOCUMENTED HIS FILE AND IF HE HAS ANY OTHER CONCERNS HE CAN CALL CAC AND WE WILL BE MORE THAN HAPPY TO ASSIST HIM ANY WAY WE CAN. CUST SATISFIED. CRM CLOSING FILE. JENN KNOY/CARS/PDX.; 0; 361320325

SEES THERE IS A CALL BACK SET WITH CUST FROM PREVIOUS CRM. CRM WILL NOT CLOSE CASE AND FORWARD FILE BACK TO KNEPPERS TO MAKE HER SCHEDULED CALL BACK. JENN KNOY/CARS/FDX.; 0; 361320379
2001-06-14

CUST STATES THAT HE WANTS TO SPEAK WITH PREV SINCE HE HAS HIS VEH OUT OF THE VEH.. CRM TRIED TO ASSIST.. CRM IS FORWARDING FILE BACK TO SAMATHA EMEPPER..LAMIRACLE MANNING ATX; 0; 361407460

2001-06-15

CUST STATES HE WOULD LIKE TO TALK TO SHAMN SPINDLES, CRM ADV CUST CANNOT TRANSP CALLS.CUST SEEKS RESOLUTION OF VEHICLE PROBLEM AFTER PARTS HAVE BEEN REPLACED IS NOT COMPORTABLE DRIVING VEH, ADDREST ABOUT SPEAKING TO SHAMN SPINDLE.CRM ADV CUST THAT I WOULD FORWARD REQUEST TO SEAWN SPINDLE AND HE SHOULD HEAR HOMETHING BY 18TH OR 19TH.DON HORRIS/CAC/ATX; 0; 361499511

2001-06-18

CUST INSISTES ON SPEAKING TO CRN SPINDLES CRN ADVISED CUST THAT MR. SPINDLE HAS NEVER ADDED ANY WORK TO THIS FILE AND THAT IS MHY HE PROBALLY DID NOT CALL THE CUST BACK WHEN THE PREV CRN MOTIFIED HIM. CUST STATES HE DID INFACR SPEAK TO MR SPINDLE AND WOULD LIKE TO WORK WITH HIM AGAIN AS HE HAS FURTHER CONCERSS. CRN ADVISED WOULD TRANSFER FILE BACK TO MR SPINDLE AND ASK HIM TO CONTACT CUST ASAP. CHARLES WILSON/PDK/CAC; 0; 361770803

CUST STATES HE STILL HAS NOT HEARD FROM MR SPINDLE (CRM) (NO RECORD OF SPINDLE IN FILE). CEM ADVED THAT

LD HANDLE CASE FOR CUST. CUST STATES HE JUST FEELS A LITTLE UNSAFE DRIVING VEH, BINCE WAS UNABLE TO DUPLICATE THE LOCKING PROBLEM N/ THE STEERING COLUMN, AND WOULD LIKE TO EPEAK N/ AN AVM.

CRM ADVED SVC COULD ADDRESSED CUST CONCERN AND OFFERED TO CONTACT SVC MGR FOR CUST, CUST ACCEPTED. CRM SPOKE W/ SVC WAR GEORGE RICE, AND ADVED OF CUST CONCERN, GEORGE STATED HE WOULD BE GLAD TO SPEAK W/ CUST. CRM CONFERENCED CUST AND GEORGE TOGETHER. CRM LISTENED TO

COVERSATION FOR A PEN MINUTES, AND GEORGE HANDLED CUST CONCERN. BEIAN GIRARD/CAC/FDX; 0; 361820607

L-06-21

CRM WAS ABSENT ON 6/13 TO 6/20. CRM REVIEWED FILE AND NOTICED CUST WAS HANDLED AND A CALL WAS CONFERENCED. THE LAST CRM CUST SPOKE W/ HANDLED CUST FILE. SAMANTHA KNEPPER PDK CAC; 0; 361991455
2001-06-21

CRM REC'D FILE AS TRANSFERRED FROM CRM SPINDLES. CRM REVIEWED FILE AGAIN AND NOTICED CUST WAS HANDLED BY CRM BRIAN GIRARD. PREV CRM CONFERENCED CUST W/ SVC MGR GEORGE. NO FURTHER ACTION NEEDED. BAMANTHA KREPPER PDX CAC; 0: 362017519

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

MER OF PEOPLE: 0

URIES:

WAS ANOTHER VERICLE 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:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

BUTATE SAS

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

TRANSACTION:

DEALER NAME: DEALER ADDRESS: , , PACT: , FAX NUMBER: NE NUMBER: PRODUCT CODE: BODY TYPE: TRIN: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILBAGE • BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0 MBRP: SALES TAX: DEPRECIATION: UPGRADE: AFTHRMARKET: LEASE TERM: DAMAGE: OTHER: BRANCE: NAME: ACCOUNT NUMBER: INTERRET RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: MBER OF INJURIES: 0 : STMEMMOD name : LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: BTAG TITLE NAMES: \* BUSINESS: 0 BUSINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DANAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS: MILEMAN AT PURCHASE: 0

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

COMPANY:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDPESS: HOME PHONE:

HAMPTON

CASE NUMBER: 04419807

VTN:

1G1YY12G3X5122787

DATE OPENED: 2001-06-04

MODEL YEAR: BERIES:

1999

MILEAGE:

Corvette 13415

DATE CLOSED: 2001-09-06

BRC TYPE:

SOURCE:

Phone No

DELIVERY DATE: DEALER NAME:

CARRY CHEVROLET BUICK

BRC PARENT: DEALER ADDRESS:11700 JEFFERSON AVE, , NEWPORT NEWS, VA, 23606, USA

A12 Miscellansous - Not Classified

O REPAIR ATTEMPT (6)

Other

wants buyback

M01 Steering General

1 REPAIR ATTEMPT(8)

Inoperative PART RPL

Broken

CO7 Window 3 REPAIR ATTEMPT(S)

MOTOR RPL TWICE, INTERPACE MODULE

dele 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:\\carsweb\webknowledge]]. Click the Product
- \* Review specific solutions ((SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoi nt.html}
- \* Validate with dealership if necessary
- Coordinate with dealership to compare with another vahicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

cust ste that weh has been in dlr for numerous rprs. cust seeks buyback. crm advised cust that vin is needed. cust will get vin and call back. rbsuerlein/cac/atx; 0; 360534880 2001-06-04

\*\*\*\*CUST NK NUMBER 2001-06-04



CUST STS HE DID NOT HAVE HIS VIN # AND CALLING BACK TO ADD TO FILE. CUST STS HIS VEH HAS bren to scop 4 times since furchase---6/4 today in for window locking in up or down position CAUSING ENGINE LIGHTS ON DASH TO ILLUMINATE; 5/10/01 STEERING COLUMN LOCK WHILE VING-NEW PART INSTALLED (CASEY CHEV); 4/9/01 WINDOW AND LIGRTS/GAUGE PROBLEM--WINDOW MOTOR AND INTERFACE MODULE BOTH REPLACED(FREEDOM CHEV); 3/29/01 SPEAKER REPLACED(FREEDOM PRIOR TO DELIVERY, WINDOW WAS NOT OPERABLE/CUST REQ'D WINDOW BE FIXED-DLR 2/22/01 REPLACED NOTOR FOR WINDOW (HUTCHENS CHEV-WHERE PURCHASED) CUST STS HE FEELS THE VEH TO BE UNSAFE. CUST SEEKS THE VEN TO BE REPLACED. CRM ADIVECT CUST THAT AT THIS POINT THE VEH

DOES NOT QUALIFY FOR REPUR AND OUR FIRST PRIORITY IS TO GET VEH REPAIRED. CRM ADV AVM WOULD BE NOTIFIED. CRM SET C/B 6/7 2-4 KELLYHUBBARD/ATX/CHEV; 0; 360538021

CRM CONTACTED BILL MEDEL, SVC ADV, AND ADV HIM OF PREVIOUS CONCERNS AND TO PLS CONTACT TAC IF MECESSARY. CRM ADV MR. MEDEL OF THE DATES AND REPAIRS ON THE VEH FROM VIN PROFILE. CRM ADV WILL C/B ON THURS TO CK ON PROGRESS OF REPAIR. KELLYHUBBARD/ATX/CHEV; 0; 360538125 2001-06-08

CUST STATES THAT HE WAS SUPPOSED TO RECIEVE CALL BACK FROM PREV CRM YESTERDAY. CRM ADVISED THAT PREV CRM HAS NOT UPDATED FILE, BUT IT IS DOCUMENTED THAT SHE CALLED THE AVM AND SVC ADV. CRM ADVISED THAT SHE WILL BE ALARMING THE PREV CRM AND FORWARDING FILE SO THAT PREV CRM CAN UPDATE CUST. CRM AVDISED THAT IF PREV CRM DOES NOT CONTACT CUST SHE WILL CONTACT CUST ON THE 6/12/01 @ 7-9AM. CRM FORWADING FILE BACK TO PREV CRM W/ TM E. ABBOTT APPROVAL DUE TO LACK OF INFO IN FILE AND PREV CRM CALL TO AVM. TERI VANLOO/CAC/PDX; 0; 360868566 2001-06-08

CRM LEFT MESS ON RECORDER FOR CUST. ADV'D WILL CALL BACK AFTER LUNCE. 6/8/1PM KELLYHUBBARD/ATX/CHEV; 0; 360870486 2001-06-08

CRM CONTACTED CUST TO CK IF REPAIR SOLVED WINDOW PROBLEM. CUST STS WINDOW IS NORKING NON BUT STILL DOES NOT WANT TO KEEP THE CAR. CUST STS HE FEELS LIKE THE STEERING COLUMN LOCK IS A SERIOUS SAFRTY CONCERN. CUST FEELS LIKE THAT WOULD QUALIFY FOR AS ASERIOUS SAFRTY DEFECT UNDER THE GUIDELINES OF THE VA LEMON LAW. CUST HAS HAD THE WINDOW REPAIRED FOR 3RD TIME. 1ST TIME WAS AT 8211 THE DAY BEFORE HE TOOK DELIVERY OF THE VEH. THE SECOND TIME WAS AT 12, 125 ON 4/9/01 AND THIS THIRD TIME ON 6/4/01. CRM ADV CUST WOULD LEAVE ANOTHER MESS FOR THE AVM. C/B SET FOR 6/13 2-4 PM. KELLYHUBBARD/ATK/CREV; 0; 360871587

UPDATING FILE\*\*\*\*\*AVM STS HE IS LOCKING INTO CUST CONCERR. HAS LEFT MESS FOR SVC MGR TO GET MORE INFO. AVM WILL SEE WHAT HE CAN DO TO SATISFY CUST AT THIS POINT. AVM WILL UPDATE CAC ON OUTCOME. CRM ADV CUST OF UPDATE AND TO EXPECT CONTACT WITHINA DAY OR SO. C/B CUST 6/13 2-4PM KELLYHUBBARD/ATX/CHEV; 0; 361233812 2001-06-13

Cust seeks status of case. CRM advised, per notes, previous CRM researching case and will call back soon. CRM forwarding file. Graylin Woods/pdx/cac; 0; 361320353 2001-06-19

CRM CONTACTED CUST TO INQUIRE AS TO WETHER AVM HAS CALLED. CUST STS HE HAS NOT CALLED. CUST STS SARCASTICALLY "YOUR CUSTOMER SERVICE IS SUPERB." CUST ASKED FOR THAT TO BE DOC'ED. CRM ADV THAT ANOTHER MESS WOULD BE LEFT FOR AVM AND CRM WILL CONTACT SVC MGR AS TO WENTER HE HAS HEARD FROM THE AVM. CRM CONTACTED DLR. SVM, BILL MEDEL IS OUT UNTIL MONDAY 6/18. CRM CONTACTED ASST SVC MGR, ED, AND ADV THE AVM HAS NOT UPDATED THE FILE OF CONTACTED THE CUST. ED AGREED TO LEAVE AVM A MESSAGE TO CALL CUST AND UPDATE THE CAC FILE. KELLYHUBBARD/ATX/CHEV; 0; 361839750 2001-06-19

HUBBARDK IS NO LONGER IN CAC.\*\*\*\*AMAITING AVM RESPONSE\*\*\* IF CUST CLG PLG TAKE OWNERSHIP. PILR WILL BE ASSIGNED BUT CUST MAY CALL DRIOR TO REASSIGNMENT. KELLYHUBBARD/ATX/CHEV; 0; 361839830 2001-06-19

CUST WORK NUMBER\*\* 2001-06-21

THE AVM AND HAS BEEN WAITING TO HEAR BACK FROM THE GEN. MGR. CUST SEEKS TO HEAR BACK FROM THE AVM AND HAS BEEN WAITING FOR AS MONTH NOW. CRM ADVISES SHE MUST RESEARCH WHERE THIS IS IN THE PROCESS AND THEN CALL CUST BACK AT MORK TOMMORROW. CUST WORK NUMBER IS CRM ASKED CUST TO VERIFY CONCERNS SINCE SHE WAS NOT WORKING W/ CUST PRIOR TO THIS TIME. CUST STATES HIS VEH IS PIXED NOW AND CUST SEEKS TO GIVE VEH BACK. CUST STATES THAT VEH IS NOT RELIABLE. COLUMN LOCKING SYSTEM IS DANGEROUS, VEH HAS BEEN IN SHOP 5 TIMES, 3 TIMES FOR

ELECTRONIC. CUST ALSO HAD WINDOW COMPUTER PROBLEMS. CRM ADVISES THAT SHE RESEARCHES AND SEES WHERE THIS IS IN THE PROCESS AND IF AVM WILL CONTACT COST. COST STATES ON HE WILL BE TIRG TO HEAR AT WORK, AND IF HE DOES NOT HEAR BACK TO LEAVE HIM A MEG. G. GOW/ATX/CARS; 0; 362008987

2001-06-21

CUST STATES THAT K. HUBBARD WAS WORKING ON THIS BEFORE. G .ARAGON/ATK/CARS; 0; 362009034 2001-06-21

CRM CALLED CUST AT NORK AND LEFT A MSG FOR HIM ASKING FOR MORE INFO...LOOKING TO FIND OUT FROM CUST WHERE HE PURCHASED THE VEH, WHAT DLR(S) PERFORMED HIS REPAIRS, AND IS HE THE CRIGINAL OWNER OR THE 2ND OWNER? CRM EXPLAINED ON CUST VOICE MAIL THAT WE DO NOT HAVE EXTENSIONS, SO HE WILL NEED TO INFORM THE HEXT CRM AND SHE OR HE WILL MEED TO DOCUMENT THIS IMPO AND THEN CAN ASSIST OR FORMARD FILE BACK TO ME.

CUST STATES: CAR CAMB FROM HUTCHINS CHEVROLET IN NEWFORT NEWS VIRGINIA; SERVICED AT THREE SEPARATE DLRS: 1. CASEY CHRVROLET 2. HAMPTON CHEVROLET 3. FREEDOM CHEVROLET; CUST IS SECOND OWNER OF THE CAR.

CRM ADVISED CUST: CRM WILL TRANSFER REQUES TO ARAGONM. KYU CHOI/CRM/PDX/CAC.; 0; 362012320

2001-06-26

CUST STS HE HAS NOT BERN CONTACTED BY AVM LLOYD WISMER JR. CUST SEEKING REPURCHASE DUE TO STBERING COLUMN ISSUE. CRM ADV THAT I WOULD BE TAKING OWNERSHIP OF CASE. CRM CONTACTED SVC ED COLTON WHO ADV THAT HE ATTEMPTED TO VME AVM APPROX 2 WEEKS AGONITH NO ANS. SVC ADV TED WOULD VME AVM AGAIN TODAY, CRM SET CALLBACK WITH SVC ADV FOR 06/27/01 12-2 PM PST FOR FOLLOW-UP. CRM WILL KEEP SET CB WITH CUST AS STATED 06/28/01 12-2 PM PST. LISA BOUTHE/CAC/PDX; 0; 362445915

CRM CONTACTED ED COLTON AS SCHEDULED. ED HAS NOT YET HEARD FROM AVM. WILL CALL CAC AND HAVE DOC'D WHAT WAS TOLD BY AVM. CRM WILL KEEP SCHEDULED CALL BACK W/ CUST. 6-28-01 12-2 PM PST. LISA HOLTHE/CAC/PDX; 0; 362524766 2001-06-28

CRM TRIED TO CONTACT CUST. AS SCHEDULED. CRM LEFT VMM STATING WILL RETURN CALL 6-28-01 12-2 PM PST. 3-5 PM EST LISA HOLTECAC/PDX; 0; 362510919 2001-06-28

\*\*\*\*\*CONT CRM NOTE\*\*\*\*\*\* CRM WILL LET CUST. KNOW WHETHER BD COLTON HAS CONTACTED CAC REGARDING AVM. LIBA HOLTHE/CAC/PDX; 0; 362611852 2001-06-29

CRM TRIED TO CONTACT ED COLTON TO SEE IF HE HAD HEARD FROM AVM. UNABLE TO REACH ED. CRM WILL TRY AND CONTACT AGAIN 6-29-01 2-4PM PST. CRM TRIED OT CONTACT CUST LEFT VMS SETTING CALLBACK FOR 7-2-01 1-2:30 PM PST 4-5:30PM EST. LISA HOLTHE/CAC/POX; 0; 362698554 2001-06-29

CRM TRIED TO CONTACT ED COLTON WAS UNABLE TO CONTACT. THIS CRM WILL TAKE OVER CASE AND CONTINUE WORKING N/ ED COLTON TO CONTACT AVMS' DECISION. CUST FEELS CAR IS UNSAFE TO DRIVE. STEERING COLUMN WAS FIXED UNDER SERVICE BULLETIN. CRM WILL CONTACT DLR 7-2-01 1-3PM PST. CRM L CALL BACK CUST 7-2-01 1-2:30PM PST. LISA HOLTER/CAC/PDX; 0; 362708765

CRM TREID TO CONTACT ED COLTON TO SEE IF HE HAD HEARD ANYTHING FORM AVM. ED COLTON IS ON VACATION UNTIL NEXT WEEK CRM CONTACTED CUST TO LET HIM KNOW THAT AS OF FRIDAY ED COLTON STILL HAD NOT HEARD FORM AVM AND THAT I WILL LEAVE A MESSAGE FOR THE EAVM ANDTRY AND CONTACT HIM MYSELF. CRM WILL CALLBACK CUST 7-9-01 12-2PM PST 3-5PM EST. LISA HOLTHE/CAC/PDX; 0; 362961452

1-07-02

CRM LEFT VMS FOR AVM LLOYD WISMER. WAITING FOR RESPONSE. CRM WILL CALLBACK CUST AS SCHEDULED 7-9-0112-2PM PST 3-5PM EST. LISA HOLTER/CAC/PDX; 0; 362975618 2001-07-05

CRM REC'D CALLBACK FROM AVM LLOYD WISMER 7-5-01 10AM PST. LLOYD STATED THAT HE IS ON VACATION THIS WERK AND WILL SPEAK N/ THE CUST HIMSELF. HE WILL CONTACT CUST NEXT WEEK AND THEM CONTACT CRM. CRM LEFT VMB LETTING HIM KNOW AVM WILL CONTACT HIM. CRM WILLCALLBACK CUST 7-12-01 12-2PM PST (3-5PM EST) TO VERIFY AVM CONTACTED CUST. LISA HOLTHE/CAC/PDX; 0; 363224272

2001-07-06

CRM REC'D CORRESPONDENCE FORM CUST REGARDING 1999 CHEV CORVETTE - FILE #04419807 ON 7/6/01 .
CRM WILL ATTACH CORRESPONDENCE TO THIS OPEN, RELATED REQUEST AND FORWARD BACK TO CRM. DENISE TAYLOR/CORR/ATX/CARS; 0; 363323069
2001-07-09

crm resumed file to read work history. lisa holthe/cac/pdx; 0; 363546404 2001-07-12

CRM CALLED CUST AS SCHEDULED TO SEE IF LLOYD WISHER HAS CONTACTED HIM. CUST STATES LLOYD CONTACTED HIM THIS MORNING AND THAT HE IS WORKING W/ CUST. LISA HOLTHE/CAC/FDX; 0; 363825145 2001-07-16

AVM RESPONSE: FINALLY SPOKE WITH CUST, THE RESAON FOR DELAY WAS A PENDING BULLETIN THAT AVM WAS AWARE OF. A RECALL WAS RELEASED THURS AM. WILL INVESTIGATE THE RECALL, & CALL CUST BACK.

THE IS NO REASON FOR REPURCHASE, DOES NOT QUALIFY, NOT THE SAME KIND OF COMPLAINT, HOUGH ELECTRICAL, NOT RELATED TO EACH OTHER. JANIS RANNE/PDX/CAC; 0; 364151348

2001-08-13

Cust states 7/10 was in contact w/ AVM LLOYD WISMER, states was advised of Campaign, states he told AVM he had other concerns, states AVM said he would research file further and get back to Cust, states 7/17 he called CAC as he had not rovd contact backfrom AVM and asked for AVM to be contacted to call him, states veh went into dlr 7/20 for oil pressure concern, states 7/23 called in demanding AVM to call him back by no later than 5p the following day, states was informed of 24-48 turn around, and states he said for mag to be sent to AVM regardless, and if AVM did not get back to him that would be AVM's decision, states 7/24 called in to have it doc that AVM had not contacted him, seeks to know why none of this is in file, CRM advised unable to tell, only able to see that last entry was 7/16/01, Cust seeks for AVM to be contacted and asked to call him, seeks for a dispute resolution form to be sent to him seep. CRM 1/m for AVM, will submit BBB after contacting cust 8-15-01, 12-3p PDT Jenn MoFherson/pdx/cac; 0; 366588825

\*\*\*\*CRM 1/m on hm and wk vme to call cac, \*\*\*\*\*Next CRM\*\*\*\* advise Cust no response from AVM, and BBB ltr is being processed. CRM will atempt again tmw 8-16-01 8-10a PDT. Jannifer McPherson/pdx/cac; 0; 366760055
2001-08-15

cust seeks a dispute resolution package. cust states that he has not filed with the better business bureau. crm advoised cust that he would need to file with bbb in other to obtain that package. crm advised cust of bbb hotline #. kisma elly/atx/cars; 0; 366761016

1-08-15

approval crm reviewed file & bbb letter & is sending to max for printing......april newcomb/pdx/app; 0; 366787092 2001-08-17

AVM responded: 8-17-01 12:15p, stated has tried to atempt to reach Cust 2x, 1x 8-16, 2x 8-17 12n, states has 1/m for Cust, states Cust veh is at dlr Hutchinson w/ oil pressure guage not king, engine is fine, it is elec component, states Cust does not qualify for Lemon Law, tes Cust purchased veh used, and ck'ed a BBB ltr to be sent out. CRM added Notes and reclosing file diseat. Jennifer Nopherson/pdx/cac; 0; 366936622 2001-08-29

CUSTR SEEKS TO RETURN CALL OF AVM.
CUSTR STATES HE MISSED AVMS CALLS AND SEEKS RESPONSE FROM HIM.
CRM ADVISED THAT WILL NOTIFY CRM OF CUSTR REQUEST FOR CONTACT FROM AVM (CUSTR STATES ALL
CONTACT#'S HAVE BEEN GIVEN)
DONNIE MCCOMAN/SME/AUSTEX; 0; 367968742
2001-08-29

CRM re-closing case dissat. Jennifer McPherson/pdx/cac: 0: 368647686

CIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 0

INJURIES:

ROAD COMDITION: BODY IMPURY: ROAD SURFACE:

WAS AMOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DANAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

RENT LOCATION OF VEHICLE:

MOTIFY MAME:

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

WAS VEHICLE ROAD TESTED: D TEST DESCRIPTION: D TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DRALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: BNGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRP: MADA: 0 **BALES TAX:** DEPRECIATION: UPGRADE: AFTERNARKET: LEASE TERM: AGE : CER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: release : LIHN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: MANE: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SHATING POSITION: RESTRAINT: TYPH OF INJURY: TREATED: IF 80, WHERE: EXTERNAL CASE NUMBER: DATE:

\* BUSINESS: D

DATE OF ACCIDENT:

TITLE NAMES: BUSINESS:

DESCRIPTION OF DAMAGE:

ACCIDENT:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

PURCHASE/LEASE AS:

MILEAGE AT PURCHASE: 0

OWNER HAVE POSESSION OF VEHICLE:

OLUTION SOUGHT:

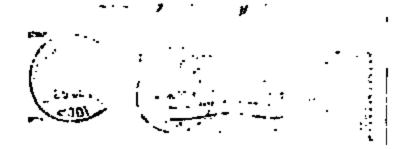
MAME

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRRAS :



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



46232+5170 Mallabaldalladddanlladladallaadl



June 29, 2001

Attention:

General Motors Corporation -- Warranty Department

Reference:

1999 Chevrolet Corvette Hardtop - File No. 04419807

# Gentiemen:

After 6 weeks of pureling a resolution to numerous troubles with my vehicle, I have determined that your company's customer service is as pathetic as my vehicle. I have contacted your customer service department (1-800-222-1020) approximately one dozen times requesting a call from your area customer service representative. It is my understanding that he or she is the only one with the authority to initiate a vehicle buyback and/or replacement. I have requested a name and number of the area representative and was told that I could not get that information. I am yet to receive any response from of my requests. At this point I will do everything within my power to share Chevrolet's lack of concern, and general disregard for the customer with as many possible in hopes that they will avoid the experience I have encountered. This will continue until someone has the common courtesy to contact me to discuss a prompt resolution to this matter.

I may be reached at any of the following numbers:

Work: Home Mobile

if you have any questions or comments, please advise.



August 15, 2001

Hampton, VA

Request: C04419807

Dear

We are sorry you continue to be dissatisfied with the decision made concerning your 1999 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Jennifer McPherson Customer Relationship Manager

MN0001-P/ain

# GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED M D

CUSTOMER: ADDR#86: HOME PHONE:



PARKER

CO

CASE NUMBER: 04615157

VINC

1G1YY12G3X5125639

MODEL YHAR:

DATE OPENED: 2001-06-19

SERIES:

CORVETTE HARDTOP

DATE CLOSED: 2001-06-29

MILEAGE:

13000

1999

SOURCE:

Phone

No

DELIVERY DATE:

DEALER NAME: BURT CHEVROLET, INC.

BRC TYPE: BRC PARENT:

DEALER ADDRESS:5200 S BROADWAY, , ENGLEWOOD, CO, 80110, USA

M02 Steering Linkage/Component Parts

1 REPAIR ATTEMPT(S)

Inoperative steering locked

A01 Open Campaign

1 REPAIR ATTEMPT(S)

Product Campaign Claim

#00034 lap belt

A14 Parts Delay

1 REPAIR ATTEMPT (8)

Other

campaign part delay

808 Loaner Vehicle Not Provided

REPAIR ATTEMPT(S)

Customer Satisfaction

cust req reimb

Request for Reimbursement

# CRM INSTRUCTIONS:

- Please check to see if vehicle is covered under a; warranty, recall campaign, or special policy.
- Encourage caller to see their dealer for reimbursement.
- If caller is not satisfied document the problem.
- \* If it is decided that a reimbursement is necessary:
- \* Select the Additional Information tab
- \* Document Complaint information
- \* Select REDEURSEMENT and follow the reimbursement process.

Request for Reimbursement ( FOR RENTAL VEH UNDER WARRANTY TERMS)

CUST STATES VER STEERING COLUME LOCKED WHILE DRIVING. CUST STATES ON 6/08 ROADSIDE ASSIST Towed ven to burt chevrolet after byc dept had closed cust states salesman would not provide Cust w/rental veh or even a ride home. Cust states a frimod had to pickcust up. Cust states mext norning 6/9 he rented a veh from enterprise rentals.Cust states had to have rental for 6 DAYS DUB TO PART DELAY AT SVC DEPT. CUST STATES TOTAL BILL CAME TO \$209.98 FROM 6/9-6/16.Cust seeks rental bill paid for crm advised cust of file# crm advised cust while in MARRANTY HE'S BLIGIABLE FOR \$30 PER DAY FOR 3 DAYS.CRM ADVISED CUST TO TAKE RECIPTS TO DIR AND REQ REIM FOR AT LEAST 3 DAYS.CRM ADVISED CUST OF SET CALL BACK FOR DLR SVC DEPT 6/21 THURS @ 1:30-3:30PACIFIC TIME CUST CALL BACK FOR 6/21 THURS 5-7PACIFIC TIME CHRISTINE

Y/CAC/PDX; 0; 361861609

1-06-21

CRM CLD SYC DEPT AT BURT CHEVROLET.CRM SPOKE TO SYC MGR PAT MC COMBS.CRM EXPLAINED TO SYC MGR THAT CUST IS SEEKING REIM FOR RENTAL VEH.SVC MGR ADVISED TO HAVE CUST BRING HIM THE recipte & paperwork and he'll look in to it.svc mgr states he can't guarentee a full heim BUT AT LEAST FOR THE 3 DAYS WHICH WE IS OPPERED W/HIS CURRENT WARRANTY.CHRISTINE GRAY/CAC/PDX; 0; 362011570

CRM CLD CUST AT SET CALL BACK TIME.CRM REC NO ANSWER AND WAS PROMPTED TO VOICE MAIL.CRM LEST DETAILED MESSAGE INDICATING FILES CAC PROMES CRM WILL ATTEMPT ANOTHER CALL BACK WITHIN SET CALL SACK 2HRS.CHRISTING GRAY/CAC/PDX; 0; 362026361
2001-06-22

CRM MADE CALL BACK FOR PREVIOUS CRM FOR SHE IS OUT TODAY. CUST WAS NOT BOME. CRM LEFT VOICE MESSAGE TO CALL CAC. \*\*MEXT CRM\*\* IF CUST CALLS IN PLEASE FIND OUT IF HE RECVO REIMBURSEMENT FROM DLR. JENN KNOY/CARS/PDX.; 0; 362112889
2001-06-29

crm attempted to call cust but cust was not home. crm did not leave voice message. crm will
send call cac ltr. \*\*NEXT CRM\*\* please see if cust recvd reimbursement . Jenn
knoy/cars/pdx.; 0; 362702521
2001-07-13

GL HAS REVIEWED FILE AND APPROVED LETTER RS0006. KATIE DESMOND/GL/PDX; 0; 363912298

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DEIVER DISABILITY

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD COMDITION:

BODY INJURY:

ROAD BURFACE:

MAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

MAS VERICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT MAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

NAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

THE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD THET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIN: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILBAGE • BUY-BACK: 0 BRC WARRANTY DATE: MERP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: OUNT BALANCE: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RKLRASE: LIEN DAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 CONMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PROME MUMBER: STATING POSITION: PRETRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: ● BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: CRIPTION OF DAMAGE. DATE OF PURCHASE/LEASE: CHARE/LEASE: 0

PURCHASE/LEASE AS:

MILEAGE AT PURCHASE: 0

RESOLUTION SOUGHT:

DOES OWNER HAVE POSESSION OF VEHICLE:

B: PANY:

ADDRESS:

CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE: July 13, 2001

Parker, CO

Request: C04615157

Dear

We would like to discuss your request for reimbursement on your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m. Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Jennifer Knoy Customer Relationship Manager

RS0006-P/kld

### GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED G M

CUSTOMER: ADDRESS: HOME PHONE:

TARPON SPRINGS

FL 34688

CASE NUMBER: 01540625

VIN

1G1YY12G3X5130579

1999

DATE OPENED: 2000-09-12

SERIES:

MODEL YEAR:

NOT FOUND

DATE CLOSED: 2000-10-04

MILRAGE

13000

BOURCE:

DELIVERY DATE:

BRC TYPE: BRC PARENT: 01540624 DEALER NAME:

DIMMITT CHEVROLET INC

DEALER ADDRESS: 25485 US HWY 19 N., CLEARWATER, FL. 33763, USA

M41 Steering Column/Lock/Attaching Parts

ADR

4 REPAIR ATTEMPT(S)

LOCKS-REPURCHASE

J01 Engine

4 REPAIR ATTEMPT(6)

Other

SHUTS OFF

BB CASE CHV 0039184



BARTOW/ADR/TAMPA

CUST SEEKS LEASE TERMINATION

crm recieved file from the bbb.; 0; 337652614 2000-09-12

orn called both customer numbers. orm left may for customer requesting a call back.; 0; 337652700 2000-09-14

cust sta vehicle has many electrical problems, the vehicle shuts off on it's own, the steering locks and has happened while driving, cust sts the vehicle has been towed 4 times. cust sta they were scarred for there lives when the vehicle shut off and the steering locked while driving on a three lane highway. Gust sts the dealer can not fix the vehicle. Gust sts the vehicle is used for taking customers to lunch and for pleasure on the weekends. cust sts the vehcile has been parked for most of the last month cust sts he has contacted a attorney but would prefer to resolve this with out attorney involvement..; 0; 337798503 2000-09-14

orm called service director dave rutter and left mag requesting he fax the r/o and left mag for office mgr patty requesting a copy of the lease agreement.; 0; 337799134 2000-09-14

crm left mag for avm don reeves tjo advise him of this case.; 0; 337801663 **10-09-15** 

orm spoke customer who ste they are sending in there defeat notice at this time. advised someone from the legal corr dept would then contact them to set up a final repair. who is a partner in the business who sts she was inthe vehicle at this was the time when was driving on a major kwy US19 , when the vehicle quit running while going down the road and just as he got the vehicle off the road the stering

wheel locked up. cust sts even after the final repair they are afraid to drive the vehicle after there experience.; 0; 337898741

orm spoke with avm don reeves about this case yesterday and laft him a follow-up mag today about this customer ad that they were filing there defect notice and would be setting up a final repair.; 0; 337898874
2000-09-26

crm recieved file with defect notice from anissa johnson in legal corr. crm advised her not to contact the customer that i would handle.; 0; 338860441 2000-09-26

crm spoke with who who sts the vehicle has shut down while driving it one more time and they are afraid to drive the vehicle any more other then taking it to the back. Customer sts after there experience on US 19 that they are afraid to drive the vehicle. The other owner of te vehicle sts she has sent in the paperwork to the bbb last week.

Sts the head technican told her they do not know what is wrong with the vehicle and that they have not been able to fix it. Cust sts they want this whole experience to be over with. Crm advised customer to fax r/o and lease agreement and registration to the bbb rep in clearwater with a request to forward that info to me and that will quiken the process. Crm advised notice to the customer of reciept of the defect notice and that as soon as 1 had the paperwork it would help me in my investigation.; 0; 338861003 2000-09-29

crm recieved letter from the bbb that they are closing this case do to the customer using the vehicle for work over 50% of the time., 0; 339115633 2000-09-29

asked that do to the safety issue at hand that if i could continue with this file to repurchase the vehicle and that the avm don reeves has given his ok beforethe bbb closed the case. tim missis advised to continue with the repurchase do to this being a safety issue and to advise avm don reeves that he possibly would want to fill out a product report.; 0; 339115985

orm called the customer and left a mag for them that they would be receiving a letter from the bbb that they were closing the case, but that I wanted them jto know I was still working on there case and should have a answer for them mid next week. crm requested custome rfax me a copy of there vehicle registration.; 0; 339117286
2000-10-03

crm spoke with the customer and requested he fax a copy of his lease agreement and vehicle registration. customer sts the vehicle stalled while driving it again and the vehicle had to be towed to the dealership. customer sts the stering lock showed onthe display but the steering wheel did not lock up this time. crm advised the customer that I had been in contact with our area factory rep and we were going to take him out of the lease. customer sts he has not made his last payment because he has been so upset about the vehicle. 'crm advised the customer that the process can take up to 30 days or so and that I suggest he make his payments throught that time. orm advised that someone from repurchase department would be in contact with him.; 0; 339454080

\*\*\*\*\*\*decision---voluntary repurchase. justification---vehicle stalls while driving and customer sts it locked thestering wheel while still in motion on one occurance. decision er---avm don reeves. follow-up---file to team manager and then to repurchase artment.; 0; 339454547

TM reviewed file and fwded to RBP Ken New/ADR; 0; 339460015 2000-10-04

PRA FORMARDED TO REPURCEASE CRM, BETTY KENNEDY EXT # 58179 SHEILA MOON/TAMPA WORKPLOW; 0; 339523422

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD COMPITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLET 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: O

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:

MAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: NRERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TRUTED:

ROAD THST DESCRIPTION:

ROAD THST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BACT

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE . BUY-BACK: 0

CONTACT: ,

INE NUMBER

DUCT CODE:

FAX NUMBER: BODY TYPE:

TRANSACTION:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

M8RP:

NADA: 0

SALES TAX:

DEPRECIATION:

SPADE:

BRMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

HAME:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEM PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

CONCENTS:

RAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

\_\_\_\_

EATED:

IF SC, WHERE:

RXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

FORTHERS:

4 Business: o

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

MAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

CBBB 9/11/00 3:57 PAGE 1/6 RightFAK 015406 25

To: Ron Bartow Fax#: 13133810022 From: Amanda Goon

Sep 11, 2000

Re: Chavrolet Motor Division/CHV0039184

TotalPages: 5



eptember 11, 2000

Re: m09 1716 X 1611 CHV0039184 ;Calderon va Chevrolet Motor Division

Mr. Ron Bertow Chevrolet Motor Division Tampa, FL

Dear Mr. Bartow:

The oustomer listed above has completed the Castamer Clabs Form (GCF), and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated GCF and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our relephone settlement efforts, which we may utilize prior to arbitration and offer our satisfance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Amenda Goon at Extension 240

CBBB 9/11/00 3:57 PAGE 3/5 RightFAX TO:Ron Bartow COMPANY:Chevrolet Motor Division

Chevrolet Motor Division

# MANUFACTURER RESPONSE FORM

This chips is [] IN Warmary Is the VIN listed above some	253:65130579 COUT of Wincounty at DYES DNO	State:	= 09/11/00 FL
SETTLEMENT INFORMA What, if anything, are you wi	ficate the nument VIN: THON Higg to offer the mateuser to settle high name for repairs, specific doll	: this dispute? Please in	olude es much
Has this offer been communist you checked YES, pleme in  The contourer secreted the  The contourer sejected the  The contourer has not indi-	djeun: the custamen's sesponse bet c office on// office on//	YES II NO low:	
If the customer accepts this e performance date or time fan	effer, when will the settlement be	podisaned? Please indic	are a specifie
ARBITRATION INFORMA	ITON		
Plane firt customer sequests	that you feel are incligible for add	taition and explain why.	
Please write your position on	te the cause of each peoblem listed	on the <i>Consoner Claim F</i>	iorae.
Please indicate the declaim y	rou request the substanter to reader	<b>G</b>	
List the amount of any over a I will particleate [1] By shoot	Novemon/acquive cquity: \$		
Rottern this form as soon as po	•		
Tic		Date:_	
BBB AUTO LINE			
Per: 703.247.9700	Phone:	R=	<b></b> -

CBBB

9/11/00 3:57 PAGE 4/5

RightFAX

TO: Ron Bartow COMPANY: Chevrolet Motor Division

# مُ إِنَّ فِي نِيْنِ فِي كِينَا إِلَّا إِنَّا كُلِّكُ لِللَّا فِي أَلِينَا لِللَّا فِي أَلِينَا لَا أَلَ

# Customer Claim Form

Case Number : CHV0039184 Contact Date : 09/11/00 Start Date : 09/11/00

# Customer Name Address

TARRON ÉPRINCE EL	
TARPON SPRINGS, FL	
Day Phone Rvening	
Fax Number R-mail s	eldress
Vehicle Information	<u></u>
Name(s) that appear on vehicle title:	
	hicle used for business purposes: 10 %
,	wned or leased by the business : 2
7-	ear: 1999 Gurrent Mileage: 13000
Vehicle Identification Number: 1g1yy12g3x5130579	
Servicing Dealer/City/State : Dimmi Chy,	
Selfog Dealer/City/State : Dimmi Chv, Clearwater FL	
Insurance Carrier : Alletete	Policy Number:
Has vehicle been in an accident/had body damage? Yes No X	* · · · · · · · · · · · · · · · · · · ·
Description of Damage :	_ <del></del>
· · · · · · · · · · · · · · · · · · ·	
Purchase/Lease Information (complete left side if vehicle	met hurchmedirisht side if tehicle met lessed)
	ete: pagage Mileage at lease:
	As : New
	chicle in your possession? yes
7 •	Company's Name: Hurtington National Bank
Address:	Address:
City/St/Zip:	City/St/Zip:
Phone:	Phone: ( ) -
Resolution Sought	
The customer would like his money refunded, and the lease to	rminated.

CBBB 9/11/00 3:57 PAGE 5/5 RightFAX TO:Ron Bartow COMPANY:Chevrolet Motor Division

ustomer Name:

**Customer Claim Form** 

Case Number: CHVXX39184

Problems	Servicing Doaler(s)	Current? Yes or No	# ef Repsir Attempts	Repair Date(s)	Mileage on Date(a)	Days Out of Service
eteering column looks		уев	4			
vehicle shuts off		yes	4			_

(Piesse indicate whether each problem is current)

9/27/00 10:56 PAGE 1/2 RightFAX CBBB

TO: Ron Bartow COMPANY:

To: Ron Bartow Fax#: 13133810022 From: Amanda Goon To: Ron Bartow

Sep 27, 2000

Re: /CHV0039184 TotalPages: 2



September 27, 00

Terpon Springs

Rea

va Chevrolet Motor Division # CHV0039184

Dear

After careful review of your case, we have determined that your exceptaint is not eligible for further handling in the BBB AUTO LINE program. We have made this determination for the following reasons:

Vehicles must be owned or legged in the name of an individual; OR used primarily for personal, family or household purposes. As indicated, your 1999 Chevrolet Corvette in titled to used primarily for that business.

While we notified the manufacturer of your complaint, we cannot require the manufacturer to submit to arbitration unless the claim falls within the program limits. The program eligibility information is explained in the *Program* Sweet y.

While I am sony we were not able to help you with your automotive complaint, I want to thank you for your interest in the BBB AUTO LINE program. Please contact us if you have any questions or if you believe we have made an error. For further information, please contact the Florida Division of Consumer Services at 1-800-321-5366.

Sinceraly.

Amanda Goon at Extension 240

oc: Ron Bartow

## GENERAL MOTORS CORPORATION CHRVROLET DIVISION RESTRICTED C M

CUSTOMBR: ADDRESS:



BALTIMORE

HOME PHONE:

CASE NUMBER: 06636352

VIN:

1G1YY12G6X5110696

MODEL YEAR:

1999 SERIEG

HARD TOP 2 PUERTAS

DATE CLOSED: 2002-05-29 SOURCE:

DATE OPENED: 2002-04-02

MILEAGE:

Phone No

DELIVERY DATE:

DEALER NAME: MYRTLE BEACH CHEVROLET, INC.

BRC TYPE: BRC PARENT:

DHALBR ADDRESS:1785 HWY 501, , MYRTLE BEACH, SC, 29577, USA

38000

R40 Tires

1 REPAIR ATTEMPT(S)

cust states tires keep going out

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(8)

Inoperative

locks up

R60 Parking Brake (including Linkage)

1 REPAIR ATTEMPT(S)

Inoperativa not functioning

Seat Lambar EPAIR ATTEMPT (9)

Other doesnt wk

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- \* Using delivery date, establish if vehicle is within any warranty coverage
- \* Listan carefully to evaluate cause of failure defect or damage
  - ( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
- C:\Progra-1\Plus!\Micros-1\Implore.exe

http://darawab/wabknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]

- \* Identify if earlier repairs have been attempted?
- -{ [Possible Chronic Rep RUN

- C:\Progra-1\Plus!\Micros-1\Iexplore.exe
- http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.html]
  - ( 1st attempt offer to coordinate repair at a dealership)
    - ( Previous repairs)
      - 1) Review warranty history on "VIN Profile" tab
      - 2) Contact appropriate Service dealership to discuss
      - 3) Determine if TAC was previously contacted or is now necessary
      - 4) Establish & document a diagnosis and repair plan
- \* Coordinate with dealership to assist with customer's repair request
- \* Be prepared to answer "I don't want my our anymore / repurchase" [[ Vehicle Repurchase Link RUN C:\Progra-1\Plus!\Micros-1\Isxplore.exe

p://carewab/wabknowledge/CARSCP/BBB/html/CustomerRequestsVahicleRepurchase.htm]]

icle repair request - Repair not done

CRM RESUMED FILE TO CHEKO FOR ANY MEN INFORMATION. CRN WAS OUT OF THE OFFICE ON THE DATE AND TIME OF THE SCHEDULED CALLBACK. CRM WILL ATTEMPT TO CONTACT THE CUST AGAIN ON 5/10/02

BETWEEN THE HOURS OF 10:00 - 12:00PM EST. - CRM TASHA N. MEARES/CAC/TAMPA/57749; 0; 369533759

-04-29

04.26.02 cust is the ORIGINAL OWNER. cust state his veh jumps out of 1st gear, cust has purchased 26 Corvettes. cust state hes had numerous concerns w/the veh, such as the emergency brake, the seats, tires and the steering column locking up. cust state he was whing w/Ester Berry and that crm never follow up w/him. cust state his veh is currently at Myrtle Beach Chevy about the same concerns hes had while in warranty, cust state he will NOT PAY for repairs/diagnostic fee. the dlr hasnt touched the veh because they know cust isnt paying for repairs. cust state the dlrs have put 12k miles on veh to duplicate concerns, cust has pd \$4000 in rental fees. cust seeks out of his veh.

crm apologized for concerns, crm adv cust that prior crm Tasha Mears has a callback set to follow up w/cust on 05.01.02. cust state he would like to have the matter resolved before then. crm adv cust since hes outside NVW, WB can review his request for financial assistance but there's no promises or guarantees. crm adv >>>>>; 0; 388940307 2002-04-29

>>>>>cust this crm is not familiar w/Tasha schedule but will request for prior crm to contact cust earlier than Wed 05.01.02. crm agreed to document and forward file back to MEAREST who is doing further research on cust behalf......HOLLIS SIMMONS, TEAMCARS, TPA; 0; 188940404
2002-05-10

CRM REVIEWING FILES PER TM SHERRI MAURER. CRM LEFT MESSAGE FOR CUST STATING THAT UNTIL THE VEH IS DIAGNOSED THERE WILL BE NO OFFER OF ASSISTANCE AND THAT ANY DIAGNOSITIC FEES ARE HIS RESPONSIBILITY DUE TO BEING OUTSIDE OF WARRANTY.

CRM CLOSING FILE ASCUST HAS NOT HAD VEH DIAGNOSED.

A HUFFORD/CAC/ATX; 0; 389897145

2-04-02

cust states he is orig owner but weh was in friends name, cust states he is tired of all the repairs that have had to be done to his weh cust starts at one time he was offered gmpp from gm but offer was taken off table by gm, cust stays his weh has beenin shop 60 times and now he is having problems with his tires wearing, cust states dir told him it was his wheel alignment blowing out his tires, cust states had alignment done and is still experiencing same problem.cust seeks asistance with replacement of tires cust states he is currently in Baltimore and web is in Motor Beach Florida.crm advised cust will research his request and call back 04/03/02 cust satisfied, case suspended, estherberry/cad/atx; 0; 386636438 2002-04-15

CHE CONTACTED CUST STATES THAT VEH HAS 38, OOO CURRENTLY . MERTYL BEACH CHEVROLET HAS VEH AT THIS TIME . CUST STATES HE HAS HAD PROBLEM WITH VEH SINCE HE HAS HAD THIS CAR CUST STATES HE WILL BOT PURCHASE AROTHER GM VEHICLE. CUST STATES VEHIS NOW IN DLA FOR CUST STATES HIS FIED OUT THE THE REAR END WAS GOING OUT ON VEH AND DLR MISDIAGNOSED VEH WITH WHEEL ALIGNMENT . CUST STATES HE HAS HAD TO REPLACE TIRES 5 TIMES. CUST STATES WIPERS AND HEADLIGHTS GO ON AND OFF ON THEIR OWN. CUST STATES AND STILL HAS ISSUE OF TIRE WEAR. CUST STATES THIS IS FIRST TIME THAT THE DLR IN MERTYL BEACH . CUST STATES VEH WAS AT GM GIANT FOR 16 MONTHS. CUST STATES THAT HE CANT GET DECENT TRADE IN ON VEH BECAUSE OF PROBLEMS IS WITH . CUST SEEEING HER VEH . CUST STATES VEH ALMOST GOT HIM KILLED TWICE. CUST STATES HE HAS BEEN IN ORBITRATION TWICE WITH THIS VEH CRM UNABLE TO FIND INFO . CUST STATES WE HAVE PUT 14,000 NILES ON HIS VEH. CUST STATES THAT ONE REP TOLD HIM TO SCREW HISSELF. CUST STATES VEH JUNPS IN AND OUT OF..COM; 0; 387747890 2002-04-15

FIRST GEAR. CUST STATES THAT HE BUYS A CORVETTE EVERY 2 YRS. CUST STATES THAT HE WANTS FEMDED PLAN WARRANTY OR BUY BACK. CUST STATES THERE WAS SO PAPERWORK ON THIS VEH. CUST STATES THAT VEH WOULD JUST SHUT ITSELF OFF. CUST STATES THAT VEH STILL HASTHIS CONDITION. CUST SEEKS THAT REPAIRS BE COVERED BY GM. CUST STATES THE ONLY WAY HE IS GOING TO BE HAPPY IS IF GM GIVES HIM EXTENDED BUMPER TO BUMPER WARRANTY. CUST STATES VEH HAS BEEN TOWED IN 9 TIMES. CFM ADVISED CUST WILL RESEARCH. CALL BACK SET FOR 04/18/02 CASE SUSPENDED. ESTHERBERRY/CAC/ATX; 0; 387748328

STATES HE WANTS TRANSMISSION REPLACED. CUST STATES HE MANTS WIFERS FIXED. CUST STATES HEADLIGHTS FIXED. CUST STATES THAT HE ALMOST GOT KILLED IN VEH WHEN STEERING WHEEL LOCKED UP. BSTHERBERRY/CAC/ATX; 0; 387748690

CUST STATES THAT HE HAS HAD AN OPEN CASE WITH US FOR SOME TIME, AND HE WAS SPEAKING WITH AN ESTHER BERRY. CUST STATES THAT MS. BERRY WAS SUPPOSED TO CONTACT HIM BACK, BUT HE HAS HEARD NOTHING FROM HER. CUST STATES THAT HIS VEHICLE HAS HAD AN ENDLESS AMOUNT OF CONCERNS. CUST STATES THAT THE VEHICLE IS CURRENTLY AT MYRTLE BEACH CHEVROLET. CUST STATES THAT THE VEHICLE HAS BEEN THERE FOR ALMOST A MONTH. CUST STATES THAT THEY DLR WILL NOT MYEN LOOK AT THE VEHICLE UNLESS HE AGREES TO PAY DIAGROSIS FRES FOR ALL OF THE COMPONENTS THAT HE IS CONCERNED ABOUT. CUST STATES THAT HE DOES NOT FREL THAT HE SHOULD HAVE TO PAY FOR ANYTHING. CUST STATES THAT THEY HAVE ALREADY SERKED LEGAL ADVICE; HONEVER, HE HAS NOT YET RETAINED A LAMYER. CUST SERKE TO HAVE THEIR VEHICLE REPURCHASED. CRM APOLOGISED TO THE CUST FOR THEIR INCONVENIENCE. CRM CONTACTED THE DLR. CRM SPOKE WITH SVC DIRECTOR JIMMY TRUETT. DLR STATES THAT THE VEHICLE HAS BEN SITTING AT THE DLR SINCE APRIL 1, 2002. ....CONT....; 0; 388678792 2002-04-26

....CONT.... DLR STATES THAT THEY HAVE NOT YET DIAGNOSED THE VEHICLE. DLR STATES THAT THEY REFUSE TO LOOK AT THE VEHICLE UNTIL THE CUST PAYS FOR THE DIAGNOSIS FEE. DLR STATES THAT EVEN IF THE CUST DOES PAY FOR THE CONCERN, THEY WILL NOT SPEND ANY OF THEIR GOODNILL MOEN ON THIS CUST. DLR STATES THAT HE RESERVES HIS GOODNILL POLLARS FOR HIS CUST. DLR STATES THAT IF THECUST HAD THIS MANY CONCERNS WITH THE VEHICLE, THEN HE SHOULD HAVE GOTTEN THIS CONCERN TAKEN CARE OF AT THEIR PREVIOUS DLR. CRM PLACED THE CUST BACK ON HOLD TO DO SOME FURTHER RESEARCH; HOWEVER, THE CUST DISCONNECTED THE LINE WHILE ON HOLD. CRM WILL DO FURTHER RESEARCH INTO THE CASE AND WILL CONTACT THE CUST AGAIN ON 5/1/02 BETWEEN THE HOURS OF 11:00 - 1:00PM EST. - CRM TASHA N. MEARES/CAC/TAMPA; 0; 388679293

cust sts that weh has been at dlr for 6 wks. cust seeks to speak to someone today about weh. oust sts weh at dlr 54x for rpr. cust sts he wants wah repur that chevy dlrs put 14000 mi on his weh and he has \$4000 in rental. cust sts that ester berry supposed to call cust back., that she finally call and wondered what it would take to make cust happy and he sts 100000 mi gmpp- and ester berry sts that she would have to talk to someone about it. cust sts he doesn't want gmpp but buyback. cust sts that he becamed frustrated and called and talked to crm dorsen, dorsen didn't call so he called and talked to mearst and she didn't call back. cust sts that weh uses 3 qts of oil in 3000 mi, cust sts attorney. cust seeks for ester berry to call him b/c he doesn't want another crm involved in file. pls call cust today before noon. crm forewarding file to berrye at cust raq. cust dis richardbauerlien/cac/atx; 0; 389709894 2002-05-08

ore unable to trans file to barrye. crm forewarding file to mearest as handling crm. richardbauerlien/qac/atx; 0; 389709985
2002-05-29

Cust states that he is calling GM to verify what are we at the position to do about his vehicle before he takes this to court. Cust states that his vehicle is currently in storage. Cust seeks vehicle repaired at NO EXPENSE to him. Crm advised cust that in order to better assist him with his vehicle concerns the vehicle will need to be taken to a Chevrolet dir to diagnose the vehicle concern which a diagnostic fee will be charged. Cust states that he refuses to pay a diagnostic fee. Crm apologized to the customer for his concerns but there was nothing further that can be done until he pays to have vehicle diagnosed because the vehicle is beyond the warranty period. Cust states that he NILL NOT PAY for a diagnostic fee will see us in court. Cust disconnected the call. Crm reviewed cust file with TM (Le' ha Cord) and was provided an OTS approval to close file dissatisfied. No BBB letter sent (out of warranty). Crm closing file per TM OTs approval. No further action required. Kim Gadsden/Tampa Cars; 0; 391526078

INCIDENT DATE: IDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPERS 0 INJURIES:

ROAD CONDITION: BODY INJURY:

ROAD BURFACE:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER 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:

IFY 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:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

RAGE • BUY-BACK: 0

PAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

: NOI BRIMEMART

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MADA: 0

SALES TAX:

DEPRECIATION: UPGRADE 1 APTERMARKET:

LEASE TERM:

DAMAGE: OTHER: NAME: ONT 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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: ERNAL CASE NUMBER: DATE: R NAMES : BUGINRSS: \* BUBINESS: 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 POSESSION OF VEHICLE:

RESOLUTION SCUGHT:

NAME: COMPANY: CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

ADDRRSS:

# GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDERSS: HOME PHONE:

**BAPULPA** , OK



CASE NUMBER: 06487936

VINI

1G1YY12G6X5124629

MODEL YEAR:

1999

DATE OPENED: 2002-03-08

SERIES:

**HARD TOP 2 PURRTAS** 

DATE CLOSED: 2002-03-08

MILEAGE:

27000

SOURCE BRC TYPE: Phone No

DELIVERY DATE:

RIVERSIDE CHEVROLET

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:501 STEPHENSON, , ESCANABA, MI, 49829, USA

M01 Steering General O REPAIR ATTEMPT(8)

Other

looking up while drviving highway speeds

Dealer unable to resolve vehicle concern.

# CRM INSTRUCTIONS:

CRM to contact service manager and verify concern.

If dealer has not been able to resolve concern, has dealership contacted TAC?

If TAC contacted, what is the TAC number?

(f TAC not contacted, seek to find out when TAC will be contacted (if needed).

if needed, contact AVM about vehicle concern.

Dealer unable to resolve vehicle concern.

cust states he has owned weh for about 3 months and within that 3 months the weh sterring has locked up causing the steering to not move at all. cust states he has to turn veh egnition off and turn it back on for the steering wheel to work again.

cust seeks to find out if weh can be repurchased and or if weh on be repaired.

orm advised cust after speaking to swo mgr adam goins to call awc mgr and discuss the details of what is happening

avo mgr states it would be impossible to have the steering column lock up due to the design of the corvette steering column. svc mgr wants to see if it coulf be a totally diff. component that is causing concern

orm advised cust to call swc mgr and then take it from there

closing file satisfied

katherine jimenes/cac/atx; 0; 384453873

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:



ER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PROPLE: 0

INJURIES:

BODY INJURY:

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 VERICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

RCE :

UBST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE • BUY-BACK: 0

MSRP:

MADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAKAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

RAL:

DEALER ADMINISTRATION:

release :

HAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 ENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE MAMES: PUBINESS: 4 BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DORS OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

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

•

•

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

PORRETHILL

CA

HOME PHONE:

CASE NUMBER: 06059187

IKIV

1G1YY12G8X5121134

MODEL YEAR:

1999

DATE OPENED: 2001-12-19 DATE CLOSED:

MILRAGE:

UNIXIONI SERIES: 18000

2001-12-19

SCURCE: BRC TYPE: Phone No

DELIVERY DATE: DEALER NAME:

GOLD RUSH CHEVROLET OLDSMOBILE

BRC PARENT:

DEALER ADDRESS:

T22 CSI Reply

O REPAIR ATTEMPT (S)

Customer Satisfaction

RCVD

B14 Door (Including Sliding

O REPAIR ATTEMPT(S)

Other

WORT STAY LOCKED

MO1 Steering General

O REPAIR ATTEMPT(S)

Other

COLUMN DID LOCK WHILE DRIVING

icle operation or design

# INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
- Determine Customers expectation
- \* Validate feature is on vahicle
- \* Review owners manual with owner [[Owners Manuals RUN
- C:\Progra-1\Plus:\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus|\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CMC/SolutionsByComponentCode Corepoi nt.htm]]
- 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

CSI RCVD ON 12-19-01 BILL REID/PDX/CAC; 0; 377627250 2001-12-19

CSI STATES: DLR--THEY DO NOT SHEM TO KNOW ANYTHING ABOUT CONVETTES--THEY STATED THEY SRE MORE 4X4 TRUCKS! VEH--DOORS WONT STAY LOCKED STEERING COLUMN DID LOCK WHILE DRIVING--DO I HAVE A LEMON ? BILL REID/PDX/CAC: 0: 377627306 2001-12-19

kt states that they were discusted w/the dir because they tried to fix the comcerns but MED ARQUIND AND TOLD HER THAT THEY COULDN'T WORK ON THE VEH MUCH LESS FIX A TIRE ON IT. CUST STATES THAT SHE ALSO HAD TO FIGHT FOR A RENTAL VEH WHEN SHE BROUGHT IN THE VEH. THE DLR DOBSET KNOW ANYTHING ABOUT CUST SVC. CUST STATES THAT THE VEH IS FINE, NO PROBLEMS. CUST SEEKS NOTHING

CRM ADVISED/THANKED FOR FEEDBACK, GAVE #'8,

REQUEST CLOSED SATISFIED.

BILL

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

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:

infórmatión: TENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHOME NUMBER:

PRODUCT CODE:

TWE TYPE:

MILEAGE . BUY-BACK: 0

MERP:

DEPRECIATION:

TRANSACTION:

PAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

UPGRADE: AFTERMARKET: GE TERM: AGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LENON LAW: DRALBR ADMINISTRATION: VENICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN; NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY TREATED: IF SO, WHERE: 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 FURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: 

CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE:

NAME:

COMPANY:

ADDRESS:

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to		l

# Service Satisfaction Survey

\*\* Dissatisfied Customer

Please wisks any corrections to your name, address  $|\mathbf{x}_i|\mathbf{x}_i$  or telephone number here:

Foresthill GA

Malter Beloville and Houself College by Adult Strate Market Strate Ball

	<del></del>
Нолч	telephore

Change to:

Please provide us with your preferred Emeli address:

Des

Our records indicate that you had your 1976 Connette serviced at Gold Rush Chevrelet on August 28, 2901. Our gold is for you to be completely satisfied. Place take a few minutes to complete both sides of this questionners about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our questioned afforts toward meeting the highest expectations of our customers.

Thank you for having your variety serviced at Gold Rush Chevrolat.

Street sty.

De subje

Director - Customer & Relationship Bervices

Instructions

Please use a dark pen or penall (preferably black) when filling out this survey.

Please check this box if you no longer owlvieuse this 1669 Corvette, and return the questionners.

🍽 PLEAGG HAVE THE PERSON WHO TOOK THIS WEIGGLE BY FOR SERVICE ON AUGUST 24, 2001, COMPLETE THIS SURVEY. 💝

About Your Chevrolet Designable's Service Department

	How substited were you with the ponyetience of the	Caropiotoly Spirited	Very SVM Red	Cpi I- Barl	الاجندية الطائلية	Bet dy All Bet Chel	
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_	and non-appointment basis?	₽_	[]	ū			
2,	When priving for service, were you greated promptly? $\cdots \cdots$	12		D			
4	How estimated were you that all destarship personnel treated you in a courteous, fair, and professional memor?	Completely Securical	Edipping Mark Mark	<del>savaa</del> LJ	44		
_	About Your Service Con-	witent/J	delan	<del>) —</del>			
	<del></del>	Constitution of the last of th	Ani		الشروسة المراضعة	Hei A. J. Briefie	
B.	How estimine were you that your Bervice Consultant took enough time to thoroughly understand your earlier request?	<b>C</b> 2	13	IJ	ld***		
		T <sub>P</sub>	<b>N</b>	Dage Bye Applysited Required	Ber™ Kerm		
8.	Were you offered transportation options?	مسملها	IJ				
		Conspiracio Favorinal	Vory Carlollot	Localizat	Seggentat Artisted	Berific Alb Pedigilad	Post Hyt Apply/Nex Bugared
У.	How satisfied were you that you were tapt informed about the status of your service requests	П	נו	[]		D	
•	Wat your vahicle resuly by the original time promited?	Yes Fil	## [7]	No Theo Promised			
•				i' - 1 - 1 -	. nq + b.	· li a	-

101YY1268X5121134 06250

About Your Barrico Consultante	Advisor	- Contin	ued)		
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Service Consultant?			Ц		
About Barries De	Brare -				
	Completely Collection	Tuest of the state	i-ma		Beildin.
11. When you picked your vehicle up, how settefied were you write	_	_	_		
- The time it took to complete the transaction?	<u></u>	_			
The ease of getting your validate?		0	H	<u>n</u>	<u>.</u> ••••••••••••••••••••••••••••••••••••
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12. Were ALL of your service concerns corrected on this service vis		<u>-</u>			
IF NO, why must tohack all that apply!					
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19. How satisfied are you that your vahicle was liked right	Profession .	Saiding.	Retiriod		346444
Co This service well for the year throne was touch inger					<b>—</b>
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14. Were you given a copy of the completed repair order/levalops.	7=				
The state of the s			Den't Ranne	,	
18. Ware you contected shortly after this service yielt to	<b>*</b>	16a 			
determine your entiriaction with the destarquip's service?	<b>5</b> 1	Ø.	0		
Summing Up Your E	perione				
<u> </u>		<b>-</b>			
16. Record on this service visit, overall, know settlefied are you	Completely Collected	Harry Endly-Peri	Sale Ped	Bowewist: Applyfyd	Mars At All Probables
with Gold Rush Chevrolet?		D			
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17. Would you recommend this designify	Treate	West	Might Risk	-	Ret
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	چينيان ميليني	Very	-	Owner felt.	
15. Overell, how activited are you		-			
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18. Do you have any communicative communications about your:	1		415	/	4
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20, Ara you D Male D. Perfile					
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21, Your age   Under 25   25-34   30-44	-	—— ⊢	85-64	□ #5 #	1900
22, May we include your name when providing this information to yo	نجوستون س	. √Z			
		~ ,~	• –		
Myou have a concern requiring immediate attenti	ion, <del>we e</del>	ncourag	ia you to	THE COM	ion Lor
if you have a concern requiring immediate attents your dealer. If further resistance is required, you i directly by calling the Chevrolet Gustomer Assista	MINY CORT	teat Che	vrolet Mi	otor Divis	ion

THANK YOU. YOUR OPINIONS WILL HELD US SERVE YOU BETTEIL

Please return this questionnaire in the self-addressed, postage-paid employe for 04000 OHEVEROLET SECTION DEVISION, P.O. SOX 19888, TOLEDO, OH 43688-0063

### CHEVROLET MOTOR DIVISION GM RESTRICTED

PAGE:

309996

1

CASE NUMBER: 00-0160393

VIII:

1G1YY12G8X5124549

DATE OPENED: 04/10/00

MODEL YEAR:

99

DATE CLOSED: 04/10/00

BERIES:

YE CORVETTE

BOURCE:

LETTER

MILEAGE:

12000

CUSTOMER:

ADDRESS.

BUS. PHONE:

HUMB PHONE:

STATE:

TX

\*\*\*\*\*\*\* \*\*\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*\*\*\*\*\*\*\*\*

CORR RECEIVED 04/10/00... DOC # 001011644...CHST STATES THE STRERING COLUMN LOCKED UP ON 2 OCCASIONS IN TRAFFIC CAUSING POTESTIAL DANGER TO HIM WHEE HE WEST INTO AMOTHER LAMB OF TRAFFIC...CUST STATES HE HAD VEH TOWED TO DER BOTH TIMES AND DER HAS MOT REEN ABLE TO LOCATE THE ISSUE...CUST STATES THE "SERVICE COLUMN LOCK" SHOMED ON THE DISPLAY AT THE TIME OF FURCHASE AND DLR SALD NOT TO WORRY ABOUT IT AND THEY WOULD LOOK AT IT WHEN THEY SERVICED THE VER...CUST SEEKS REPURCEASE IF WE CAMNOT REPAIR VEH MITHIE 30 DAYS OF RECEIPT OF MIS CORR...CRM RESEARCH JUDY WELCH/CORR/PORTLAND

CRM SPOKE TO SERVICE MOR- STEVE LLOYD WHO STATES CUST BRODGET VEH IN TO HIM ON 4/3/00 AND THEY REPLACED THE STREETING COLUMN FUSE, SMITCH AND MOTOR AND THE CUST PICKED THE VEH UP ON 4/6/00...KR LLOYD STATES THIS ISSUE SHOULD BE RESOLVED AT THIS POINT...CRM THANKED SERVICE MOR. JUDY WELCE/CORR/PORTLAND

CRM ATTEMPTED CONTACT WITH CUST...AMEN MACH PICKED UP...TIRST ATTEMPT. JUDY WELCK/CORR/PORTLAND

CRK CONTACTED CUST WRO STATES THAT THE CONCERN TOOK ABOUT 1 MONTH IN DETWEER SERVICING TO SHOW UP THE LAST TIMES SO CAN ADVISED HIM OF HIS FILE NUMBER, THE SOO # AND TO CALL IN AGAIN IF THE ISSUE ARISES AGAIN BUT SO PAR HE IS SATISFIED. JUDY WELCH/CORR/PORTLAND

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

CDE DESC

CDR COMMENTS

M41 0

CUST STATES STREETING COLUMN LOCKED UP

COMCMEN REPAIRED

**TD4 0** 

CORR RECEIVED 4/10/00

CASE COMPLETED

人名英格兰斯 (Carlot Carlot 
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# MAIL. TO AUDRESSEE

EJ066237255US

Houston, TX

April 3, 2000

Chevrolet Motor Division Chevrolet Customer Assistance Center P.O. Box 7047 Troy, MI 48007-7047

To Whom It May Concern:

I am writing you to notify you of the problems I am experiencing with my 1999 Chevrolet Corvette, VIN 1G1YY12G8X5124549 and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from Knapp Chevrolet, Inc., Houston, Texas on July 21, 1999. At the time of purchase, the message "Service Column Lock" was on the digital display. I was told "not to worry about it" and to bring the car in later for repair. I took my vehicle back to the dealer for the steering lock repairs on August 13, 1999. On February 21, 2000, I had my car towed again to the dealer, after having the steering column lock while driving into traffic. Once again on March 31, 2000, the steering column locked while driving into traffic. This almost caused a collision with a car in the opposite lane of traffic.

The car is currently at Knapp Chevrolet for repair. The case number assigned by the Customer Assistance Center is 157320. To date, the dealer has been unable to correct the problem. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle.

This problem not only substantially impairs the use and value of my vehicle, but creates a serious safety hazard. Therefore, if you and/or your dealer are unable to correct this problem, I expect you to replace the vehicle pursuant to 6.07(c) of the Texas Motor Vehicle Commission Code.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,

Endosures Certified Mail Return receipt requested

IT'S A SNAI





Phone (713) 228-4311 815 Houston Avenue P.O. Box 4179 HOUSTON, TEXAS 77210



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SERVICE HOURS Monday thru Friday 7:00 AM to 5:30 PM

DISCLASSER OF WARRANTIES

THE GELLER WHAPP CHEVROLET HEREBY DISCLAND ALL WARRANTIES ETHER EXPRESS OR MPLED, INCLUDING, ANY RIPLIED WARRANTY OF MER-CHANDELITY OR PITTERS FOR A PATTOLLAR PURPOR, AND JOHNY CHEV-ROLET METHER ASSUMED NOR AUTHORIZED ANY OTHER PERSON TO ASSUME FOR IT ANY LIMITATE IN CONSISTENCY WITH THE SALE OF THE PRATE.

LVC RANKWILL

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I ACKNOWLEDGE RECEIPT OF THE PARTS & LABOR LISTED BELOW, X

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35,72

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IT'S A SNAP



TO DEAL WITH KNAPP

# KNAPP CH

HOUSTON, TEXAS 77210

815 Houston Avenue • P.O. Box 4179 Phone 713-228-4311 • Fax 713-238-8850



**SERVICE HOURS** Monday thre-Friday 7:00 AM to 5:30 PM

Na.Goodustanch

ER OF WATERANTIES

THE BELLER KNAPP CHEVROLET HEREBY DISOLI B OR BAPLIED, BIOLUDING, ANY BAPLIED WAYEVARY OF M CHANGE FOR IT ANY LIABILITY IN CONNECTION WITH THE BALL OF THE RANGE. TO CHANGE FOR IT WESTERN ASSUMES NOW ALTHORISES MAY OTHER PERSON TO CHANGE FOR IT MAY LIABILITY IN CONNECTION WITH THE BALL OF THE RANGE.

I ACKNOWLEDGE RECEIPT OF THE PARTS & LABOR LISTED BELOW, X

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CASE NUMBER: 04660156

VIN:

1G1YY12G9X5117951

DATE OPENED: 06/22/01 MODEL YEAR:

DATE CLOSED: 06/22/01

**9ERIES:** 

CORVETTE HARDTOP

SOURCE:

YE9

MILEAGÉ

11000

99

CUSTOMER:

ADDRESS:

STATE:

HOME PHONE: BUS. PHONE:

GENERAL MOTORS CORPORATION

> CHEVROLET DIVISION G K RESTRICTED

CUSTOMER:

ADDRESS:

BALTIMORE

MD

HOME PHONE:

CASE NUMBER: 04660156

VIN:

1G1YY12G9X5117951

MODEL YEAR: 1999

CORVETTE HARDTOP

DATE OPENED: CLOSED:

2001-06-22 2001-06-22

SERIES: MILEAGE:

11000

RCE:

Phone

DELIVERY DATE:

BRC TYPE: Yes DEALER NAME: BOB BELL CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 7900 EASTERN BLVD, BALTIMORE, MD, 21224, USA

MO1 Steering General C REPAIR ATTEMPT(S)

Other

locks while driving

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://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm]]

\* Review specific solutions [[SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus!\Micros-1\Texplore.exe

http://careweb/webknowledge/Products/general/SolutionsByCOmponentCode.htm]]

- \* 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

icle operation or design

T STATES VEHICLES STEERING WHEEL LOCKS WHILE DRIVING MAINLY WHEN PULLING OUT OF PARKING SPACES ETC, VEHICLE IS AT DLR RIGHT NOW AWAITING REPAIR BC ALL CORVETTE TECHS ARE OUT

CUST SEEKS TO HAVE REPAIRED, HE HAS LOST TOTAL FAITH IN VEHICLE BC OF SO MANY REPAIRS CRM ADVISED, VEHICLE NEEDS TO BE LOOKED AT AND A REPAIR ATTMEPT MADE B4 ANYHTING CAN BE PERSUED, CUST AGREED AND STATED WILL CALL CAC AFTER THE VEHICLE IS REPAIRED IF HE NEEDS TOO, CRM CLOSING FILE FOR NOW, NO FURTHER ASSIST NEEDED FROM CAC AT THIS TIME JAMES ROCKWELL/CRM/PDX; 0, 362088304

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

HUJURIES:

MAS 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 TRETED: ROAD THET DESCRIPTION:

ROAD THET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

RCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: 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: MORP: NADA 1 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEARR TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BDYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: BASE LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: 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 POSESSION OF VEHICLE:

OLUTION SOUGHT:

363708

NAME: COMPANY: CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRB86:

•

# TECHNICAL ASSISTANCE SYSTEM

# \*\*\* GM RESTRICTED \*\*\*

Case No:

4784868

VIN Number:

1G1YY12G0X5122244

Date Opened:

5/1/2001

Model Year:

1999

Date Closed:

5/3/2001

Series:

Corvette

Dealer Code:

B02189

Mileage:

18207

Address:

PARAMUS AUTO MALL CHPARAMUS

State:

NJ.

Dealer Phone:

SYMPTOM ABSTRACT---- COLUMN LOCK LOCKED WHILE BACKING UP, ENGINE S RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION ---

UCC CODE 3----

UCC-3 DESCRIPTION ---

05/01/2001 08:40:20 SBD TEMPLATE - SIMPSON

STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- \_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- \_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- \_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST
- \_Y\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- \_N\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- \_N\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- Y\_ (Y/N) 8/M BEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- \_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- \_?\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- \_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/01/2001 08:40:20 HISTORY - SIMPSON

JIM KOBERNICK

TECH, STATES THE STEERING COLUMN LOCKED WHILE THE TECH WAS BACKING THE VEHICLE OUT OF THE STALL, STATES IT LOCKED THE ENGINE STALLED, TECH IS CALLING FOR PI# A001328A.

ADVISED TO CHECK VEHICLE FOR CODES, PERFORM NORMAL DIAGNOSTICS. ADVISED

TO LET LAISON KNOW OF THIS VEHICLE.

DEALER TO PERFORM DIAGNOSTICS & ADVISE TAC.

05/03/2001 12:55:39 BURKETT - DLR USED VME TO CLOSE CASE.

REPLACED STEERING COLUMN LOCK ACTUATOR.

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

LA PALMA , CA

CASE NUMBER: 05888110

VIN: MODEL YEAR: 10177128115112884

DATE OPENED:

2001-11-16

GKRIKS:

UNKNOWN

2001

DATE CLOSED: 2001-11-16

MILEAGE:

7000

SOURCE: BRC TYPE: Phone

DELIVERY DATE:

NEWPORT BRACK CHEVROLET

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:445 E PACIFIC COAST HWY, NEWPORT

BEACH, CA, 92660, USA

M01 Steering General

O REPAIR ATTEMPT (8)

Other

STEERING COLUMN LOCKS

A07 Referred to Dealer O REPAIR ATTEMPT(8)

Customer Satisfaction

DLRS IN CUST AREA

Notification of open campaigns or special policies.

ORM THE CALLER:

comers will receive a letter in the mail.

### ACHIET INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request [(Campaign Status Request RDN C:\Progra-1\Plus|\Micros-1\Iexplore.exe http://carsweb/webknowledge/JohAids/SBS/Content/Camp&ignStatusRequest\_Corepoint.htm]] Notification of open campaigns or special policies. 

CUST STATES STRERING COLUMN LOCKS UP WHILE CUST IS DRIVING. CUST SAW OR INTERNET THAT THERE ARE RECALLS ON 2001 CORVETTES. CUST SEEKS OPEN CAMPAIGN INFORMATION ON VEH AND A CREVY DLR. CLOSE BY. CRM ADVISED NO OPEN CAMPAIGNS ON VEH, BUT CUST SHOULD TAKE VEH TO DIR. CRM ADVISED CUST OF NEWPORT BEACH CHEV. CUST STATES WILL CALL DLR AT ONN CONVENIENCE.; 0; 374795764 2001-11-16

(CONT...) REQUEST CLOSED SATISFIED. STACY ENGLAND/CAC/PDX; 0; 374795790

aannataannanassanannannataatteetteeppa Informationstatteettettettettettettettet

INCLUENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:



R DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PROPLE: 0

BODY INJURY:

INJURIES:

ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILRAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

BODY TYPE: TRIM:

MADA: 0

NAKB:

GALBS TAX:

RCE

OURST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE • BUY-BACK: 0

MBRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH

ACCOUNT NUMBER: INTERBST RATE:

ACCOUNT BALANCE:

UL:

DEALER ADMINISTRATION:

RELEASE:

LEGAL TYPE: LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

INTEREST PAID:

DEALER BUYOUT:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

MENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHOME NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: ACCIDENT: \* BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMB:

CONTACT NUMBER:

1

PANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

-

# TECHNICAL ASSISTANCE SYSTEM

# \*\*\* GM RESTRICTED \*\*\*

Casa No:

5652936

VIN Number:

1G1YY12S125105080

Date Opened:

6/6/2002

Model Year:

2002

Date Closed:

Series:

Corvette

Dealer Code:

B20214

Milegge:

7989

Address:

RICHARD HIBBARD CHEVCLAREMONT

State:

CA

Desier Phone:

SYMPTOM ABSTRACT--- INTERMITTENT STEERING SERVICE STEERING COLUMN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3----

UCC-3 DESCRIPTION--

08/08/2002 12:40:09 SBD TEMPLATE - LEIBENGOOD STRATEGY BASED DIAGNOSTICS

- 1\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- 3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- N\_\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) SM VINCE MICHELL

CUSTOMER CONCERN -SERVICE STEERING COLUMN MESSAGE ALLEGES STEERING WHEEL LOCKED 1X W/DRIVING.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH UNABLE TO VERIFY CONDITION. NO DTC'S PRESENT

TAC RECOMMENDATION -

REC: TECH ATTEMPT TO VERIFY CONDITION.

IF SERVICE STEERING MESSAGE IS PRESENT THERE SHOULD BE DTC'S.

EA02-031 / GM22C

# TECH TO ADVISE

ADVISE AVM
08/08/2002 12:40:09 HISTORY - LEIBENGOOD

# TECHNICAL ASSISTANCE SYSTEM

# \*\*\* GM RESTRICTED \*\*\*

Case No:

6243654

VIN Number:

1G1YY12S125105518

Date Opened:

2/12/2003

Model Year:

2002

Date Closed:

Series:

Corvette

Dealer Code:

B24483

Mileage:

10001

Address:

SERVICE CHEVROLET INLAFAYETTE

State:

LA

Dealer Phone:

SYMPTOM ABSTRACT---- COLUMN PERFORMANCE STEERING CHS20030001 STEER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION --

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/12/2003 09:05:19 SBD TEMPLATE - ELDORADO STRATEGY BASED DIAGNOSTICS

- 2.... NUMBER OF TIMES IN FOR THE SAME CONDITION
- 2. NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION.

N\_\_Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)
JOHN BOUDREAUX (SF)

**CUSTOMER CONCERN -**

STEERING COLUMN LOCK UP WHEN DRIVING IN REVERSE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR HAS NOT DONE ANYTHING TO THE VEH, DLFI REMEMBERED ENGINEERING MAY WANT TO LOOK AT THIS VEH.

DLR IS LOOKING FOR FURTHER INSTRUCTIONS.

TAC RECOMMENDATION -

TAC ADVISED DUR OF MESSAGE CH\$20030001.

DLR TO ADVISE ONCE VEH IS CLEARED FOR REPAIR......FE

02/12/2003 09:05:19 HISTORY - ELDORADO

RA02-031 / GM22C

Page 1 of 2

### 02/14/2003 09:40:08 RATCLIFF

CALLER'S NAME (FIRST, LAST, AND POSITION)

- 2 NUMBER OF TIMES IN FOR THE SAME CONDITION
- 4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC-DEALER MADE A FPR ON 2/12 AND HAS NOT RECEIVED A CALL AS PER CHS20030001, THE CUSTOMER IS BEING EXTREMELY DIFFICULT.

**NEW RECOMMENDATIONS-**

PLATFORM LIAISON IS NOT AVAILABLE AT THIS TIME, CASE SENT TO THE TEAM LEADER.

- I SPOKE WITH LIAISON PHIL

RACE CONCERNING STATUS OF THIS VEH. PHIL ADVISED ADM MSG IS NOT CLEAR.

PHIL ADVISED IF ENGINEERING HAS NOT CONTACTED THE DLR WITHIN 24 HRS THEN

DLR IS TO PROCEED WITH DIAGNOSIS AND REPAIR. I CONTACTED THE DLR AND

SPOKE WITH JOHN BOUDREAUX. I ADVSIED JOHN TO PROCEED WITH NORMAL

DIAGNOSTICS AND CONTACT TAC IF FURTHER ASSISTANCE IS NEEDED. JOHN TO

COMPLY.

### GENERAL MOTORS CORPORATION CHEVROLBT DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

CASE NUMBER: 05751330

VIN:

1G1YY128315107458

MODEL YEAR:

2001

DATE OPENED: 2001-10-25

SERIES:

UNKNOWN

SOURCE:

DATE CLOSED: 2001-11-21

MILEAGE:

4500

BRC TYPE:

BBB Import ADR No

DEALER NAME:

DELIVERY DATE:

DANBURY CHEVROLET OLDSMOBILE CADILLA

BRC PARENT:

DEALER ADDRESS:

M41 Steering Column/Lock/Attaching Parts

Other

5 REPAIR ATTEMPT(8)

steering column locks up

Received initial cof from BBB. Called cust - left vme. Called svc mgr, Louis Ocasio. He gaid they have not heard form cust since TAN was involved in the last repair. Louis said ere is a bulletin on this concern for 2000 model Corvettes and TAN hadrecommended doing to same for this vehicle, which they did. Louis said he will fax the r/o's. Called avm, Joe Matwijec - left vme.; 0; 372892093 2001-10-29

received wme from cust. Called him back - left wms.; 0; 373219394 2001-10-29

Called dirent for sale doos.; 0, 373219496 2001-10-29

Called dirshp for sale docs - no answer again.; 0; 373220341 2001-10-29

Spoke to cust. He said he feels that the problem has to do with the battery or electronics in the car. He said the lights will flicker, and then a couple of days later the steering column will lock up. Cust said the steering column has locked up whenbacking out of the garage 6 times, and when driving approx 30mph 3-4 times. Cust said the last time it happened is was approx Oct 15 while driving down the road. Cust said he also had a problem with the gas-cap release. Cust said he spoke to a GM person (AVM7) and this person told him he was lying about the condition even existing, so he drove around until it happened again and took pictures of the "steering column locked" light being on. Cust said he is very happy with the dirshp, but not with GM.; 0; 373229258 2001-10-31

received wme from avm. Joe said he spoke to svc mgr - they both were unaware that the mstower was again having concerns. He asked that cust bring the car back to verify the pern.; 0; 373406389 **701-10-31** 

Called cust - phn# disconnected.; 0; 373406495 2001-10-31

Called ave - left was advising that I cannot reach the cust.; 0; 373406585

oke to AVM. He said if/when cust calls again, to offer a straight repurchase, no trade.; 373416206 2001-11-06

Spoke to cust. He said steering locked again today & he's waiting for the dirahp to pick up his vehicle. He said his phn is not disconnected and confirmed the number. Cust accepted repurchase, but advised that he is going out of town next week until mid-December. Advised him that I will get his case ready, but will not send it to repurchase until he calls after he gets back. Cust agreed to this.; 0; 373915818

\*\*\*\*\*\*Executive Summary\*\*\*\*\*

Decision - Straight repurchase

Justification - steering column locks

Decision Maker - ava

Pollowup - complete repurch packet & send to repurch when cust returns in Dec
\*\*\*\*\*, 0, 373916117

2001-11-05

Spoke to coust & requested copy of vehicle registration & lienholder info. He said he will have his wife fax the info today.; 0; 373916314
2001-11-07

received wme from cust requesting a call tomorrow.; 0; 374006159 2001-11-08

Spoke to customer. He said he does not want a straight repurch because the dlr can't find a snother vehicle. Cust said he wants us to build a car for him. Cust was very agitated interrupted continuously. I finally asked him to call back when hewas willing to discuss his situation.; 0; 374105162 2001-11-08

Spoke to avm. He said cust called him to see if avm would help him get into another Vette. Advised avm that cust has \$1,000 overallowance and has neg equity; he aske due to fax sale does to him.; 0; 374105384
2001-11-21

\*\*\*\*\*Executive Summary\*\*\*\*\*

Decision - close file

Justification - cust not persuing BEB; AVN hadly concerns

Decision Maker - crm, cust; avm

Followup - none at this time

\*\*\*\*\*; 0; 375230744

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

CANER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROFIE: 0

ROAD COMDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

ANOTHER VEHICLE INVOLVED: MBER 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:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

OUEST TYPE:

TRANSACTION:

PURCHASE REASON:

DRALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MILEAGE . BUY-BACK: 0 MSRP:

MADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEAGE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

PELEASE:

LEGAL TYPE:

LENON LAW:

VERICLE DESTINATION:

LIEM PATOFF:

TITLE BRAND:

REPLACEMENT VIK:

MALER ADMINISTRATION:

NUMBER OF INJURIES: 0

COMMENTS:

KB:

TREATED:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER: CHV0182252 DATE: TITLE NAMES: LUANN & ANTHONY MOCCHIA

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

MAME 1

COMPANY:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PRONE:

DRESS:

0575/330





		03	•
22	_		

ATTN: Mary Low	<u></u>	<u>, , , , , , , , , , , , , , , , , , , </u>
FROM: Phil	<del></del>	
RE:		···
FAY 10:	. <del>.</del>	
MEND: Pryors Order Solas Contrad	· ·	······
Soles Contrad Acv Sheet	t (h ba	including Cover.

CHEVROLET · OLDSMOBILE · CADILLAC

102 Federal Road, P. O. Box 2985 Deabury, CT 06818 • 103-730-8787

223 739 5667 49175

P.62

Denbury, CT 06818 · 2 www.denburyauto.com. · 1	103-750-6767 Pana 203-750-t	<b>667</b>	NEW	FOR I	PURCHASE (	DRDEP ICLE
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THE VEHICLE IS BUILDEST TO A LIMITED VANDRANTY OF	CASH	RICE			4898	5.40
OCCURS PARTY, COPY BAYEN CUSTOMER. MONTHS, WHICHEVER		PROCESS N	G FEE			
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FORT CHARLETTE PL 33946

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PORT CHARLOTTE FI

# RETAIL INSTALMENT CONTRACT

GMAC
HANGUL BOOKES

1.55 2.55

Dealer Number Contract Number

Buyer (and Co-Buyer)—Name and Address (Include County and Zio Code)

Oracitor (Baller Name and Address)

BRIGHTY CHEVY OLDS CROTILIAC BAS PROGREL NO PO BOX 2969

MARKEY, CT

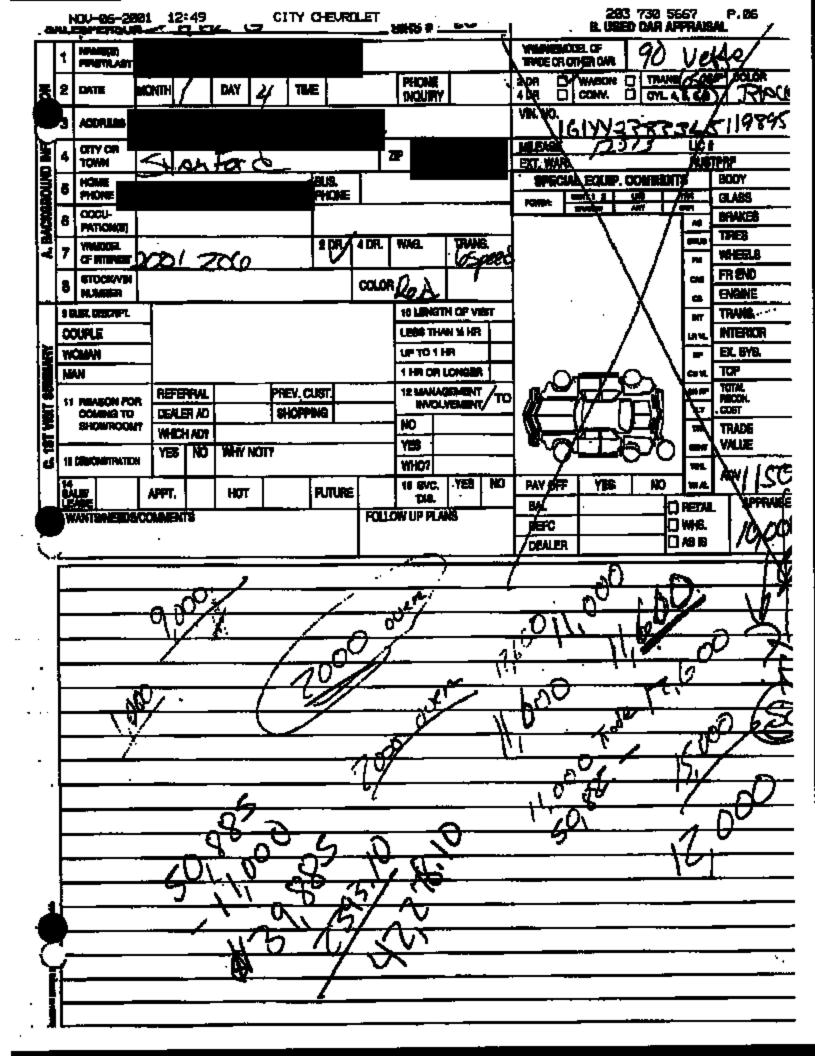
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You, the Super (and Co-Buyer, Fany), may buy the vehicle described below for orth or on small. The cesh price is shown below as "Cash Price." The gradit price is shown below as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract.

Description of Valuation to buy and the Creditor agrees to sell the following verticle:

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## TECHNICAL ASSISTANCE SYSTEM GM RESTRICTED

PAGE: 1

329624

CASE NUMBER: 4496311

VIN:

1G1YY128315107458

DATE COMMED: 01/29/01

MODEL YEAR:

01

DATE CLOSED:

SERIES:

SOURCE:

CHRANGTEL

MITERAGE:

000323

CUSTOMER:

B02041

YR

ADDRESS:

KIME PHONE:

BUS. PHONE:

SINTE

ĊТ

SYMPROM ABSTRACT---- COLUMN STEERING A001328 STRG COLUMN ALLEGED

RESILUTION ABSTRACT-

DCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

TCC CODE 2-----

UCC-2 DESCRIPTION---

UCC COOK 3-----

UCC-3 DESCRIPTION---

01/29/2001 12:06:19 SED TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

\_1\_ WOMBER OF TIMES IN FOR THE SAME CONDITION

1. Minner of Days Vericle in Dyalership for Same Condition

Y (Y/M) IS THE VERICLE IN THE DEALERANTP

\_M\_ (Y/M) IS THE VEHICLE MODIFIED/HOW-PRODUCTION ACCRESORIES (IF YES LIST)

M. (Y/W) CAR COMPLATOR BE DUPLICATED (IF YES, FREQ., NOT, COLD, PIC.)

J (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

\_M\_ (Y/M) CAM YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

X\_ (Y/M) S/M SEASCH COMPLETED (IF YES, LIST SECTION, PG.)

\_Y\_ (Y/N) MULLMYIN OR PI SEARCH PREFORMED:

\_Y\_ (Y/M) IS THE COUTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IP NO LIST)

\_M\_ (Y/M) COMDIFICH DEPAILS (LIST DIC'S, MIC.)

M\_ (Y/W) DIMGROSIS (PARTS REPLACED, VEN. HISTORY, 27C.)

01/29/2001 12:06:19 HISTORY 

COST ALLEGES STOC COLUMN LOCKED WHILE DRIVING

THESE MAS NOT BEEN ABLE TO DUPLICATE AND A U1000 U1064 IK RFA AS WHAL AS A U1064 IN BOTH DOOR MODULES

THEN SAS COMM WITH ALL MODULES AT THIS TIME AND DORS SEE REY INFOOT INPUT

DESCUSSED PT A001328 WITH TECH

CONNECTION: TO DATE, ON HAS HAD NO VALID CASES OF THE STREETING COMMON lock espaging during vehicle operation. If a dealership reports an ALLEGED INCIDENT TO TAC, PLEASE ADVISE THE TECHNICIAN HOT TO ATTEMPT ANY REPAIRS OR DIAGNOSIS & MOTIFY THE TB GA LIAISON. AN ENGLHER HAY BE DISPARCHED TO INSPECT THE VARICUS IN IT'S ORIGINAL STATE.

IN SCHE CASES, THE COLUMN LOCK MAY NOT 'DISENSAGE' AT START UP & THE COSTONER DOESN'T BOTICE IT UNTIL TRYING TO TORN WHILE SACKING OUT OF

329624

THEOR DRIVEWAY. THE VERICLE MAY ALSO STALL. THIS WOULD NOT BE AN EXAMPLE OF ENGAGEMENT WHILE DRIVING AND THE DRALERSHIP SERVICE DEPARTMENT SMOOLD CLARIFY THE COMPLAINT WITH THE CUSTOMER.

THEN TO TALK TO COSTOMER AND GET MORN DETAIL REFORM FURTHER DIAG IS DONE

\*TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN\*

\*\*\*\*NOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN\*\*\*\*

\*\*RESULTS OF THE PERVIOUS SUGGESTIONS MADE BY TAC\*\*
DEALER QURSTIONED OWNER ABOUT CIRCUMSTANCES AROUND STREETING WHEEL LOCK
WHILE DRIVING.

ONNER STATED TO DEALER HE HAD BACKED OUT OF HIS DRIVEWAY, THROUGH WHERE TO THE LEFT. STRAIGHTENED OUT BY TURNING TO THE RIGHT, DROVE ABOUT 1.5 MILES AND THE STREET, WHERE, LOCKED.

\*

TAC : FOURD P/I A001328 TO NO LONGER BE VALID. DEALER TO PERFORM NORMAL DIAG. AND ADVISE.

ANEW P/I IS ON THE WAY BUT HAS NOT BURN COMPLEATED.

\*TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN\* 1

\*\*\*\*TOTAL HUMBER OF DAYS DONN FOR THIS CONCERN\*\*\*\* 1

\*\*RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC\*\*

- ANDT STS TEXT ADDED TO PREVIOUS UPDATE THE BO PERSONAL INJURY, PROPERTY DANAGE OR ALLIGNFIONS IS PRESENT. HE CAMBOT FIND DIAG INFO FO 2001 MY.

- THE ADVISED DER AFTER SCHENDING 2001 INDO/NO SYSTEM OR OR DIAG FOR 2001 MY. ADVISED DER THAT 2001 SERVICE MARGAL ALSO BOT PRINTED.
- TAC ADVISED DUR TO DES 2000MY SERVICE MANDAL PG 2-62 OF SERVICE NAMEAL
- PORMARD TO LINISCH DALE BRIDGS FOR SERVICE MANUAL INTO.

01/31/2001 13:20:30 ERIGOS - LEFT VME FOR BOW ADVISING HIM OF APPARENT CHIESION OF THE DIAGNOSTIC SYSTEM CHECK, STREETING COLUMN LOCK ELMHOSTIC SYSTEM CHECK, STREETING COLUMN LOCK DIAGNOSTIC STATE & STREETING COLUMN LOCK MALFUNCTION TABLES IN THE 2001 YE PRINTED SVC MAN B1/3.
ALL THESE TABLES ARE PRESENT IN THE 2000 PRINTED MANUAL..

#### ΘЖ RESTRICTED

BE NUMBER: 1-38383270

VIN:

10111128525106992

DATE

10/04/02

MODEL

DATE

10/17/02

SERIES

2002 CORVETTE

SOURCE:

N/AYES

MILEAGE

11000.

CUSTOMER:

ADDRESS:

BUS. PHONE:

HOME PHONE:

STATE

FL

GENERAL MOTORS CORPORATION CHEVROLET DIVIBION RESTRICTED gж

CUSTOMER: ADDRESS:

HOME PHONE:

Dania

FL

CASE NUMBER: 1-38383270

VIN

1G1YY128525106992

DATE OPENED: 2002-10-04

MODEL YEAR:

2002 Corvette

DATE CLOSED: 2002-10-17

SERTES: MILEMIE:

11000.0000000

SOURCE:

Phone

DELIVERY DATE:

C TYPE: N/AYes

DEALER NAME:

Kelley Chevrolet, Inc.

C PARENT: ..

DEALER ADDRESS:601 N Federal Highway, Hallandale, FL, 33009-

2406,

M01 General

O REPAIR ATTEMPT(S)

Inoperative

steering column locked while driving; ; 2002-10-04 2002-10-04

contact dlr to diacuss concern; ; 2002-10-04

2002-10-04

call to advise of appt; ; 2002-10-04

2002-10-09

1-38383270 call to check up on steering concern; ; 2002-10-09

2002-10-16

36383270 call to check up on steering concern; ; 2002-10-16

2-10-16

creating Customer Unavailable/Unable to Contact, Call CAC Ltr; , 2002-10-16

2002-10-16

Ereated: CAC\_RE0006. SR#1-38383270; ; 2002-10-16

2002-10-16

Customer Unavailable/Unable to Contact, Call CAC Ltr submitted for approval; ; 2002-10-17

2002-10-17

Approved; ; 2002-10-17

2002-10-17

Service Request has been Closed Satisfied.; ; 2002-10-17

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

CIDENT RESULT:

LICE REPORT:

ROAD COMDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VERICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

VESTIGATIVE SUMMARY:

BUTATUS:

GR RESTRICTE

ANDUEST TYPE:

RCE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , , CONTACT: ,

PRODUCT CODE:

ENGINE TYPE:

EMSTNR TARE:

MILKAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE:

OTHER: BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

SCOUNT BALANCE:

IAL:

DEALER ADMINISTRATION:

NUMBER OF INJURIES: 0

PELEASE:

REPLACEMENT VIN:

COMMENTS:

NAME:

ADDRESS: , CITY/STATE: , PHOME NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

EXTERNAL CASE MUNCER: TITLE HAMRS; BUSINESS:

ACCIDENT:

SCRIPTION OF DAMAGE:

CHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 TRANSACTION:

FAX NUMBER: BODY TYPE:

TRIN

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

NADA: 0

SALES TAX:

NAME:

INTEREST PAID: DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW: VEHICLE DESTINATION:

LIEN FAYOFF: TITLE BRAND:

LOCATION:

RESTRAINT:

IF SO, WHERE:

DATE:

\* BUSINESS: 0 DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

## GM RESTRICTED

DOES OWNER HAVE POSESSION OF VEHICLE: SOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

# TECHNICAL ASSISTANCE SYSTEM

## \*\*\* GM RESTRICTED \*\*\*

Case No:

6759564

VIN Number:

1G1YY12SX15110678

Date Opened:

9/8/2003

Model Year:

2001

Date Closed:

Series:

Corvette

Dealer Code:

B20199

Mileage:

27528

Address:

HARBOR CHEVROLET CORLONG BEACH

State:

CA

Dealer Phone:

SYMPTOM ABSTRACT— COLUMN LOCK STEERING UNWANTED STEERING COLUMN RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION-

09/08/2003 11:55:15 SBD TEMPLATE - RAUCH STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- \_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- \_N\_Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DARYLE JONES - SM

CUSTOMER CONCERN - HE STS THE STEERING COLUMN ALLEDEGLY LOCKED ON THE CUSTOMER WHEN STARTING IN THE GARAGE AND BACKING OUT OF THE DRIVE WAY. HE STS THE VEHICLE WAS TOWED TO THE DEALER VIA TAC RECOMMENDATION. "THE DEALER HAS VERIFIED NO INJURIES OR PROPERTY DAMAGE". HE STS THE IGNITION KEY HAS BEEN INSERTED AFTER THE CONCERN HAPPENED AND NOW HE IS UNABLE TO DUPLICATE THE CONCERN.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

HE STS NO DTC'S PRESENT. HE IS INQUIRING ON ANY INFORMATION ON THIS CONCERN. HE HAS NOT DUPLICATED THE CONCERN TO DATE. HE STS NO PARTS HAVE BEEN REPLACED.

TAC RECOMMENDATION -

RA02-031 / GM22C

-ADVISED TO PERFORM PI01137 REQUEST FOR CUSTOMER COMPLAINT VEH.ALLEGEDLY EXPERIENCED STRIG COLLOCK ENGAGEMENT

-ADVISED OF CHS20030001 '97-03 ALLEDGED CORVETTE STEERING COLUMN LOCKS WHILE IN MOTION

09/06/2003 11:55:15 HISTORY - RAUCH

09/08/2003 13:02:42 MIKOLAIZIK - VIME WITH INFO SENT TO DAVE

PEACY

09/11/2009 07:93:29 MIKOLAIZIK - VME SENT TO TOM RAUCH TO

VERIFY CONDITION AT TIME OF INCIDENT.

09/12/2003 14:04:43 ROSSOW

CALLER'S NAME (FIRST, LAST, AND POSITION) DARYLE JONES - SM.

1\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

8\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

DARYLE CALLED BACK AND STATES THE VEHICLE HAS BEEN AT THE DEALER FOR EIGHT DAYS NOW. DARYLE STATES HE HAS NOT HEARD ANYTHING AND WAS TO KNOW WHAT WE WANT HIM TO DO.

NEW RECOMMENDATIONS TOLD DARYLE THAT I WOULD SEND THIS CASE TO MY TEAM LEADER HOLLEY FOR REVIEW. TOLD DARYLE THAT HOLLEY WOULD GET BACK WITH HIM AT THE EARLIEST 8-15-03.

09/15/2003 16:33:42 MIKOLAIZIK - CALLED AND TALKED TO DARYLE
JONES - SM CONCERNING THIS VEHICLE. HE IS OF THE OPINION THE COLUMN WAS
UNLOCKED WHEN THE CUSTOMER WAS COMING OUT OF HIS GARAGE, BUT AFTER
QUESTIONING WHETHER OR NOT THE COLUMN ACTUALLY CAME UNLOCKED HE WAS
UNSURE. HE WILL CALL OWNER TO VERIFY IF SYSTEM WAS INDEED UNLOCKED OR IF
SYSTEM HAD NOT UNLOCKED. DARYLE STATES THE DIC STATED: REMOVE KEYLEAVE
OUT FOR 10 SECONDB/REINSTALL KEY AFTER THE OWNER HEARD THREE CHIMES AND
THAT OWNER WAS GOING ABOUT 2-4 MPH IN REVERSE WHEN THIS OCCURRED. DARYLE
HAS ME DIRECT LINE TO CALL.

TALKED WITH ANOTHER PERSON ON THIS VEHICLE AND HE LIKE I SELIEVE THE CCM IS COMMUNICATING IF A DTC CAN SE DETERMINED AND THAT THE ECM AND/OR THE THEFT CONCERN MUST BE RESOLVED PRIOR TO THIS VEHICLE BEING CORRECTED.

EA02-031 / GM22C

09/16/2003 08:19:24 MIKOLAIZIK - AS PER VME FROM SM DARYLE, THE
OWNER WAS BACKING UP STRAIGHT SO THE OWNER DOES NOT KNOW IF THE STEERING
LOCK EVER UNLOCKED. THE ASSUMPTION IS THE LOCK DID NOT COME UNLOCKED FOR
SOME REASON AND WHEN VEHICLE SPEED WAS SENSED THE FUEL WAS CUT OFF TO
ELIMINATE POSSIBILITY OF STEERING BEING LOCKED AND TURNING INHIBITED
WHILE DRIVING. THIS IS NORMAL OPERATION AND DLR WILL BE CONTACTED LATER
TODAY TO EXPLAIN AND HAVE OWNER CONTACTED.

09/17/2003 11:41:54 MIKOLAIZIK - CALLED DLR AND DARYLE STATES
THE SYSTEM MAY NOT HAVE UNLOCKED AND WHEN THE SPEED WAS SENSED AS
INCREASING THE SYSTEM REACTED AS IT SHOULD. HE WILL HAVE TECH LOOK INTO
ANY CONNECTIONS AND/OR CONCERNS WITH SYSTEM UNLOCKING AT INITIAL START UP
RATHER THAN ANY OTHER CONCERN.

09/23/2003 12:38:24 NICHOLS

CALLER'S NAME (FIRST, LAST, AND POSITION) DARYLE JONES - SM

- \_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

DARYLE STS THEY CAN NOT DUPLICATE THE CONDITION OF THE STEERING COLUMN LOCK, AND CUSTOMER WILL NOT TAKE THE VEHICLE UNTIL THE VEHICLE IS REPAIRED. DARYLE REQUEST TO TALK WITH JIM MIKOLAIZIK ON THIS ALLEGE CONDITION.

## NEW RECOMMENDATIONS

1. ADVISE I WOULD TRANSFER HIM TO JIM VOICE MAIL PER THE CUSTOMER REQUEST. NICHOLS

## TECHNICAL ASSISTANCE SYSTEM

## \*\*\* GM RESTRICTED \*\*\*

Case No:

6685157

8/7/2003

Date Opened: Date Closed: Dealer Code:

8/11/2003

C26294

2002

1G1YY128X25123388

Series:

VIN Number:

Model Year:

Convette

Mileage:

25105

Address:

BELLE GLADE CHEVROLEBELLE GLADE

State:

FL

Dealer Phone:

DEALER COMMENTS/DIAGNOSIS - THE TECH STATES THAT HE CAN'T DUPLICATE THE CONCERN. THE TECH IS CALLING FOR SUGGESTIONS, THE TECH HAS NO DEALER. CODES ANYWHERE, THE VEHICLE IS EQUIPPED WITH A AFTERMARKET RADIO.

TAC RECOMMENDATION -

1) ADVISE THE TECH THAT HE OR THE CUSTOMER WILL HAVE TO HAVE THE CONCERN HAPPEN AND THEN FOLLOW PA: PI01137

SYMPTOM ABSTRACT --- STEERING COLUMN ALLEGED STEERING COLUMN LOCKS RESOLUTION ABSTRACT- ROD, PARK BRAKE CONROL - RPL.

UCC CODE 1---

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/07/2003 14:52:37 SBD TEMPLATE - RADZWILOWICZ STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- \_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- $_{
  m Y}$   $_{
  m Y}$  / N is the vehicle modified/non-production accessories (List below)

CALLER'S NAME: CHRISTARFER WARD TECH

CUSTOMER CONCERN -CUSTOMER ALLEGES THAT THE STEERING COLUMN LOCKS WHILE DRIVING.

POLICE REPORT:

NUMBER OF PROPER: 0

TURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

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 MAME:

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:

CURCE:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PROME NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MERP

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCE:

ACCOUNT NUMBER:

INTEREST PATE:

COUNT BALANCE:

III GAL

RYLEASE:

DEALER ADMINISTRATION:

REPLACEMENT VIN

TRANSACTION:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LENON LAN:

VERICLE DESTINATION:

LIBN PAYOFF:

TITLE BRAND:

OMBR OF INJURIES: 0

NAME:

LOCATION:

ADORESS: , CITY/STATE: , PHONE NUMBER:

STATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED: IF SO, MHERE:

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

EE:

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

#### GENERAL MOTORS CORPORATION DIVISION CHEVROLBT GM RESTRICTED

CUSTOMER: ADDPRSS :

GERMANTOWN

TN

HONE PHONE:

CASE NUMBER: 01334579

VIN: MODEL YEAR: 1G1YY22G0V5108008

1997

DATE OPENED: 2000-08-22

SERIES: MILEAGE: Corvette 36700

DATE CLOSED: 2001-09-18 SOURCE:

Phone

DELIVERY DATE:

BRC TYPE: BRÇ PARENT: No

SERRA CHEVROLET INC DEALER NAME:

DEALER ADDRESS:1170 CENTER PT RD, , BIRMINGHAM, AL, 35215, UBA

MC1 Steering General O REPAIR ATTEMPT(S)

steering colom locked

steering colom locked

CDSTOMER STATED... vehicle steering wheel locked up while driving, had to take it in for vice was told by service that this was a common problem and that there was a campaign on his, but was then told because he is out of warranty that he will have topay for this repair.CUSTOMER SEEKS... to know why if it is a recall he has to pay for this repair and if there is any goodwill assistance that can be given.CRM ADVISED... will call service manager about steering wheel problem and then call customer back.julie cockeram pdx; 0; 335924216 2000-08-22

CRM ADVISED... called service manager at serra chevy at 901-382-5644 and was advised there is no history on vehicle, age, and mileage or out of warranty.customer is not the original owner of vehicle. no goodwill assistance given because of these reasons was told by service manager there is no campaign for a steering wheel look out. double checked campiagn list and there is no campaign for this vehicle. will call customer with info about no assistance. julie cockeram pdx.; 0; 335829204 2000-08-22

was also advised by service manager that the steering wheel cannot lock up while driving with this problem it only happens when vehicle is turned off them on CRM ADVISED... called customer with info advised no goodwill and reasons.customer hung-up.julie cockersm pdx.; 0; 335829744

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

TVER NAME:

DRIVER AGE:

VER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

INER OF PROPILE: 0

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

TURIBE:

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 VERICLE:

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 SUBSARY:

DAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DBALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE . BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

STERRET RATE:

ACCOUNT BALANCE:

LECAL:

DEALER ADMINISTRATION:

RELEASE:

TRANSACTION:

PAX NUMBER:

BODY TYPE:

TRIME

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRAWTY DATE:

MADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LENOW LAN:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

BER OF INJURIES: 0

COMMENTS:

NAME: LOCATION:

ADDRESS: , CITY/STATE: , DHONE NUMBER:

SEATING POSITION: RESTRAINT:

TYPE OF INJURY:

TREATED: IF 90, WHERE:

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

COMPANY:

CONTACT NUMBER:

1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

.

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

CASE NUMBER: 05389210

VIN:

1G1YY22G0V5108302

MODEL YEAR:

1997

DATE OPENED: 2001-08-23 DATE CLOSED: 2001-08-24

SERIES: MILEAGE:

46400

UNKNOWN

BOURCE:

BBB Import

DELIVERY DATE:

LAFFIN CHEVROLET OLDSMOBILE

BRC TYPE: BRC PARENT: ADR No

DEALER NAME:

DEALER ADDRESS: MAIN & WATER ST, SOUTH RIVER, NJ, 08882, USA

M41 Steering Column/Lock/Attaching Parts

Inoperative

1 REPAIR ATTEMPT (S)

Steering column locked up while driving

CRM recieved initial claim from the BBB Case # CHV0175816.

stomer States......steering column locked up while driving. enstower Seeks.....for the manufacturer to cover the cost of the repairs. He states that there was a call back on these vehicles for the problem. CRM Advised.....due to the vehicle's age: 6/28/97 & mileage: 46,400.....customer is

ineligible for BBB Guidelines under the Program Sumary.

Pate Locklear/BRC/ADR/Tamps/58351; 0; 367508052 2001-08-24

CRM contacted the AVN Tom Scheri of Laffin Chevrolet and AVM Van Crocker of Kerbeck Chevrolet and placed a voice mail advising of the customer filing a complaint with the BBB Autoline.

CRN advised that due to the vehicle's age and mileage, the dustomer is ineligible and the case is closed.

This was a heads up to both AVN's.

Pete Locklear/SRC/ADR/Temps/58351; 0; 367508612 2001-08-24

Decision.....customer is ineligible for BBB Guidelines under the Program Summary Justification....due to the vehicle's age: 6/28/97 & mileage: 46,400 cision Maker....CRM

llow Up......crm closing case.

\*\*\*\*

Pete Locklear/BRC/ADR/Temps/58351; 0; 367508727

CIDENT DATE: CIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCLUENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY

ROAD SURFACE:

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:

REST LOCATION OF VEHICLE:

OTIFY NAME:

WAS VERICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGR AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TRETED:

ROAD TROT DESCRIPTION:

ROAD TROT RESULT:

COMP INSPECTED:

INVESTIGATIVE SUNDARY:

PAR STATUS:

BOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

MINE TYPE:

HILEAGR # BUY-BACK: 0

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VHHICLE DRIVEABLE: BRC WARRANTY DATE:

MADA: 0

BALES TAX:

DEPRECIATION:

MERP

UPGRADE: APTERMARKET:

LEASE TERM: DAKAGE: HER I MCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE LIEM PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: TERNAL CASE NUMBER: CEV0175816 DATE: TITLE NAMES: WASHINGTON RASCOE Buginegs : \* BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER: 1

> CONTACT TYPE: CONTACT PRONE:

COMPANY:

ADDRESS :

#### GM RESTRICTED

SE NUMBER: 06837887 VIN: 1G1YY22G0V5109224

DATE 05/08/02 MODEL 1997

DATE 05/10/02 SERIES CORVETTE

SCURCE: YES MILEAGE 38000

CUSTOMER ADDRESS

HOME PHONE: STATE FL

VIN:

BUS. PHONE:

CASE NUMBER:

# GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

1G1YY22G0V5109224

STUART

MODEL YEAR: 1997

DATE OPENED: 2002-05-08 SERIES: CORVETTE DATE CLOSED: 2002-05-10 MILEAGE: 38000

QURCE: Phone DELIVERY DATE:

06837887

TYPE: Yes DEALER NAME: IVAN LEONARD CHEVROLET INC

DEALER ADDRESS: 1620 MONTGOMERY HMY, , HOOVER, AL, 35216, USA

M41 Steering Column/Lock/Attaching Parts Shudder

0 REPAIR ATTEMPT(S) Steering locked up

\$13 Reimburgement Requested Customer Satisfaction

O REPAIR ATTEMPT(S) \$510.70

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
- Determine Customers expectation
- \* Validata feature is on vehicle
- \* Review owners manual with owner { (Owners Manuals RUN
- C:\Progra-1\Plus:\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions ((SPECIFIC SOLUTIONS RUN
- C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://carsweb/dommon/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.html] -

\* Validate with dealership if necessary

Coordinate with dealership to compare with another vehicle if necessary

chedule a follow up if issue is not resolved during call

**Ve**hicle operation or design

2

## GM RESTRICTED

spoke with toby, svc mgr, who states cust wife authorized repair and weh is ready to be picked up at this time. toby states he has not heard anything from avm. dlr states breakdown is as follows:

Part \$162.68Labor (5 Hrs) \$325.00 8% Tax \$13.02 Supplies \$10.00 Total: \$510.70

kmessaros/cac/tampa; 0; 389899325

2002-05-08

continued -tomorrow between 12 and 2. Kmeszaros/cac/tampa kmeszaros/cac/tampa; 0;
389734389
2002-05-08

Cust states he is 2nd owner at about 24,000 miles, purchased veh from fischer cad. Cust states his wife is in alabama and had veh steering lock up on her while backing up. Cust states she had veh towed to ivan lecommend theory and they tell him veh doesnot qualify under steering lock recall. Crm adved cust she would research and contacted dir. Crm spoke to toby hill, svc adver, who states hill penneger, svc mgr does not want to help cust, because they have only seen veh 1 other time about 4-5 months ago for serpentine belt. Crm adved cust he does not qualify under recall, and prev steering lock replacement 12/12 has expired. Cust states this is safety issue and he will consult attny if gm does not assist. Crm adved cust everything is on a case by case basis, and he is 2nd owner, outside of warranty. Cust states he has owned 4 other corvettes. Crm adved cust she would research and contact him back. Crm left fyl for avm and will await his response. crm gave cust file number and will follow up with him; 0; 389734367

orm contacted cust and got secretary. crm left mag advag her that crm is still researching and will follow up with oust tomorrow afternoon. kmessaros/cac/tpa; 0; 389819296
2002-05-10

CUST STATES THAT HE IS NAITING TO HEAR FROM KATHY, ABOUT COST ASSISTANCE W/ REPAIR ON HIS VEH. CUST SEEKS TO GET A DECISION. CRM ADVISED CUST THAT SVC MGR TOBY HAS NOT YET KRARD BACK FROM AVM ABOUT REPAIR. CRM ADVISED CUST THAT IF HE DOES NOT HEAR BACKFROM AVM BEFORE HE PICKS UP HIS VEH FROM DLR, THEN CUST WOULD NEED TO PAY DLR SHIP FOR REPAIR, AND HOPEFULLY AVM WILL DECIDE IN HIS FAVOR. CRM FORWARDING FILE BACK TO WORKING CRM. BRENDA ROBERSON/CAC/ATX; 0; 389903907

SVC MOR BILL PINEGAR CALLED TO UPDATE WHAT IS MAPPENING WITH THIS CASE. BILL IS GOING TO GO AREAD AND OFFER THE CUST 25% OFF THE REPAIR. HE DECIDED HE DIDN'T WANT TO WAIT ANY LONGER FOR A DECISION FROM THE AVM. CRM WILL FORWARD FILE TO PREVIOUS CRM FOR FOLLOW UP PER TM DAW PARLIM. WILL CHECK FILE IN FIVE DAYS. TONI PHILLIPS/CAC/PDX; 0; 389907873 2002-05-10

SVC MGR BILL PINEGAR CALLED IN AND STATES THEY WENT 50/50 W/ CUST AND COST IS SATIS. CRN FORMARDING BACK TO WORKING CRM. MESEAROK. KRISTIAN BURCE CRM PDX; 0; 389909066 2002-05-10

crm followed up with cust, who states he is very happy with dlr helping him and seeks to have this documented. crm apologised, advsg cust we usually hear back from regional mgr now and that we have to work after the fact if dlr does not assist. custumderstood. closing file satisfied. kmeszaros/cac/tpa; 0; 389909744

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 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:

RE INFORMATION:

MINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: ODUCT CODE: FAX NUMBER:

BODY TYPE:

TRIM:

RNOINE TYPE:

TRANSMISSION:

## GM RESTRICTED

VEHICLE DRIVEABLE: LEAGE • BUY-BACK: 0 BRC WARRANTY DATE: WADA: 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: LIEN PAYOFF: RELEASE: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: EDRESS: , Y/STATE: , PHONE NUMBER: RESTRAINT: SEATING POSITION: TYPE OF INJURY: IF 80, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE TITLE KAMES: \* BUSINESS: 0 BUSINESS: DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: FURCHASE/LEASE: 0 PURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0 DOES OWNER HAVE POSESSION OF VEHICLE: RESCLUTION SOUGHT: CONTACT NUMBER: 1 NAME : CONTACT TYPE: COMPANY:

ADDRESS:

CONTACT PHONE:

## TECHNICAL ASSISTANCE SYSTEM

## \*\*\* GM RESTRICTED \*\*\*

Case No:

6261598

VIN. Number:

1G1YY22G0V5109266

Date Opened:

2/19/2003

Model Year:

1997

Date Closed:

Se

Series:

Corvette

Dealer Code:

B06223

Mileage:

48000

Address:

FRIENDLY CHEVROLET ESCALON

State:

CA

Dealer Phone:

SYMPTOM ABSTRACT--- DRIVE LOCK STEERING STEERING LOCKED WHILE DRI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION-

02/19/2003 11:58:40 SBD TEMPLATE - HAWKINS STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- \_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- \_N\_Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE LOOGMAN TECH

CUSTOMER CONCERN - ALLEGED THAT STEERING WHEEL LOCKED WHILE BACKING OUT OF DRIVEWAY.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DEALER STATES THERE WAS NO DAMAGE, PROPERTY DAMAGE AND OR PERSONNEL INJURY AS A RESULT OF THIS INCIDENT.

DEALER STATES THEY FILED A PRODUCT REPORT OVER 24 HRS AGO.

DEALER STATES THEY HAD HISTORY CODES IN THE BCM AS FOLLOWS 82587 B2592.

TAC RECOMMENDATION -

TAC ADVISED DEALER NOT TO TOUCH VEHICLE AND TO IMMEDIATELY FILE A PRODUCT REPORT AS PER CH820030001.

TAC ADVISED DEALER OF BULLETIN # 02-00-89-002A WHICH OUTLINES THE

RA02-031 / GM22C

PROCEDURE FOR THIS ACTION.

TAC ADVISED DEALER SINCE NO RESPONSE TO THEIR PRODUCT REPORT FOR OVER 24 HRS TO CALL IN AND REPORT AGAIN AND ASK FOR INSTRUCTIONS.

TAC PERFORMED VIS AND FOUND NO OPEN CAMPAIGNS OR RECALLS ON THIS VEHICLE

MIKE HAWKINS

02/19/2003 11:58:40 HISTORY - HAWKINS

02/24/2003 15:43:59 MIKOLAIZIK - CASE PASSED ALONG TO BOM DAVE

PEACY VIA LOTUS NOTE THIS DATE.

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

FORT JEFFERSON

HOME PHONE:

CASE MUNBER: 01617940

VIN:

1G1YY22G0W5107796

1998

MODEL YEAR:

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-09-20

2000-09-19

MILEAGE: 15000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME:

WILLIAMS CHEVROLET INC

BRC PARENT:

DATE OPENED:

DEALER ADDRESS:390 E JERICHO TURNPIKE, , SMITETOWN, NY, 11787, USA

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

steering column

steering locked up

must states wife wa driving weh last night and steering column locked up, cust states wife now scared to get in veh. cust states wife will not drive veh... cust states it is a rease veh. cust states he has three months lease left cust states he wantsout of lease. orm advises cust that weh has to taken to dealer three times for same repair attempts . orm contacted dealer and spoke with kirk service mgr. dealer had not looked at veh yet.... ora asked kirk to make his evm aware of the situation kirk agreed, orm relays message to cust.... claudette huggins/eustin, texas; 0; 338224861 2000-09-20

cust states that it is unacceptable that gm is not providing cust w/ a loaner weh while he waits for the part for the steering column to come in. cust states that there should be two different kinds of policies for two different kinds of people, cust states that is why there is a platinum visa, and a green card. cust seeks loaner to be paid for by qm. crm advised cust that if his veh was being worked on for more than 24 hours, he is entitled to loaner. this does not apply when cust is waiting for part. hillary wallace/cac/dpx; D; 338340235

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MAKE:

DRIVER AGE:

DRIVER DISABILITY.

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: MUMBER OF PROPIE: 0 INJURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: MBER 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: INSPECTORS NAME: INSPECTION DATE: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: BOURCE: TRANSACTION: REQUEST TYPE: PURCHASE REASON: DEALER BAC: DRALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: MILEAGE . BUY-BACK: 0 BRC MARRAMTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTERRST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LENCH LAW:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

NUMBER OF INJURISE: 0

REPLACEMENT VIN

ELEASE:

LER ADMINISTRATION:

COMMENTS:

LOCATION: Æ:

ORIES: ,

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT: DESCRIPTION OF DAMAGE

PURCHABE/LEASE: 0

DATE OF PURCHASE/LRASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DATE OF ACCIDENT:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

DRRSS:

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED G M

CUSTOMER: ADDRESS : HOME PHONE:

PA GLENGHAW ,

CASE NUMBER:

05016977

VIN:

1G1YY22G0W5111489

MODEL YEAR:

1998 UNKNOWN

DATE CLOSED: 2001-07-30

DATE OPENED: 2001-07-23

SERIES:

46300 MILEAGE:

SOURCE: BRC TYPE:

Phone

No

DELIVERY DATE: DEALER NAME:

TOM HENRY CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: RTE 8, , BAKERSTONN, PA, 15007, USA

M41 Steering Column/Look/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

steering column locked

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- Using delivery date, establish if vehicle is within any warranty coverage Listen carefully to evaluate cause of failure - defact or damage ( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [{SPECIPIC SOLUTIONS NUN
- C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://caraweb/webknowledge/ProductCenter/GeneralInfo/content/BolutionsByComponentCode.htm]]

- Identify if earlier repairs have been attempted? -[[Fossible Chronic Rep RUN
- C:\Progra-1\Plus!\Midros-1\lexplore.exe

http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm]]

- { 1st attempt offer to coordinate repair at a dealership}
- ( Previous repairs)
  - Review warranty history on "VIW Profile" tab .
  - 2) Contact appropriate Service dealership to discuss
  - Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan
- Coordinate with dealership to assist with customer's repair request
- \* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link RIM C:\Progra-1\Plus1\Micros-1\Iexplore.exe

http://carsweb/webknowledge/CARSCF/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

Vehicle repair request - Repair not done

CUST states that while he was driving his steering column locked. CUST states that the dealership advised him that there is a campaign however his weh in not covered. CUST seeks the repair to be covered under the campaign. CRM advised CUST that further research will need to be done. CRN set a call back with the CUST for Wed 7-25-01 @ 1:00pm FT. CRN then contacted the SVC MGR/Cory who stated that the repair that needs to be done is the same pair that is covered under warranty. CRM advised the SVC MGR that CRM will place a call to AVM. Karen Christensen/crm/pdx/cars; 0; 364775821 2001-07-23

CRM placed a call to AVM/Charlie Baker/914055-8053. Karen Christensen/crm/pdx/cars; 0; 364775863 2001-07-27

CRM has not yet recieved a response from the AVM. CRM left a second message. CRM contacted the SVC MGR/Cory who stated that he also has not recieved a message from the AVM but the pair has been completed and the CUST paid for it, SVC MGR stated that hewants to seek limb for the CUST but still needs AVM approval. CRM contacted the CUST and apologised for missing the call back, also advised CUST that a response has not been recieved but that CRM will be contacting him as soon as a response is recieved. Karen Christensen/crm/pdx/cars; 0,365098626

CRM recieved a response from AVM/Charlie Baker stating that Chev will be reimbursing the CUST for the repair of the steering column. CRM contacted the CUST and advised Chev will reimburse him for the repair and that he can take his information to his dealer. CUST thanked CRM. Karen Christensen/crm/pdx/cars; 0; 365366582

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

ENCIDENT RESULT:

LICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

OMBER OF PEOPLE: 0

IMJURIES 1

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORR INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY HAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TRST DESCRIPTION:

ROAD TEST PESULT: COMP INSPECTED:

EVESTIGATIVE SUDMARY:

BUTATE

SOURCE: REQUEST TYPE: TRANSACTION:

REPURCHASE REASON:

DEALER BAC: DEALER NAME: MALER ADDRESS: , , TTACT: PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGR • BUY-BACK: 0 BRC WARRANTY DATE: MERP: NADA: 0 SALES TAX: DEPRECIATION: OPGRADE: AFTERMARKET: LEASE TERM: DANOAGE: OTHER: HAME: BRANCH: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RHLHASE: LIEN DAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: MAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY TREATED: IF SO, WHERE: DATE: EXTERNAL CASE NUMBER: TITLE NAMES: & BURINESS: 0 EUSINEŠS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: FURCHASE/LEASE: 0 MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS: DORS OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: 

NAME: COMPANY: CONTACT NUMBER: CONTACT TYPE: CONTACT PHONE:

ADDRESS:

#### G K RESTRICTED

E NUMBER: 06677776

VIN:

1G1YY22G0X5101529

DATE OPENED:

04/09/02

MODEL YEAR:

1999

DATE CLOSED:

04/09/02

BERIES:

CORVETTE COUPE

SOURCE:

YES

MILEAGE:

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

PA

BUS. PHONE:

GENERAL MOTORS CORPORATION

> CHBVROLET DIVISION

RESTRICTED G M

CUSTOMER:

ADDRESS:

WALLINGFORD

PA

HOME PHONE:

CASE NUMBER:

06677776

VIN:

MODEL YEAR:

1G1YY22G0X5101529

DATH OPENED:

2002-04-09 SERIES: CORVETTE COUPE

DATE CLOSED:

2002-04-09

MILEAGE:

RCE:

Phone DELIVERY DATE:

C TYPE: Vea DRALER NAME: ROTHROCK CHEVROLET INC

BRC PARENT: DEALER ADDRESS:780 BALTIMORE DIKE, SPRINGFIELD, PA, 19064, UNA

1999

A01 Open Campaign 1 REPAIR ATTEMPT (8) Other #1044

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

LOCKED WHILE DRIVING

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 RUM
- C:\Progra-1\Flus!\Micros-1\Iexplore.axe http:\\carsweb\webknowledge}). Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SQLUTIONS RUN
- C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://caraweb/common/FroductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode Core point.htm]]

Walidate with dealership if necessary

bordinate with dealership to compare with another vehicle if necessary

Schedule a follow up if issue is not resolved during call

Vehicle operation or design

du vapivicia

WRITE MAIL RECEIVED. CUST STS SHORTLY AFTER HE RECEIVED RECALL (#1044) HE EXPERIENCED STEERING COLUMN LOCKING WHILE DRIVING. CUST STS THE VEH WAS TOWED TO ROTHROCK CHEV. CUST STS HE HAS BEEN ADVISED REPAIRS WILL TAKE SEVERAL DAYS AND NO RENTAL IS AVAILABLE DURING REPAIR. CUST STS HE HAS A \$41,000.00 VEH THAT MALEUNCTIONED DUE TO SOME DESIGN DEFECT. CUST STS HOW HE MUST BE INCONVIENCED AND MAKE OTHER ARRANGEMENTS FOR TRANSPORTATION. CUST STS HE IS CONSIDERING THE PURCHASE OF ANOTHER CORVETTE BUT THIS INCIDENT HAS HIM THINKING SEVERAL TIMES ABT ANOTHER PURCHASE. MARJORIE LOTT/CORR/TPA; 0; 387204983

CRM CHECKED 411.COM THERE WAS A MATCH W/NAME BUT DIFFERENT ADDRESS AND NO NUMBER LISTED. CRM CONTACTED DLR BUT NO NUMBER WAS AVAILABLE. CRM CLOSING FILE SATISFIED AND SENDING UNABLE TO CONTACT LETTER. MARJORIE LOTT/CARB/TPA; 0; 387216809 2002-04-09

auditor approving letter/telicia henderson/tpa; 0; 387226599

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

MER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

MAS VERICLE 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:

ERE NAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: INSPECTORS NAME: INSPECTION DATE:

GM RESTRICTED <u>PO</u>AD TEST RESULT: P INSPECTED: AVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: 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: BER: NCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF 80, WHERE: TREATED: 

BENAL CASE NUMBER:

DATE:

TITLE NAMES: BUSINESS:

♥ BUSINESS: 0

PAGE:

GM RESTRICTED

ACCIDENT:

DATE OF ACCIDENT:

CRIPTION OF DAMAGE:

RCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0 FURCHASE/LEASE AS:

DOBE OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SCUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

#### GENERAL MOTORS CORPORATION CHRVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRRES: HOME PHONE:



CASE NUMBER: 01911671

VIN:

1G1YY22G0X5104155

MODEL YEAR:

1999

DATE OPENED: 2000-10-16

GERIKS: MILBAGE: CORVETTE COUPE 31000

SOURCE:

DATE CLOSED: 2001-01-04

DELIVERY DATE:

Phone BRC TYPE: DEALER NAME:

TOM JUMPER CHEVROLET INC

BRC PARENT:

DRALER ADDRESS:7200 ROSWELL RD., SANDY SPRINGS, GA, 30328, USA

M01 Steering General 5 REPAIR ATTEMPT(8)

Inoperative column locks

NO1 Electrical General

Other

5 REPAIR ATTEMPT(S)

engine stalls

NO2 Battery 1 REPAIR ATTEMPT(S) Other short out

Ceering locks up and vehicle dies 

Cust states that this is the fourth or fifth time vehicle has gone to the dealer for a dying, steering wheel lock up while the vehicle is in motion

Cust is seeking for this to be resolved

CRM will contact svc mgr at Tom Jumper Chevrolet in order to determine the next step of

CRM has scheduled to call gust Tuesday October 17 on call Katey Mass-Hungaker/Portland, 0, 340556686

2000-10-16

cust recalled very concerned that CAC was not concerned, orm explained we were concerned and current orn would take control of case, cust has had several instances were veh column locked up and ignition quit on weh, resulting in no steering, loss of brakes and all engine power. This day it happened in 4 lanes of freeway traffic.

quat seeks repair or way out of weh and feeling of safety while driving. orm called dir (Tom Jumper Chev 770-393-0560) spoke to svc mgr, Clinton, he checked VIN profile and said something was wrong with veh and he would look into it and get personally involved, orm advised dir would call again Tues AN to get info, orm recalled cust to let her know dir would call her and to have her call dir to explain what exactly happened. cust agreed took case number and agreed to wait for CAC call 10/17/2000-----jack ahrndt/pdx; 0; 340565889

2000-10-18

est called back and requested to speak with jack any who was handling her earlier. CRM adv T OF SITUATION OS DIRECT EXTENSIONS AND THAT PREVIOUS CRM WILL BE CONTACTED TEROUSE OUR ALARM SYSTEM. CRM RHEA PHILLIPS/ATX; 0; 340753074 2000-10-18

orm called dir, veh repaired, steering lock motor replaced, orm called cust to advise web ready for pick-up, cust voiced apprehension to do same, she is afraid of weh again, asked about possible new yeh purchase and deal, cust stated will talk

to svc mgr in th AM and call crm back with info as to what course she will take at this time-----jack ahrndt/pdx; 0; 340755268

SVC MGR/QUINTON MANSTON CALLED....STATES CUST IS THERE...STATES CUST STATES JACK TOLD CUST TO GO TO DLR THIS A.M AND AN AVM WOULD BE THERE TO INSPECT VEH FOR REPURCHASE....CRM ADVISED SVC MGR OF PRIOR MOTES AND NO INDICATION OR MENTION OF AVM INVOLVEMENT OR INSPECTION....CRM INQUIRED OF SVC MGR IF HE FEELS THIS IS SOMETHING AVM SHOULD BE INVOLVED IN....SVC MGR STATES CUST DOES HAVE VALID CONCERN...STATES HE WOULD LIKE CRM TO CONTACT AVM/DAVE PRFFERLY...STATES HE WILL CONTACT AS WELL...STATES AVM IS ON VACATION THIS NEEK SO IT WILL BE MEAT WEEK BEFORE CRM GETS A RESPONSE....CRM ASKED IF HE MANTED CRM TO SPEAK TO CUST TO ADVISE...SVC MGR STATES HE WILL ADVISE AS SHE IS THERE AT THIS TIME...CRM WILL CONTACT AVM AND POLLOW WITH CUST/SVC MGR....CRM JANIE WILSON MATHIS/TX; 0; 340812969 2000-10-19

CRM SUBMITTED REQ TO SENIOR CRM/STEPHEN SCHWAUSCH FOR CALL TO AVM/DAVE PEFFERLY....CRM JANIE WILSON MATRIB/TX/; 0; 340813667
2000-10-19

CUST SEEKING REPURCHASE....CRM JANIE WILSON MATEIS/TX; 0; 340813828

crm recd avm call req. crm reviewed file and left message for avm call back. stephen schwausch-cars sustin; 0; 340837815 2000-10-20

crm called cust, crm jack shrudt did not mention AVM to cust, dlr stated GM Manager to her and stated that due to her apprehension about weh he would talk to him regarding repurchase or other solution to steering column concern-----jack ahrudt/pdx; 0; 340915469

cust called seeking to speak with crm/Jack Ahrndt..cust states her steering column has locked up again and her veh stalled and it is back in the shop again..cust states that Jack has been handling her request and would like for him to call her back..crmacknowledged and sent msg..pam brown/aus; 0; 341162271
2000-10-23

orm called Tom jumper Chev, and spoke to Billy, (Quinton at Dentist) Billy states weh in again w/common Corvette problem, Billy states that AVM is coming to dir today and he will speak to him regarding cust weh,

crm then called cust, and let her know his concern, and that he would stay on this case until a resolution is reached, CRM will place an AVM call to Dave Pefferly, regarding Repurchase, or another satisfactory solution for this cust, cust fells weh is very dangerous, and life or injury threatening------jack ahrndt/pdx; 0; 341171734 2000-10-23

please notify AMRNDTJ if cust or dlr calls regarding this case as he has history w/cust and dlr regarding case and situation-----jack ahrndt/pdx; 0, 341171833
2000-10-23

CUST STATES SEE WOULD LIKE TO SPEAK TO PREVIOUS CRM. CRM WILL SEND ALARM. CUST ACKNOWLEDGED. MARGARET BLANCO/ATX; 0; 341178438
2000-10-24

cust called cust at work the control advised of situation, explained that cre beleives concern has been addressed, advised that svc arg at dlr has called AVM and is making a

decision after reviewing case, cust still VERY APREMERSIVE about driving veh, she is always on freeways and in heavy fast moving traffic, and is very scared, CRM will call AVM to see solution------jack ahrndt/pdx; 0; 341258532

orm recd return call from the avm. stts that would be at the dir today 10/24/00 to inspect the veh and repair hist and assist the cust if any way possible.

orm fwdd back to orm working file.

stephen schwausch-cars austin; 0; 341276898 2000-10-24

CRM called AVM left mag for Dave Pefferly/ \$04082\8139-----jack ahrndt/pdx; 0; 341283507
2000-10-25

crm rec'd return call from AVM Atlanta, GA, "NO ASSISTANCE" will be offered, reasons; 1)
Repairs within first 12,000 miles do not warrant "Lemon Law" consideration, 2) "If steering column locked up" there was no accident 3) Lights on dash have no correlation to steering lock-up 4) Battery with bad cell and short was an "Unfortunate" happening, 5) Veh not bought at Tom Jumper Chev, if cust wants to pursue a new veh purchase assistance she needs to go back to Maxey Price Chev.------jack ahrndt/pdx; 0; 341367192
2001-01-04

crm called cust as follow-up, cust is filing with BBB-Autoline,,,,,veh has done lock-up once again cust thanked for follow-up----case is now closed------jack ahrndt/pdx/cac; 0; 347483138

CIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

INJURIES:

NUMBER OF PEOPLE: 0

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

MAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED.

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT MANE

ACENT PHONE NUMBER:

MORE INFORMATION: ENTENANCE LOCATION: CORREST LOCATION OF VEHICLE: HOTIFY NAME:

WAS VEHICLE IMSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: INSPECTORS NAME: INSPECTION DATE:

WAS VERICLE ROAD TESTED: AD TEST DESCRIPTION: AD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: TRANSACTION: SOURCE: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , FAX NUMBER: PHONE NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILEAGE • BUY-BACK: 0 MSRP: NADA 1 0 SALES TAX: DEPRECIATION: **UPGRADE:** AFTERMARKET: LEASE TERM: MAGE TRER: NAME: BRANCH: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LENCH LAW: VERICLE DESTINATION: DEALER ADMINISTRATION: LIEN PAYOFF. PALHABU: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 : PTM300603 LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: RESTRAINT: SEATING POSITION: TYPE OF INJURY: IF SO, WHERE: TREATED: DATE EXTERNAL CASE NUMBER:

\* BUSINESS: 0

DATE OF ACCIDENT:

ACCIDENT: DESCRIPTION OF DAMAGE:

TITLE NAMES:

BUSINESS:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

ES OWNER HAVE POSESSION OF VEHICLE: SOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

1

CASE NUMBER: 04438425

VIN:

1G1YY22G0X5108514

DATE OPENED:

06/05/01

MODEL YEAR:

DATE CLOSED:

09/12/01

SERIES:

CORVETTE COUPE

SOURCE:

YES

MILEAGE:

57793

CUSTOMER:

ADDRESS:

HOME PHONE: BUG, PHONE: STATE:

ÇA

GENERAL MOTORS CORPORATION

> CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

SEMI VALLEY

CA

HOME PHONE:

CASE NUMBER: 04438425

VIN:

1G1YY22G0X5108514

MODEL YEAR:

1999

57793

TE OPENED: 2001-06-05

SERTES: MILEAGE: CORVETTE COUPE

CE CLOSED: 2001-09-12 OURCE:

Phone

DELIVERY DATE:

DEALER NAME: NM L MORRIS-SIMI

BRC TYPE: BRC PARENT:

DEALER ADDRESS:1001 COCHRAN ST,, SIMI VALLEY, CA, 93065, USA

M41 Steering Column/Lock/Attaching Parts

Other

2 PEPAIR ATTEMPT(6)

LOCKE UPS

Final Repair Attempt

#### CRM INSTRUCTIONS:

If a vehicle has a concern that has not been repaired on two attempts by a GM Service Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service Manager and advise of dustomer concern(s) and of possible Lemon Law/BBB concern. CRM to inquire if TAC (Technical Assistance Center) has been contacted. If TAC has been contacted, CRM to document the TAC case number. If TAC has not been contacted, CRM to request that dealer contact TAC.

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[ State Lemon Laws and Other Statutes KUN

C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3\_1.pdf]]

Final Repair Attempt

\*

CUST STATES THAT CHEVROLET HAS COVERED THE COST OF REPAIRING HIS VEH W/ THE ISSUE OF THE Strering where locking up while driving. States that he has spoken w/ a linna landry

EVIOUBLY BUT FOR SOME REASON MS, LANDRY IS NOW BOT CONTACTING THE CUST BACK. (LINNA ANDRY IS THE CAM FOR THE WESTERN REGION). CUST WAS GIVEN THE NUMBER 805-373-8417 TO REACH MS. LANDRY BY SOMEONE IN CAC. THERE WERE NO CASE FILE SET UP ON THIS CUST SO CRM CRM CREATED THE COST A CSE REQUEST AND WILL RESEARCH THIS AND CALL COST NO LATER THAN 3PM PST ON 6-6 AT HIS WORK NUMBER OF CRM DEANNA BOURDONY/PDX/CAC; 0; JOUGHAGO 2001-06-05

CRM TRIED TO REACH THE SVC MOR BUT HE IS AT LUNCH. WILL BE BACK AT APPROX 1:30 PM PST. CRM TO CALL BACK AT THAT TIME. CRM DEANNA BOURDONY/PDX/CAC; 0; 360624649

2001-06-05

CRM SPOKE W/ SVC MGR MR. KELLY CASHMAN AND WAS INFORMED THAT THE RO NUMBER IS 90007, THE DLR REPLACED THE STEERING LOCK MODULE AND HAS A 12/12 WARRANTY ON THE PART. CRM TO CALL MS. LANDRY IN REFERENCE TO CUST SHEKING THAT SHE CALL HIM AGAIN TO GIVE HIM THE REASSURANCE THAT THIS CONCERN WILL NOT HAPPEN AGAIN AND THAT HE WILL NOT PICK HIS VEH UP UNTIL SHE DOES CALL HIM.

CRM DRANNA BOURDONY/PDX/CAC; 0; 360629208 2001-06-07

CUST STATES TO DLR CONTACTED HIM AND ADVISED HIM THAT HE MUST PICK UP HIS VEH TODAY OR BE CHARGED STORAGE FERS ON HIS VEH. CUST SEEKS TO SPEAK TO CAM ASAP. CRM FORWARDING TO PREVIOUS CRM WHO HAS BEEN TRYING TO RESOLVE. KVIRTUE/AUSTIN; 0; 360790915 2001-06-07

EN CALLED CUST AND LEFT VM THAT CRM DID CALL AND LEAVE MSG FOR THE CAM TO CALL THE CUST. isugureted cust go ahead and get his ver from the DLR in the mean time. CRM to call CAM AGAIN IF NO RESPONSE ON 6/8. CRM TO CALL CUST BACK ON 6/11 AT APPROX SAMPST. CRM DEANNA BOURDONY/PDX/CAC; 0: 360799862 2001-06-11

crm called and left a vm for cust to call cac and let us know if the cam has contacted him yet before a second call is made to the cam. MRXT CRM: when cust calls please document then send me a quick mag. thank you. crm deanna bourdony/pdx/cac; 0; 361129056 2001-06-21

Cust called in & stated wanting to speak to the boss of Linna Landry. Cust states he has not received a phone call yet. Cust states that Ms. Linna Landry told him CM would take care of the repair & the cost of the repair. Cust states this is a chronic problem w/his corvette.

Cust seeks to know what happens in the future 5 why should he pay for future repairs? CRM advised that prev crm, Deanna Bournony, plans to follow-up w/cust concerns & CRM will send a quick mag to prov crm per prev crm's request. Cust satis w/contact.

Carol Crowder/pdx/cac; 0; 361148165 2001-06-21

CUST CALLED SEEKING TO CAM'S BOSS, CRM ADVISED UNABLE TO DO SO, APOLOGISED FOR NO CALL REC'D YET. CRM ADVISED CUST THAT I WOULD ADVISE PREV CRM SO THAT SHE CAN FURTHER ESCALATE THE ISSUE. CUST AGREED & STATED THAT HE WOULD LIKE A CALL FROM PREV CRM ON 6-22-2001 BECAUSE HE IS LEAVING THE COUNTRY FOR 12 DAYS ON 6-25-2001. CRM ADVISED SENDING INFO. MDRA CHRISTENSRW/CARS/PDX; 0; 362015758

**01-06-25** 

377545

R CALLED ON BEHALF OF CUST. CRM UNABLE TO PROVIDE DLR W/ANY ADDITIONAL INFO. CRM CONTACTED CUST LEFT A V/M THAT HIS CASE IS STILL BEING RESEARCHED AND WE DO NOT HAVE ANY NEW INFO TO PROVIDE.

CRM WILL FORWARD THIS REQUEST TO PREVIOUS CRM AS DERREQUEST FOR CAM FOLLOW UP PERHAPS SECOND AVM ATTEMPT.

RACHEL FREEMAN/ATX/CAC; 0; 362352352

2001-07-27

COST CALLED IN AND STATES HE RCV'D A CALL FROM A REP. REGUARDING HIS SURVEY CUST STATES HE HAS BEEN HAVING THIS ONGOING ISSUE AND IT'S NOT BEING FIXED, CUST ALSO STATES HE WAS SUPPOSE TO HAVE A CALL BACK ABOUT NEW IMPORMATION AND IT HAS NOT BEEN FULLFILLED AND HE IS VERY DISAPPOINTED.. CUST SEEKS A WRITTEN GUARANTEE ON HIS VEH, THAT THIS PROBLEM WILL BE FIXED AND IT WON'T CONTINUE TO HAPPEN. CRM ADVSD CUST WILL RESEARCH THIS CONCERN AND SEE WHAT KIND OF ASSISTANCE CAN BE PROVIDED. CALL BACK TUES 7/31/01 BETWEEN 2-4PM PST. COLLETTE CAVITT/CAC/PDX; 0; 365133501

CONTINUED..... CUST HAS ANOTHER FILE \$05086182 THAT LOOKS LIKE ANOTHER CRM OPENED A NEW FILE, BUT HTIS IS THE SAME CONCERN. CRM USING THIS FILE FOR CONTINUATION...COLLETTE CAVITY/CAC/PDX; 0; 365133741
2001-07-30

CRM OPENED ON ACCIDENT.COLLETTE CAVITT/CAC/PDX; 0; 365391646 2001-07-31

CUST CALLED CUST N/A. WILL CALL BACK 8/01/01 BETWEE 2-4PM. COLLETTE CAVITT/CAC/PDX; 0; 5476533 01-08-03

CUST STATES HE IS CALLING TO FOLLOW UP ON HIS CASE SINCE HE HASHT RECVO A CALL. CRM ADVSD THE LAST CRM ATTEMPTED AND WASHT ABLE TO REACH HIM/

CUST STATES HE TOLD HER HE CANT BE REACHED AT HOME AND NOT TO CALL THERE.

CRN APOLOGIZED AND ADVED CUST OF LAST NOTES IN FILE.

CUST STATES HE IS JUST MAD AT THE WAY THIS WAS HANDLED AND HE SHOULD HAVE EKEN REIN FOR THE MK HE HAD DONE BEFORE HIS KNOWLEDGE OF THE CAMP/

CRM ADVED IF THE SAME PARTS USED THAT THE DIRSEP SECULD REVIEW FOR REIM ON THAT.

CUST THANKED AND JEUT WANTED TO POLICE UP.

TRISHCHAMBERS/FDX/CAC; 0; 369195460

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

MBR DESCRIPTION:

LEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

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:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

NHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

AD TEST DESCRIPTION:

D TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE • BUY-BACK: 0

MERP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

MAGE

HER I BRANCH

NAMR:

ACCOUNT NUMBER:

PAGE: 5

GM RESTRICTED

377545

TEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PRONE NUMBER. SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: KITLE NAMES: SINRAS: \* BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEAGE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSRSSION OF VEHICLE:

NAME: CONTACT NUMBER: 1

COMPANY: CONTACT TYPE: CONTACT PHONE:

ADORRSS:

RESOLUTION SOUGHT:

V: CHEVROLET CASE 990521125

TYPE: G-GENERAL

UR: WATSON CHEVROLET, INC.

YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: ADDRES

CITY: TUCSON

VIM: 1G1YY22G0X5111753 RESP DEALER: 00000

MILEAGE: 8000

YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL

OPEN DATE : 09/24/1999

REOPENED: N

LAST ACTIVITY DATE: 10/01/1999

CLOSE DATE: 10/01/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRICT LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT NETHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: I (IN/OUT)

REPAIR ORDER:

SAPETY CASE: Y LEGAL FILE: (Y/N)

REIMEURBED OWNER: WARRANTY CODE: I

DEALER CONTACTED: N

CONTACTED DATE: 09/24/1999

DEALER CLOSED : 09/24/1999

STATE: AZ ZIP:

DELIVERY DATE:

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 09/24/1999

BY: NILLIAM LEE

SCRAP DATE: 12/31/9999

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D. ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERMD: TRADBOUT:

VEHICLE BUYBACK:

DRALER NUMBER: 39330

NAME: WATSON CHEVROLET, INC.

CITY: TUCSON ST: AZ

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC

M41 0 STREETING LOCKED DURING DRIVING VEHICLE Certificates

o Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE CASE CLOSED BY SYSTEM

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/01/1999 00:00:01

GK 1241

GM 1241 Data available for this case.

No GM 1241A Data available for this case. GM 1241 D

NO GM 1241D Data available for this case. GM 1241 X

No GM 1241% Data available for this case. Reimbursements

No Reimbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

o Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

MAME : COMPAN ADDRES

CITY: TUCSON

AGB: 000

BUSINESS PHONE: ( )
ENDEMNIPICATION DECISION

ENDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: AZ

HOME PHONE:

EXTENTION:

DATE:

ZIP:

ITF.

## Injured Parties

Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

WOODBTOCK

ÆÐ

HOME PHONE:

CASE NUMBER: 03360242

VIN:

1G1YY22G0X5127287

MODEL YEAR:

DATE OPENED: 2001-03-02

SERIES: MILEAGE: CORVETTE COUPE

DATE CLOSED: 2001-03-13

DELIVERY DATE:

25000

1999

BOURCE: Phone

DEALER NAME:

NORTHPOINT CHEVROLET INC

BRC TYPE: BRC PARKET:

DEALER ADDRESS:

M41 Steering Column/Lock/Attaching Parts

Other

O REPAIR ATTEMPT(S)

steering column locked-up for the 3rd time

STEERING COLUMN LOCKED

Quet states that he works at this GM dealership. Cust states that he was leaving work on sterday, and while backing out...the steering column locked up. Cust states that this has Mappen to him twice before, and is acared that this will happen to him again , but while driving at a high speed this time. Cust seeks to know what can be done about this situation. Crm adv the cust to continue working closely with the dealership for now, and I would call the svc magr

for further info on the vehicle. Crm to call cust back on 3/6/2001 Tuesday. JMitchell // ATX // CARS; 0, 352427351

2001-03-13

Crm attempted to contact cust, due to the fact that he tried to contact , but there was no . answer. Crm will call cust back at a late date. John Mitchell // ATX // CARS; 0; 353376305

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

CIDENT REGULT: POLICE REPORT: MUNISER OF PROPLE: 0 DUJURIES:

ROAD COMDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

MUNICIPE OF VERICLES: 0

PROPERTY DAMAGE: 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 IMSPECTED: INSPECTORS NAME: INSPECTION DATE: MILEAGE AT INSPECTION: NHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TROT DESCRIPTION: ROAD TRST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: BOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DRALER BAC: ALBR NAME: ALBR ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE . BUY-BACK: 0 BRC WARRANTY DATE: MERP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DANGAGE : OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL LEGAL TYPE: LEMON LAN: DRALER ADMINISTRATION: VEHICLE DESTINATION: BELEASE: LIEW PAYOFF:

TITLE BRAND:

NUMBER OF INJURIES: 0

PLACEMENT VIN:

CONCENTS:

EMB:

LOCATION:

ADDRESS: , CITY/STATE: , CHE RIMBER: ATING POSITION:

PESTRAINT:

TYPE OF INJURY:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 FURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

373206

CASE NUMBER: 05045098

VIN:

1G1YY22G0Y5108787

DATE OPENED:

07/24/01

MODEL YEAR:

DATE CLOSED:

08/16/01

SERIES:

CORVETTE COUPE

SOURCE:

YES

MILEAGE:

14000

CUSTOMER:

ADDRES6:

HOME PHONE:

STATE:

IN

BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE

CARMEL

IN

CASE NUMBER:

05045098

VIN:

1G1YY22G0Y51D8787

2001-07-24

MODEL YEAR: SERIES: 2000

DATE OPENED:

2001-08-16

HTLRAGE:

CORVETTE COUPE 14000

TRCE .

Phone

Yes

DELIVERY DATE:

DEALER NAME:

BRC PARENT:

RC TYPE:

DEALER ADDRESS:

M01 Steering General 1 REPAIR ATTEMPT(8) Inoperative

STEERING LOCKED UP

T19 Campaign Correction Required

O REPAIR ATTEMPT(8)

Customer Satisfaction REPAIRED

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 RDN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe >

http://carsweb/webknowledge/Manuels/owners/OwnersManuelsDecision.htm]]

\* Review specific solutions {{SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus:\Micros-1\Iexplore.exe

http://carswab/wabknowledge/Products/general/SolutionsByCOmponentCode.html]

Walidate 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 CUST STS STEERING COLOMUN LOCKED UP WHILE DRIVING IN A PARKING LOT CUST STS SHE STOPED VEH THEN STARTED IT AGAIN PUT IN DRIVE AND REVERSE PUSHED ACCELATOR AND VEH DROVE. CUST STS WAS ADVED THIS IS IMPOSSIBLE. CUST STS VEH WAS TAKEN TO DLR AND REPAIRED AND NOW HAS VEH BACK. CUST SHEKS SOME ANWSERS ON WHY THIS HAPPENED AND HOW IT HAPPENED. CRM ADVED NOT TECHNICAL AND CANNOT ANWSER THAT QUESTION. CUST STS WILL BE TAKING TO MEDIA. ANJEL MATHEWS/CAC/PDX; 0; 364869799

CRN CALLED D. YOUNG CHEV AND SPOKE W/ SVC MGR DAVE PARKER HE STS CUST DID NOT HAVE VEH. REPAIRED AT HIS SHOP B/C THEY WERE CLOSED BUT HE DID SPEEK W/ CUST AND CUST TOLD HIM SHE WAS DRIVING DOWN THE ROAD WHEN STEERING LOCKED UP AND LEFT IT IN THE ROAD. SVCMGR 6TS ASST SVC MGR CHAD LOWE WAS IN OFFICE DURING THIS CONVERSATION AND IF NEED TO SPEEK W/ HIM CALL SVC MGR DIRRECT LINE AS SVC MGR IS GOING ON VACATION AND CHAD WILL BE IN HIS OFFICE DIRECT LINE IS 317-814-4481 SVC MGR STS CUST TOOK TO BILL CHEV FOR REPAIR THEIR \$ IS 317-872-3315 CRM WILL CALL TO FIND OUT MORE INFO ANJEL MATHEWS/CAC/PDX; 0; 364870013 2001-07-24

CRM CALLED BILL CHEV AND SPOKE W/ SVC MGR JAY SCOTT HE STS HE IS NIGHT SVC MGR AND IS NOT FAMILIAR W/ CUST BUT WILL LOOK IN FILE AND PROVIDE CRM W/ AS MUCH INFO AS POSSIBLE SVC MGR STS THE FILE SHOWS THAT THEY PERFORMED THE CAMPAIGN AND VEH IS REPAIRED SVC MGR STS THAT HE IS UNAWARE OF WHAT HAPPENED AND CRM SHOULD CALL AND SPEEK W/ SVC MGR DENNIS CHILTON TO GET MORE INFO ON WHAT CUST STS HAPPENED. SVC MGR STS DENNIS WILL BE AVIL BETWEEN 7-5 CST CRM WILL CALL TO TRY AND SPEEK W/ HIM. ANJEL MATHEMS/CAC/PDK; 0; 364870680

CRM WILL CLOSE FILE DISSAT AND SEND BBB LETTER AFTER GATHERING MORE INFO FROM DLR WEAR REPAIRS WERE PERFORMED ANJEL MATHEWS/CAC/PDX; 0; 364870713 2001-07-25

M01-07-24

CRM CALLED TO SPEEK W/ DAYTIME SVC MGR AT BILL CHEV CRM SPOKE W/ MIKE A SVC MGR AND GOT DISCONNECTED CRM WILL ATTEMPT AGAIN TO CALL ANJEL MATREWS/CAC/PDX; 0; 364949675 2001-07-25

CRM SPORE W/ DENNIS HE DOES NOT REMEMBER WHAT CUST TOLD HIM CRM WILL CLOSE FILE DISSAT AND SEND BBB LETTER ANJEL MATHEWS/CAC/PDX; 0; 364963158
2001-07-27

GL HAS REVIEWED FILE AND RETURNING TO CRM FOR FURTHER ACTION. PLEASE SEE FEEDBACK FORM.
KATIE DESMOND/GL/PDX; 0; 365131539
2001-08-03

CRM FWD TO TM FOR APPROVAL TO CLOSE DISSAT AND SEND BBB LETTER ANJEL MATHEMS/CAC/FDX; 0; 365744533 2001-08-04

FORWRING FILE BACK TO CRN MATHEMSA. THE CAMPAIGN 2001044 IS FOR THE ELECTRONIC COLUMN LOCK WHICH CAUSES THE STEERING COLUMN TO FAIL TO UNLOCK DURING INITIAL KEY-IN & START UP. THIS IS WHAT CUST HAS EXPLAINED HAPPENED TO HIM. CANNOT TELL FROM NOTES THAT THIS CAMPAIGN WAS DISCUSSED W/CUST IN DETAIL TO EXPLAIN HIS OCCURRENCE. NOTES SHOW THAT ONE OF THE DLES PERFORMED CAMPAIGN & VEH IS FIXED. IS THIS THE 200144 CAMPAIGN THAT WAS PRORMED? IF SO, THEN THE VEH HAS BEEN TREATED AS THE CAMPAIGN NOTICE TO CUSTS STATES & THE CAMPAIGN WAS CAREFULLY EXPLAINED TO THE CUST & DLE ASSURED CUST VEH IS FIXED, THERE IS NO MEED FOR BBB LETTER. CRM SHOULD REVIEW FILE & NOTE IF THIS CAMPAIGN WAS EXPLAINED TO CUST. MICHAEL LONG/TM/FDX/CAC.; 0; 365799809

01-08-15

crm did explain campaign to cust cust was also explained by two svc mgr's the campaign campaign was performed on veh it was 2001044 for the electronic colomun lock cust sts that veh should not have started w/ steering coloumn locked and it did cust had spoke w/ both svc mgr's about it and they both advad her it should not start w/ steering coloumn locked cust is dissat w/ that orm to fwd to tm long to see if crm should close dissat and send bbb letter. anjel mathews/cac/pdx; 0; 366786698
2001-08-16

SINCE CAMPAIGN WORK DONE AS DESCRIBED & VEH FIXED, OK TO CLOSE DISSAT, NO BBB LTR NEC. FORWRDING FILE TO MATHEMSA TO CLOSE DISSAT. MICHAEL LONG/TM/DDX/CAC.; 0; 366845807 2001-08-16

CRM TO CLOSE DISSAT AND NO BBB LETTER PER TM ANJEL MATHEWS/CAC/FDX; 0; 366856083

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VERICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

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

E VEHICLE ROAD TESTED: AD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED:

	•
PESTIGATIVE SUMMARY:	
TAR STATUS:	
********	***PAR INFORMATION*******************
900RCE:	TRANSACTION:
REQUEST TYPE:	
REFURCHASE REASON:	
7517	
DEALER BAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRINI
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0	BRC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
Depreciation:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
MANCE:	NAME:
COUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT
ACCOUNT BALANCE:	Distance DOSCOTT
LEGAL:	LEGAL TYPE:
***************************************	LIBRON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
Numerica :	TITLE BRAND:
BEPLACEMENT VIN:	
	****BODILY INJURY****************************
NUMBER OF INJURIES: 0	
COMMENTS:	
HAME:	LOCATION:
ADDRESS: ,	DOCKTION,
CITY/STATE: .	
PHONE NUMBER:	
SEATING POSITION:	RESTRAINT:
	RESTRAINT
TYPE OF INJURY	** ** ******
TREATED:	IP BO, WHERE:
*************	**ADR IMPORMATION******************************
TERNAL CASE NUMBER:	DATE:
LE NAMES	
BUSINESS	* BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:

DATE OF ACCIDENT:

PAGE:

#### GM RESTRICTED

373206

CRIPTION OF DAMAGE: ORCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMR:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:



SUN PRAIRIE

WI

HOME PHONE:

CASR NUMBER: 05703859

VIR:

1G1YY22G0Y5110670

MODEL YEAR:

2000

DATE OPENED: 2001-10-17

SERIES: MILKAGE:

UNKNOWN 12763

DATE CLOSED: 2001-11-12 SOURCE:

Phone

BRC TYPE: BRC PARENT: DELIVERY DATE:

DEALER NAME: JON LANCASTER INC

DEALER ADDRESS:3501 LANCASTER DR,, MADISON, WI, 53718, USA

T22 CSI Reply

O REPAIR ATTEMPT(S)

Customer Satisfaction

SURVEY

MO2 Steering Linkage/Component Parts

1 REPAIR ATTEMPT(S)

Broken

BRARING BROKEN BY DLR

TSS Protection Plan Administration (GM Purchase) Customer Satisfaction

O REPAIR ATTEMPT(8)

SMART CARE 12/12 LOF-TIRE

6 CAC Resolved With Goodwill

REDAIR ATTEMPT(8)

CAC Resolved With Goodwil

SMART CARE LOF 12/12

803 Comeback Workmanship

1 REPAIR ATTEMPT(8)

Customer Satisfaction REP LOW STR CLMN LCK BRG

CSI REPLY - 01 - SAFETY

CSI REPLY. SURVYE SCAMMED. MSX-VIN FILE, CUST, STATED TEAT THE VEH. HAD STEERING AND IGNITION CONCERNS. CUST. SEEKS A RESOLUTION. CRM ADVISED/LEFT THE REQUEST FILE NUMBER AND CAC 800 NUMBER WITHE CUST.'S WIFE IF FURTHER ASST. IS NEEDED IN THE FUTURE. NO FURTHER ACTION REQUIRED. DARYL WEST/CARS/CORR - A/TX.; 0, 372195002 2001-10-17

CUST STS THAT HE PICKED HIS VEH UP RIGHT AFTER THE DLR PERFORMED THE STEERING IGNITION LOCK CAMPAIGN AND NEED HE WAS DRIVING THE VEH OUT HE WAS MAKING A LEFT TURN AND THE VEH KEFT GOING LEFT SO HE TURNED THE VEH BACK AROUND TO GO BACK TO THE DLR AND EACHTIME HE MADE A Turk the ver kapt turning in that direction. Cust ske to make a complaint because his veh was not like that when he took it in and when he went to go pick it up is when he noticed THERE WAS A PROBLEM. CUST STS THAT THE VEH HAS SINCE BERN REPAIRED AND THAT HE JUST WANTED FOR GM TO KNOW ABOUT THIS CONCERN. CRN WILL RESEARCH FILE FOR GOODWILL OPPORTUNITIES.; 0; 372209973 2001-10-22

I CONTACTED THE DLR AND SPOKE TO THE SVC ADV NEAL MERCHANT WHO STS THAT HE WAS THE ONE HANDLING THE CUST CONCRENS ON THAT DAY AND HE REMEMBERS VERY WELL WHAT TRANSPIRED W/ THE REPAIRS. SVC ADV MEAL STS THAT THE CUST HAD THE RECALL PERFORMED 01044 FOR THE ELECTRNIC STEERING COLUMN LOCK AND WHILE THEY WERE REPAIRING HIS VEH THEY DAMAGED THE LOWER STEERING COLUMN LOCK BEARING IN WHICE THEY HAD TO REPLACE AFTER THE CUST PICKED THE VEH UP AND ALMOST MRBCKED IT BECAUSE IT WOULD NOT STOP TURNING. SVC ADV STS THAT THEY IMMEDIATELY REPAIRED THE VEH AND THIS IS NOT A RESULT OF CUST NEGLIGENCE, SVC ADV STS THAT THIS IS MORE OF THE DLA

BEING MEGLIGERT W/ THE REPAIR TEAT WAS MADE AND THEY SHOULD HAVE CAUGHT THIS PROBLEM BEFORE
THE CUST PICKED THE VEH UP. SVC ADV NEAL MERCHANT STS THAT THE CUST PURCHASED THE VEH NEW
OM THEIR DLR AND THE CUST HAD ONLY BEEN IN ONE TIME SINCE HIS PURCHASE ON 11/15/00 JUST
R THE CAMPAIGN BUT THE CUST DID MAKE IT KNOWN BEFORE LEAVING THE DLR THAT THIS WOULD BE
HIS PIRST AND LAST VISIT; 0; 372635765
2001-10-22

SVC ADV NEAL MERCHANT STS THAT HE DOES NOT BLAME CUST FOR MAKING THIS STATEMENT BECAUSE THE REPAIR AND THE WHOLE BVC VISIT WAS NOT GOOD. CRM WOULD LIKE TO OFFER THE CUST A GMPP SMARTCARE FOR 12/12 FROM THE CURRENT MILRAGE AND DATE NOW FOR THE LOF AND TIRE ROTATIONS. CRM OFFERING THIS DUE TO THE INCONVENIENCE OF CUST TAKING HIS VEH IN FOR A CAMPAIGN AND BEING CALLED IN TO PICK UP A READY VEH THAT WAS IN FACT NOT SAFE TO DRIVE ANYWHERE.; 0; 372635977

2001-10-24

CUST PICKED UP HIS VEH UNDER THE PERCEPTION THAT THE VEH WAS READY TO BE PICKED UP AND THEM WE ARRIVED HE WAS INCONVIENCED BECAUSE HE ALMOST WRECKED THE VEH DUE TO DLR NEGLIGENCE OF BOT REPAIRING THE VEH PROPERLY. CUST WAS TOTALLY INCONVENIENCED AND HASEXPRESSED DISSATISFACTION W/ THE DLR SERVICE PROVIDED AND HAS ALSO MADE THE STATEMENT THAT HE WOULD NEVER TAKE THE VEH TO THAT DLR AGAIN. CRN WOULD LIKE TO RESTORE CUST FAITH AND CONFIDENCE IN DLR'S ABILITY TO PERFORMED AND ACCURATE AND SATISFACTORY WORK. CUST MAY NOT GO BACK TO THAT DLR BUT OFFERING THE SMARTCARE WOULD GET THE CUST BACK TO THE GM DLR AND START A RELATIONSHIP BUILD AGAIN W/ GM AND THIS IS WHAT WE WANT AND NEED FROM OUR CUST. CUST AND DLR STS THAT THE VEH HAS BEEN REPAIRED. CRM RECIEVED TM APPROVAL TO OFFER CUST THE GMPP SMARTCARE FROM THE CURRENT DATE AND MILEAGE OF 12/12. CRM CONTACTED CUST AND OFFERED THE GMPP SMARTCARE FOR 12/12 TO HIS WIFE AND ADV HER THAT WE WOULD LIKE TO OFFER THIS TO HER HUSBAND AND CRM ALSO VERIFIED THE ADDRESS FILE; 0; 372793569

CALANDRA LOCKETT/ATX/CORR; 0; 372793729 2001-10-24

Cust called back and he states that he accepts the offer of 12/12 smartcare. CRM got mileage from customer of 12,763 miles. CRM confirmed Cust address. It is address listed. Customer satisfied. CRM will forward file back to previous CRM as requested. Angela Macelli/cac/pdx; 0; 372800930 2001-10-26

CRM HAD DORIS WINN LIASON REVIEW AND RECIEVED APPROVAL TO SUBMIT. CALANDRA LOCKETT/ATX; 0; 372963563
2001-10-26

LIAISON HAS REVIEWED THE REQUEST FOR A SMART CARE TERMS 12/12,000 AND WILL SENT THE REQUEST FOR APPROVAL. DORISWINN/ATX/LIAISON; 0; 372972123 2001-10-29

LIAISON WILL SEND FREDBACK TO SUBMITTING LIAISON/ JOHNSON/LIAISON/ATX; 0; 373230717 2001-10-31 SHERRY

bcessed Final Approval....Closing Request Satisfied....Goodwill Maison\*/Tim Christian Austin\*,TX.; 0; 373418400 2001-11-01

GMPP LIAISON HAS SUBMITTED GMPP ON ITS WAY LETTER TO THE APPROVERS AND HAS COMPLETED THE CONTRACT FOR 12/12,000 GMPP SMARTCARE.....CLOSING FILE SATISFIED.....RITA LABRADO/ATX; D; 373492985

2001-11-02

TTER APPROVED/PERCY EDMARDS/AUSTIN/LIAISON.; 0; 373581989

CRM REVIEWING TRANSFERRED FILES. DARYL WEST/CARE/CORR - A/TX.; 0; 374085830 2001-11-12

CRM REVIEWING CLOSED FILES. DARYL WEST/CARS/CORR - A/TX.; 0; 374424403

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

B ANOTHER VEHICLE INVOLVED:

CHORER 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:

MOTIFY WAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VERICLE ROAD TRSTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUBMARY:

PAR STATUS:

CURCE:

TRANSACTION:

DURST TYPE:

PURCHASE ERASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: GINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGR @ BUY-BACK: 0 BRC WARRANTY DATE: MESRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: APTROMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DRALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS OCE : LOCATION: ADDRESS: , CITY/STATE: . PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF IMJURY: TREATED: IF SO, MHERE: EXTERNAL CASE NUMBER: DATE: TITLE MANUS: Bus intes: \* BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VERICLE: RESOLUTION SOUGHT: MAKE: CONTACT NUMBER: CONPANY: CONTACT TYPE:

DDRESS:

CONTACT PHONE:



# Service Satisfaction Survey

	)	** Dissatisfied Customer *	Place make sky corrections to your name, eddress or talephone humber here.						
	Dį			iome taleph Isage to: Means pro	vide sta			<del></del>	
	Our records indicate that you had your 2006 Converte particled at Jon Lanceton inc on August 14, 2501. Our gopt is for you to be completely satisfied. Please take a few infrates to complete both sides of this quastionnein about our designable's personnel and services. Your timely response is very important to us and will be used to direct our confined affords amount messing the highest supportations of our quaterners.								
	Thank you for having your vehicle serviced at Jon Languatur Inc.								
		•	7	cerely, Dan é Min L. Wrigi Botor - Cur	m 0	•	hip Sarvic		
	_	- Instructions							
	Please use a dark pan or penoli (preferably black) when filling out this survey.  [ Flease check this box if you no longer own/lease this 2000 Corvette, and refers the questionrains.  **PLEASE HAVE THE PRESON WHO TOXIS THIS VEHICLE IN FOR SERVICE DIN AUQUST 14, 2001, COMPLIES THIS BURVEY*								
•		About Your Chevrolet Dealer		p's Geryl	De De	partme:	•		
Ď	ı	How satisfied were you with the convenience of the Service Department's hours?		eneganty enegant "RT	Code/fed		Service land Retingled		
	2.	Ware services systems to you on both an appointment and non-appointment basis?	····	<b>™</b>	Ü. ►		Cil		
	\$	When striving for service, were you greated promptly?		ø	Π	ø			
	4	How extinted were you that di doctorable personnel tracked in a courteous, fair, was professional married.		Constitute Families 	<u> </u>			Hotata Bellulai	
•		About Your Sersion C	#R4	ultan (/A	Avisor				_
	В.	How satisfied were you that your Service Consultant took.		Completely Sectofied	Very Label	*******	<del>College</del>	Non-As-All Statistics	
	enough time to thoroughly understand your service request?	•••	П						
	6	Were you of fered transportation options?	<b>.</b> .	<b>*</b>	<b>-</b>	<u> </u>			
	_			Co-copiesaly Satisfies	Very Label	-	- التنات	No.AA	
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		Was your various ready by the original time promising		<b>**</b>	<b>**</b>				
	10	I I YY 2200YB 1 10670 47389				01 -		de esta	•

How esticited were you with the explanation you were given of all services performed?    Dennell, how settlefied were you with your	e specify			Het MAR
Charact, how satisfied were you with your Service Consultant?  When you picked your varietie up, how satisfied were you write.  The time it took to complete the transaction?  The condition in which it was returned?  Were ALL of your service ponounce parracted on this service visit?  FIND, why not? wheck all that apply!  Condition explained - repair not respectly:  Condition explained - repair not respectly:  Service Department could not deplotes problem:  Service Department could not deplotes problem:  Service Department was too busy:  Control to explain a pay of the completed repair order/involved.  Were you given a pay of the completed repair order/involved.  Were you contrasted shortly prior the destardight service?  Covered, how entirelied are you with the destardight service?  Covered, how entirelied are you with your 2000 Covered.  Covered, how entirelied are you with your 2000 Covered.  Covered, how services with service was destardighters showly your 2000 Covered.  Covered, how services with service was destardighters showly your 2000 Covered.  Covered, how services with services are prior to the prior of the	Story of the specifys	C Learner		Managemia Maliyikad
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General on this service viels, everall, how activities are you with Jon Lancaster leaf.  When you recommend this designable for service?  Overall, how activities are you with your 2000 Converted.	_	Dur't Horse		
Bustishing Up Year Experience  Second on this convice visit, overall, how activitied are you with Jon Lancaster leaf?  Would you recommend this declarable for service?  Overall, how activitied are you with your 2000 Convette?  Do you have any commente/recommendations doest your.  Designing: According to Second Secon	ei ei			
Based on this service viels, everall, here estimated are you with Jon Lancaster leaf.  Would you recommend this designable for service?  Coverall, how estimated are you with your 2000 Coverate?  Designable State of Service of Lancaster	~~	ш		
Would you recommend this designable  For service?  Covered, how settletted are you with your 2000 Corvette?  Designable  Language Management County  Language Management	•)			_
Would you recommend this designable  For service?  Covered, how settletted are you with your 2000 Corvette?  Designable  Language Management County  Language Management	_			
Would you recommend this designable  For service?  Covered, how settletted are you with your 2000 Corvette?  Designable  Language Management County  Language Management	Ting Deliabel	<b>Univid</b>	Teresonines Santylips	المرافة على المرافق على
Would you recommend this dealership for service?  Covered, how settletted are you with your 2000 Corvette?  Do you have any commentations doest your: Dealership: Alexander of symmetry Country Lefter of the Country Country Left		8	_	De la
Covered, how settled are you with your 2000 Converte?	Probably	***	Probably	-
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with your 2000 Corvetto?  Do you have any communications about your:  Designation: Alexander of a spinnish Course of		æ		
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	Paris Cine	عبراه يجمره	مے نے۔، م	7. <b>??</b>
L Your ago C Under 20 [] 26-34 [] 36-44 [] 46	00 2		ALL STREET	partiti Barto a se
•		An On		-
	eng A.	16-01		
. May we include your name whan providing this information to your dealers	end Rom			
If you have a concurs requiring immediate attention, we your dealer. If further assistance is required, you may our directly by calling the Chevrolet Customer Assistance Con	end Rom	· <del>141-6</del> 4		
THANK YOU! YOUR OPINIONS WILL HELP US	PARTIES OF THE PARTIE	e you to	oteľ Divie	est ion
Please return this question sales in the nell-addressed,	Property Communication Character Cha	e you to	oto/Divis 20	pot fon

10197228095110870 47308 2119238330 3413427808 287827

. . . .

November 2, 2001

Sun Prairie, WI

Request: C05703859

Dear

Thank you for your support of Chevrolet Motor Division. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care plan for your 2000 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G0Y5110670, is for the following:

- 12 months or 12,000 odometer miles, whichever occurs first, starting on November 1,
   2001, and 12,763 odometer miles
- A \$0 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Rita Labrado Customer Relationship Menager

RS0011-A/pmc

## **GMPP REQUEST FOR PROCESSING**

Motore incurance Corporation National Mechanical Service Center P.O. Box 5856 Chicago, IL 60680-6856

Please process the attached GMPP Contract Registration form:  Customer information:
Customer Name:
Request Number: <u>005703859</u>
Personal Use:
Reason for offering GMPP: CONCEYNS IN ALYSHO CONCOCK WORKMANShip sterin
Vehicle Information: (Circle one below) Component parts broken by dir.
Make: Bulck Cadillan Chevrolet GMC Truck Oldsmobile Portlac  VINE 161442260451101070
Year: 2000 In-Service Date: 111599 Mileage: 12,763
Division Desiar Code Information: (Circle one below)
Pontine - 2-89101 GMC Track - 5-51784 Oldsmobile - 3-89001 Bulck - 4-88001 Chevrolet - 1-700(1) Cadifice - 8-89000 Medium Duty Truck - 8-61786
Payment Approval and Type:
General, Motors has agreed to: (Check one below)
Approve and pay for a new plan – no GMPP coverage currently  Authorize a new plan or upgrade; customer will pay total cost  Approve and pay for an upgrade; apply original coverage refund to Division making request  Pay for all coverage costs; refund original coverage cost to customer; see special instructions below  Cancellation
Special instructions:
☐ Transferable ☑ Non-Transferable
☐ Transfer all claims to new policy
Endorse selling dealer code to Division code.  (Selling dealer to keep profit. Division is debited the dealer's profit.)
Payment Approval: Calandra Lockett  Crew (decision maker): Calandra Lockett
Plan Belection: Smart Care 12/12,000
Team Manager/Supervisor: Mary May8 Date: 11)1 DI
J () Rovieed 10/06/01

•	Contract Registration		OM Out LINE	Cert SO FT Liv :
Vakinto bellega		Corvette	-	O 1/0.) 4 WHEEL DRIVE
Contouner	FIRST NAME  NAME OF BLICKROSS ON MUNICIPALITY  MANAGE ACCRESS count behalf and at mile 6. Il mile ship	CASTINALE STUP PYO	AMEA CODE A PHONE STRIE LIYLE	ZP 000E
Dester	The Plan provider in auditorization charge any assemblier the coast of the ago DEALER MADE  CINEWYOLE I MOJOY DIVISION ADDRESS  P.D. BOX 33170	nameriji) ani ny shara ai ary mi	<del></del>	PROMOTION CODE
Lange	ON CINEVIOLET MOTOR DE ADDRESSE P.O. 780% 33170	Detroit	STATE  1M )	ZP CODE 1833>-5/70 NAT PROTROTTON PLUM
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1	MAINTERNAPOR TREEM Upon acceptance of the relation facility for the set of th	j 2./ j	2,000 \$	, 00
ļ	by signing this, I agree to all letter and conditions on the front and back or contractly will hope and and as paged in the tection triad. There, the replication is address indicated to the addres	mej. Uppo acomptome of etils	eustowa \$	
			70'04 \$	y Companisher, Nr. Registe Pleasened. Little USBA 18(6): 70UEL2

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

GRAND JUNCTION

ത

HOME PHON

CASE NUMBER: 05378517

VIN

1G1YY22G0Y5111074

MODEL YEAR: 2000

DATE OPENED: 2001-08-22 DATE CLOSED: 2001-10-10

SERIES: MILEAGE CORVETTE COUPE 9000

SOURCE:

Phone No

DELIVERY DATE:

DEALER NAME: TWO RIVERS CHEVROLET

BRC TYPE: ARC PARENT:

DEALER ADDRESS: 130 CENTER DR., GLENWOOD SPRINGS, CO. 81601, USA

809 Discourteous Treatment

O REPAIR ATTEMPT(8)

Customer Satisfaction JOHN ELWAY CHEVROLET

A01 Open Campaign

1 REPAIR ATTEMPT(8)

Customer Satisfaction

01044

S86 CAC Resolved With Goodwill

O REPAIR ATTEMPT(S)

CAC Resolved With Goodwil

maintenance letter for cust inconvenience

Steering Column/Lock/Attaching Parts

PERPAIR ATTEMPT(S)

Inoperative

looks up while driving

T44 Maintenance Certificate (Oil Change)

O REPAIR ATTEMPT(8)

Customer Satisfaction 75.00 maintenance letter

NO SOLUTION FOUND NO BOLUTION FOUND

CUST SEEKS TO EXPRESS HER CONCERN IN REGARD TO HER 2000 CHEVROLET CONVETTE COUPE WITH 9,000 MILES. CUST STS THAT SHE WAS INFORMED OF CAMPAIGN NUMBER 01044 BY MAIL. CUST STS THAT SHE MADE AN APPOINTMENT AT THE DLR TO HAVE THE CAMPAIGN PERFORMED 1 MONTHURIOR TO APPOINTMENT DATE. CUST STS THAT SHE IMPORME THE DLR TO CALL HER IF THEY DID NOT HAVE THE PART. CUST STS THAT SHE HAD TO DRIVE APPROXIMATELY 4 1/2 HOURS AWAY TO GO TO THIS DLR. CUST STS THAT HEDSLEF AND A FRIEND SPENT THE NIGHT IN DENVER THE NIGHT BEFORE SO THAT SHE COULD MAKE HER APPT SCHEDULED FOR THE NEXT DAY. CUST STS THAT WHEN SHE WENT TO DLR AFTER WAITING FOR 1 HOUR SHE WAS TOLD THAT THEY DID NOT HAVE THE PART NECCESSARY TO COMPLETE THE REPAIR. CUST STS THAT SHE WAS NOT GIVEN AN APOLOGY OR ANY CTHER TYPE OF ASSISTANCE PROM DLD. CUST STS THAT SHE DID PURCHASE THE VEH PROMITHIS DLR. CUST STS THAT SHE DID HAVE A PLEASANT EXPERIENCE WITH TWO RIVERS CHEVROLET AND THAT THEY WOULD BE RECEIVING HER SERVICE FROM THIS DAY FORMARD.; 0: 367354589 2001-08-22

BUBINESS CASE FOR CONSIDERING GOODWILL IN THE FORM OF A \$100.00 MAINT

CERTIFICATE...... CUST WAS TERRIBLY INCONVIENCED......2..... CUST DROVE 4 1/2 HOURS A SCHEDULED APPT MADE 1 MONTH PRICE.....3.....DLR HAD OPPORTUNITY TO INFORM CUST TRAT THEY DID NOT HAVE THE PART.....4.......CUST HAS LOST FAITH IN GM THROUGH PAST EXPERIENCES AT DIR'S BUT HAS CONTINUED TO PURCHASE ON PRODUCTS...........CUST STE THAT NO COMPENSATION WAS OFFERRED OR GIVEN BY DLR......6..... CUST STS THAT SHE WILL NOT BUY ANOTHER ON VEH IF DLR'S KEEP TREATING HER THIS WAY ....... CRN BELIEVES THAT MAINT CERT... WILL HELP RESTORS CUST PAITH AND VALUE INTO GM...... CUST IS LOYAL AND HAS

PURCHASED TWO NEW VEH'S WITRIN TWO YEARS....NO FURTHER ACTION TAKEN. DEVIN BAILBY/CAC/CARS/ATK; 0; 367354917

01-08-22

TM reviewed file and feels CRM needs to contact dir for complete story. TM will forward back to CRM for further research. jonathan slaughter/ATX/TM; 0; 367365874 2001-08-23

CRM CONTACTED DLR AND VERIFIED THAT THE CUST DID HAVE AN APPT ON 8-21-01. CRM VERIFIED THAT THE CAMPAIGN WAS NOT PERCEMBED. CRM WAS ADVISED THAT THE PART (1488670) WAS ORDERED BUT WAS NOT AVAILABLE AT THE TIME OF REPAIR ATTEMPT. CRM SPOKE WITH RICHARD (PART DEPT) AND HE STS THAT THE CUST WAS TERRIBLY INCONVIENCED BY THE DRIVE SHE MADE TO HAVE THE REPAIR DONE AND WAS INCONVIENCED EVEN MORE BECAUSE THE REPAIR WAS NOT MADE. RICHARD STS THAT HE BELIEVES CUST DESERVES SOME TYPE OF GOODWILL FOR HER INCONVIENCE DUB TO TRAVEL, PART DELAY, AND BECAUSE THE REPAIR WAS NOT MADE DURING A SCHEDULED APPOINTMENT THAT WAS MADE ONE MONTH PRIOR. CRM BELIEVES THAT THE CUST DESERVES A MAINT CERT IN THE AMOUNT OF \$150.00 FOR HER INCONVIENCE. DEVIN BAILEY/CAC/CARS/ATX; 0; 367443593

TM is reviewing file. TM notes that case warrants maintenance letter, not to exceed \$75.00, for inconvenience of cust in their travels. TM is forwarding to CRM to make offer and then forward to liaison for processing. Jonathan Slaughter/ATX/TM; 0; 367460676 2001-08-24

CRM CONTACTED CUST AND MADE OFFER OF \$75.00 MAINT. CERT. CUST STS THAT SHE WIL ACCEPT THE OFFER AT THIS TIME. CUST STS THAT SHE APPRECIATES THE OFFER AND IT REALLY SHOWS THAT GM TAKES CARE OF THEIR CUST'S. CRM VERIFIED MAILING ADDRESS OF CUST AS WELL.CRM WILL ADVISE TM THAT OFFER HAS BEEN MADE AND ACCEPTED. DEVIN BAILEY/ATA/TIER2; 0; 367529219 2001-08-30

raison reviewed request for a maint letter in the amount of \$75.00 and will submit to the queue for approval.

Alan Stephenson/Goodwill Limison/Austin; 0; 368031869 2001-09-04

LIAISON HAS REVIEWED REQUEST FOR MAINTENANCE CERTIFICATE IN THE AMOUNT OF \$75.00 DUE TO INCONVENIENCE CUST INCURRED AND WILL SUBNIT FOR FINAL APPROVAL...MICHELLE RESTO/ATX/GOODWILL LIAISON; 0; 368487190 2001-09-05

LIAISON REVIEWED THE REQUEST FOR A MAINT. CERTIFICATE IN THE AMOUNT OF \$75.00. THE OFFER HAS BEEN MADE AND ACCEPTED AND THE ADDRESS HAS BEEN VERIFIED. LIAISON WILL GRANT FINAL APPROVAL. PERCY EDWARDS/AUSTIN/LIAISON.; 0; 368575310
2001-09-11

MAINT. LTR IN THE AMOUNT OF \$75.00 MAS MAILED ON 9-6-01. PERCY EDWARDS/AUSTIN/LINISON.; 0: 369092660

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY:

WHER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPIE: 0

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:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VERICLE ROAD TESTED:

ROAD TEST DESCRIPTION: ROAD TEST RESULT:

COMP INSPECTED.

INVESTIGATIVE SUMMARY:

PAR STATUS:

OURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

PAX NUMBER: BODY TYPE:

TRIM

NAME:

ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE • BUY-BACK: 0 BRC WARRANTY DATE:

KORP:

MADA: 0 SALES TAX:

DEFRECIATION:

UPGRADE:

APTERMARKET:

LEASE TERM:

Damage : OTHER :

BRANCE:

ACCOUNT NUMBER:

INTEREST RATE:

\_

COUNT BALANCE:

EECAL:

: LEGAL TYPE: LEMON LAN:

DRALER ADMINISTRATION: VEHICLE DESTINATION:

RELEASE:

LIEM PAYOFF: TITLE BRAND:

INTEREST PAID: DEALER BUYOUT:

REPLACEMENT VIN:

MEER OF INJURIES: 0

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

Business:

\* BUSINESS: 0

DATE OF ACCIDENT:

ACCIDENT: DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

me : Cmpany : CONTACT NUMBER:

1

OMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

September 5, 2001

Grand Junction, CO

Request: C05378517

Dear Ms. Hooker:

We are sorry you have experienced concerns with your 2000 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary maintenance certificate in the amount of \$75.00. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Devin Bailey Customer Relationship Manager

R\$0022-A/pme

ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY MAINTENANCE CERTIFICATE FOR \$75.00

Submit the claim for the reasonable/customary price, not to exceed \$75.00 using labor operation number 27410, failure code 98 and insert the amount in the net item column. Retain this original letter in the customer's file.

# TECHNICAL ASSISTANCE SYSTEM

# \*\*\* GM RESTRICTED \*\*\*

Case No:

4055015

-----

1G1YY22G0Y5118347

Date Opened:

7/12/2000

Model Year:

VIN Number:

2000

Date Closed:

8/4/2000

Series:

Corvette

Dealer Code:

B17274

Mileage:

5705

Address:

BILL HEARD CHEVROLETANTIOCH

State:

TN

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN LOCKS WHILE DRIVI

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION ---

CASE NUMBER: 01361340

VIN:

1G1YY22G115101191

DATE OPENED: 08/24/00

MODEL YEAR:

01

DATE CLOSED: 10/25/00

SERIES MILEAGE: MOT FOUND 43000

SOURCE

CUSTOMER:

: BRESDDA

HOME PHONE:

STATE:

AD.

BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE:

CASE NUMBER: 01361340

VIN:

1G1YY22G115101191

MODEL YEAR:

2001

DATE OPENED: 2000-08-24

SHRIES: MILEAGE: NOT FOUND 43000

DATE CLOSED: 2000-10-25 RCE:

Phone

DELIVERY DATE:

C TYPE:

DEALER NAME: BILL HEARD CHEVROLET COMPANY

BRC PARENT:

DEALER ADDRESS:3615 MANCHESTER EXPY, COLUMBUS, GA. 31909, USA

H72 BBC Module/Harness/Connectors

1 REPAIR ATTEMPT(S)

LOCKED UP ON HIM

Inoperative

STATES THE FRONT END OF THE VEHICLE

T58 Retention Certificate/Owner Loyalty

O REPAIR ATTEMPT(8)

Customer Satisfaction

CRN OFFERED CUSTOMER A \$1,500.00 OLC

M01 Steering General

O REPAIR ATTEMPT(S)

Other

CUST STATES COLUMN LOCK FAILURE

VEH LOCKED UP

CUST STATES THAT STEERING COLUMN IS LOCKED UP AND THE WHEELS CANNOT MOVE. CUST STATES THAT ROADSIDE ASST COULD NOT MOVE THE VEH B/C THE WHEELS WILL NOT MOVE AND IF BOADSIDE Tried to move it that would mess up something else. CRM contacted dlr spoke w/svr mgr he STATED THAT CUST COULD PAY 700-850 DOLLARS TO HAVE IT TOWED BACK TO LOGANVILE, GA. BUT AGAIN IT CANNOT MOVE. CUST STATED THAT HE WILL TAKE OFF THE INSURANCE AND LEAVE THE CAR IN COLUMBUS AND GM CAN DO WHATEVER THEY WANT W/ THE VEH. CRM ADV CUST YOU HAVE THE ION TO DO THAT IF YOU FEEL IT IS NECESSARY. \*\*\*\*DETRA WASHINGTON/ATX/CARS\*\*\*\*, 0;

5982171 2000-08-24

GM RESTRICTED

COSTOMER STATES HE'S TRAVELING ON THE ROAD WHEN HIS STEERING COLUMN LOCKED UP ON HIM...STATES HE PURCHASED THE VEHICLE USED...STATES SINCE HE'S HAD THE VEHICLE, HE'S HAD NOTHING BUT PROBLEMS WITH THE VEHICLE... STATES HE IS NOT HAPPY AT ALL WITH THE VEHICLE ... CUSTOMER IS LOOKING TO GET INTO ANOTHER VEHICLE ... CUSTOMER SEEK TO TRADE VEHICLE ... DOES NOT WANT ANYMORE ... CEM ADVISED CUSTOMER THE SALES DEPARTMENT AT BILL HEARD WILL BE CONTACT REGARDING HIS

CONCERN...CRM CALLED THE SALES DEPARTMENT AT BILL HEARD...SPOKE TO A SALESMAN NAME JEFF HOLT...MR. HOLT STATES HE WILL TRY TO ASSIST THE CUSTOMER'S NEEDS...STATES HE WANTS THE CUSTONER TO CONTACT HIM REGARDING CONCERN...JOB OGLESBY/EXECUTIVE CAC...; 0; 335992527 2000-08-24

CRM OFFERED CUSTOMER AN OLC FOR \$1,500.00 TO RETAIN AS A GM CUSTOMER...STATES HE WANTE OUT OF HIS VEHICLE...DOES NOT FEEL THIS VEHICLE IS SAFE TO DRIVE...STATES THERE ARE TOO MANY CONCERNS WITH THIS VEHICLE...CRM SUBMITTED OLC INFORMATION...PLEASE REVIEWS SUBMIT...CUSTOMER IS IN THE MARKET TO PURCHASE A NEW VEHICLE...

2000-08-24

EXEC CRM: EMAGENE MANN RECIEVED A CALL FROM MR. JEFF HOLT REQUESTING INFOR ON THE OLC OFFER. EXEC CRM ADVISE JEFF OF THE AMOUNT OF THE OFFER ALONG W/ THE FILE #. EXEC CRM ADVISED JEFF TO CALL BACLK AND SPEAK DIRECTLY W/ MR. OGLESBY.; 0; 335996604 2000-08-31

I HAVE REVIEWED AND APPROVE OLC #\$1500.00 FOR CUST RETENTION./ANNA SPICOLA-TM-EXEC 08-31-00 11:30; 0; 336590303

2660-09-11

Pre-approved by goodwill auditor Lara Dubose/Tpa; 0; 337547215 2000-09-18

Final approval by Denver Moye/Tampa. Loyalty certificate for \$1500.00; 0; 338161669 2000-09-26

OLC #CARS01361340 FOR \$1,500.00 WAS MAILED ON 9-22-00. MOREAU/TAMPA AUDITOR; 0; 338824860

PAMRLA

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

MBER OF PROPLE: 0 DRIBS:

WAS ANOTHER VEHICLE INVOLVED:

BER 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: INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE: TRANSACTION:

PRODEST TYPE:

URCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , , CONTACT: ,

PHONE NUMBER:

FAX NUMBER: PRODUCT CODE: BODY TYPE:

TRIM:

NAKB:

ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MERP: MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM: DANIAGE :

OTHER: BRANCH:

ACCOUNT NUMBER: INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL TYPE: LEGAL 1 LEMON LAW:

LER ADMINISTRATION: VERICLE DESTINATION:

LEASE: LIEN PAYOFFI TITLE BRAND:

-	ACEMENT	VIN:	
	[		 

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHOME NUMBER:

SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

4 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

KAME :

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:



09-29-00P06:04 RCVD

September 11, 2000

Riverdale, GA

RE: CARS01361340

Dead

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1998. Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, IG1YY22G4W5126027, enclosed is the Owner Loyelty Certificate for the amount of \$1,500.00. This certificate is valid through September 11, 2000 towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1998 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Executive Offices

LC0001-T/lk4













# General Motors Loyalty Certificate

Inted by: Chevrolet Certificate No. CARS01361340

Issue Date: August 31, 2000

Issued exclusively for:

Riverdale, GA

Valid through: August 31, 2001

Amount: One Thousand Five Himdred Dollars and no Cants

••••\$1,500.00••••

Valid only when an eligible new model GM vehicle is perchased. (Some models may be excluded). This certificate is exclusively for the person named above, their spouse or surviving spouse. It may not be assigned to or used by anyone else. Only the original copy of this certificate will be honored. Mechanical reproductions or other factionies are not valid. Only one certificate can be redeared per new vehicle purchased. NONTRANSPERABLE.

Down Whigh

Customer Signature	Date
New Vehicle Identification Number	Delivery Date
Dealer Acknowledgement:	
Dealership Name	Dealer Code
Dealer Signature	Date

Issued by: Chevrolet Certificate No. CARS01361340

Issue Date: August 31, 2000

Issued exclusively for:

Riverdale, GA

Valid through: August 31, 2001

Amount: One Thousand Five Hundred Dollars and no Cents

\*\*\*\*\$1,500.00\*\*\*\*

## September 11, 2000



RE: CARS01361340

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1998 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY22G4W5126027, enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through September 11, 2000 towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1998 Chevrolet Corvette and trust you will give us the opportunity to retain you as a Chevrolet customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Joe Oglesby
Executive Offices

LC0001-T/lkd

#### TECHNICAL ASSISTANCE SYSTEM 77-12606 PAGE \$: 1 \* \* \* GK RESTRICTED \* \* \* #41-052

CHAR NO: 2483253 VIN:

1G1YY22G1V5100847

DRIES OPENIED: 08/04/1997

MOURL TR:

DATE CLOSED: 08/08/1997 BOUNCE:

SERIER: WILELSE:

MUB. PROFES

97 TB

DEALER CODE: 809401

STATE

005005 OΉ

ldcers:

DOME PROVE:

JACK MARTON CHRYBOLHWORTHINGTON

ORCHEVROLET EXT 2

\*\*\* REVISED CASE \*\*\*

SYMPRIK ABSTRACT -- SYRG COL LOCK WHILE DRIVE

RESCLUTION ABSTRACT-

TOC CODE 1----- ¥42

TCC-1 DESCRIPTION- SING COL TILT/THLE

TOO CODE 2----- 899

UCO-2 DESCRIPTION- CERTRAL FILE

UCC CODE 3----

UCC-3 Discription-

**76/** 

972B

CASE #: 02483253

TKG:

5.7

POSICIONAL PROPERTIES

COMPTYPE:

NILEAGE: 006005

AMSTRACT: STRO COL LOCK WHILE DRIVE

LSI

B/04/97...Dlr C/STS RSTABLISHED CASE # 2482944...TO LONGER FOUND RE SYSTEE....DLR STS STEERING COLUNG LOCKED UP WEILT OWNER DRIVING 65 MPH...DLR STS OWNER WAS SUCCESSFUL GETTING THE VEHICLE TO THE SIDE OF THE ROAD W/OUT ANY DAMAGE TO PERSONAL PROPERTY OR PERSONAL INJURY ... DER STS EAD MULTIPLE DECS ALL RELAYED TO LOSS OF COMMUNICATION ... DLR STO VERICLE IS NOW WORKING NORMALLY AND HAS COLDER APART.

TAN ADV DEALER TO CHECK THE CONFECTION INTEGRITY OF THE CONFECTOR AT THE STEERING COLUMN LOCK BOYOR 4 PIN COMMICTOR...TAN ADV DLR TO COMMAND THE EUTOR ON AND OFF T/TECH 2 AND LOOK FOR PERSHACK AND EDELEGR VOLTAGE DECP...TAN ADV BLR TO LESPECT LOSITION SWITCH CLOSELY AS THE CONDITION WOULD ALMOST APPEAR AS IF THE IGNITION KHI WAS TURNED OFF FROM THE SECRED LOSS OF DATA CODES...TAN LEFT. LEFT MESSAGE FOR SCOT KILNGO (9) 201-8194....DLR TO ADVISH....ERV

8-5-97... AT DLR C/8....STE HEABLE TO DUPLICATE LOCKED STREETING COLUMN WITH YET RETRING AND IN GRAR..... 676 HAS USED THESE 2 TO COMMAND STREETING COL LOCK MOTOR OR/OFF AND INT IS LOSING B+ to C207 for lock motor.....sts has verified to open or sty of cet AND PRES, LORS OF B+ IS THROUGH BCH.....NO DTC IN DIC....I STOURSTED DAR GO AREAD AND MEET BOX DUE TO LOSS OF B+....DER TO ADVISE...BAP

08/06/97...The returned vrd message from bodet kilmgo...sory? advigue hask"t heard of this condition before and agreed to P/U SCHETIER THIS APTERNOOM...BEV

# TECHNICAL ASSISTANCE SYSTEM 74-12606 PAGE 4: 2

C/02/97...RECTD C/FROM REM STRUGGLE PLATFORM MELEASE ENGINEER WHO DVISES HAS IMPRECIED THE VERICLE A FWV DAYS AGO....TAN PARTICIPATED IN COMPRESSED C/AT THCE CENTER...ENGINEERS AGERED F/U...ERV

\* 08/18/97...REVURNED VRU MESSAGE FROM SOMEY KILEGO AT THE CORVETTE ACTION CENTER....SOMEY ASSED ABOUT CURRENT STATUS OF SITUATION AS HE LEARNED VEHICLE HAS BEEN BOUGHT HACK...TAN ADV SOMEY NO DECENT UPDATES SINCE PREVIOUS CONFERENCE C/W REK STRUCKLE PLATFORM RELEASE HEGINEER. SOMEY ADVISED HE WOULD ATTEMPT TO BEACH HIM AND F/U...BRV

SUPPLEMENTAL.

1.

BE YOU 2483253

VIN:

16177226175100547

DATE OPENED: 08/04/1997 DATE CLOSED: 09/09/1997

MODEL IR: 97 SEDIES: YB KILILIER: 006005

**SCHECKS** t DRALES COOK: BOS401

BINDS !

JACK HARTON CHEVROLENCETEINGTON

CHCHEVEOLET

HOME PHONE:

BUE. PHONE:

13 T 2

\*\*\* REVISED CLEE \*\*\*

STEPFOR ABSTRACT--- STRG COL LOCK WHILE DRIVE

RESOLUTION ABSTRACT- VEHICLE PEPURCHASED

UCC CODE 1----- E42

UCC-1 DESCRIPTION --- SIRG COL TILT/TELE

UCC-2 DESCRIPTION---- CENTRAL FILE

TCC CODE 3-

DCC-3 DESCRIPTION---

T8/ ENG: 97IB

B.7 L91

CASE #: 02483253

161YY2261VB100547

COMPTIPE:

KILENGE: 006005

ABSTRACT: STRG COL LOCK WHILE DRIVE

DO/04/97...DLR C/STS ESTABLISHED CASE 🛊 2462944...WO LONGER FOUND IN SYMPRE ... DIR STS STREETING COLUMN LOCKED OF WHILM OWNER DRIVING 65 MPE...ILL 525 OWNER WAS SUCCESSFUL GETTING THE VEHICLE TO THE side of the boad w/out any darage to personal property or personal INJURY ... DIE STS HAD MULTIPLE DICS ALL BRIATED TO LOSS OF COMMUNICATION... HER SIS VERICLE IS NOW WORKING MORKALLY AND RAS COLUMN APART.

TAY ADV DEALER TO CHECK THE CONFECTION INTEGRITI OF THE CONSECTOR AT THE STEERING COLUMN LOCK MOTOR 4 PIN CONMECTOR...TAN ADV DLR TO CONTINUE THE NOTOR OF AND OFF W/THICK 2 AND LOOK FOR PERDRACK AND MONITOR VOLUMER INCO...The ADV DLE TO INSPECT IGNITION SHIPSE CLOSELY AS THE CONDITION WOULD ALMOST APPEAR AS IF THE IGNITION MEY WAS TURNED OFF FROM THE STORED LOSS OF DATA COMES... THE LEFT LEFT MESSAGE FOR SOFT KILEGO (6) 281-8184....DLR TO ADVISE.....MRV

AT BLE C/B.... STE THORETS TO DUPLICATE LOCKED STREETING COLUMN VITE VER RUNNING AND IN GRAP.....STE BAS USED TROP 2 TO COMMAND STREETING COL LOCK BOTOR OR/OFF AND INT IS LOSING B+ TO CROT FOR LOCK MOTOR.....STS THAT VERRIFTED NO OPEN OR STG ON CRO AND FEEL LOSS OF B+ IS TEROUGH BCH.....NO DEC IN DIC....I Suggested DLR 60 aread and rupl box Due to long of 5+....Dlr to ADVISE...BAP

\* 06/06/97...TAN RETURNED VRU NESSAGE FROM SONNI KILNGO...SONNI advises hasn't beard of this condition before and agreed to /U BOMETIKE THIS AFTERNOOM...BRV

SUPPLEMENTAL

2

1

9/08/97...RECTD C/FROM REX STRUGGLE PLATFORM DELEASE MEGINEER WEG EVISES HAS INSPECTED THE VEHICLE A FEW DAIS AGO....TAX PARTICIPATED IN CONTERENCE C/AT TECH CENTER .... HEGINEERS AGREED F/U.. BRY

\* 08/18/97...RETURNED VEW MESSAGE FROM SOMET MILHGO AT THE ACTION CHETER....SORMY ASKED ABOUT CURRENT STATUS CORVEYEE OF SITUATION AS HE LEADNED VEHICLE HAS BEEN BOUGHT BACK...TAN ADV SORRY NO RECERT UPDATES SINCE PREVIOUS COMPERENCE C/W REX STRUGGLE PLATFORM RELEASE ENGINEER. SONNY ADVISED HE WOULD ATTEMPT TO REACH HIM AND 7/U...BRV 

09/09/97....TA-95 REC"D....VERICER REPURCHASED....ERV

CASE NUMBER: 3283400

VIN:

1G1TY22G1V51D4517

DATE OPENED: 06/17/99

MODEL YEAR:

97 YB

SOURCE:

DATE CLOSED: 01/24/00 CHEVROLET

SERIES: MILEAGE:

019100

COSTOMER:

ED RINKE CHEVROLET CCENTER LINE MI

ADDRESS: HORE PHONE:

STATE:

MI

BUS. PHONE:

SYMPTON ABSTRACT---- COLUMN INOPERATIVE INTERMITTENT LOCK STEERING

RESOLUTION ABSTRACT- COLUMN ASSEMBLY, STEERING - RER

UCC CODE 1-----

UCC-1 DESCRIPTION--- STERRING

UCC CODE 2-----

UCC-3 DESCRIPTION---

UCC CODR 3-----

UCC-3 DESCRIPTION---

06/17/1999 08:31:44 SBD TEMPLATE - CLARK STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- 7\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP
  - (Y/W) IS THE VEHICLE IN THE DEALERSHIP
- (Y/N) IS THE VEHICLE MODIFIED/NOW-PRODUCTION ACCESSORIES (IF YES LIST)
- \_Y\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, BIC.)
- \_A\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- \_Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- \_Y\_ (Y/N) S/N SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- \_Y\_ (Y/N) BULLETIN OR PI SEARCH PERPORNED:
- Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- \_M\_ (Y/N) COMDITION DETAILS (LIST DIC'S, FTC.)
- (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/17/1999 08:31:44 HISTORY - CLARK

TECH CALLED STATING THAT THE STEERING COLUMN LOCK IS INTERNITIENTLY IMACCURATE AND INDP. THER HAS HUNITORED THE 1602, 1601 AND THE 1603 CIRCUITS FOR AMY CONCERNS. TECH HAS ALSO REPLACED THE BOM AND NO THE CONDITION MON'T REPEAT ITSRLY BUT THE CUSTOMER HAS ALLEDGED IT HAPPEN BRFORE HE LEFT THE PARKING LOT. TECH HAS PERFORMED A BULLETIM SEARCH TO NO AVAIL.....

I ADVISED THE TECH AFTER FOLLOWING THROUGH THE SERVICE HARDAL THAT HE COULD REPLACE THE STEERING LOCK MOTOR PER OTHER RESOLUTION CASE BUT I WOULD LIKE HIM TO CHECK THE CIRCUITS TO THE IGN. SWITCH REPORE HE DOES THAT. THEN WILL CALL BACK IF ANY FURTHER ASSISSTANCE IS

MEEDRD......RBC 06/18/1999 08:47:30 - DEALER (JEPF) STATES THEY HAVE REPLACED THE STEERING WHERE FOCK BOTOR AND STILL HAS NEVER DUPLICATED THE CUSTOMERS CONCERN AFTER INITIALLY SEEING THE COLUMN LOCKED UP WHEN IT WAS TOWED IN DEALER STATES THE CUSTOMER ALLEGES THE STREETING COLUMN LOCKED while driving slowly in parking lots both times. Dealer and customer a

CONCERN. DEALER STATES THE BCM COMMECTIONS ARE GOOD AND HAS 25 MV ON GROUND 201 AND 202. CUSTOMER NOT COMPORTABLE WITH THE VEHICLE SINCE NO SURE REPAIR HAS BEEN MADE. ADVISED DEALER I WOULD FORMARD TO TRAN LEADER FOR ANY OTHER IDEAS AND CALL HIM BACK.

06/18/1999 11:59:59 MILLER - ADVISED (JEFP) TO CHECK FOR COMMUNICATION WITH ALL MODULES, CHECK THE BETCH FOR WATER INTRUSION AND CORROSION AT THE COMMECTOR, CHECK THE HARBESS OVER THE POM BRACKET FOR CHAPPING AND CHECK THE GRAY COMMECTOR BEHIND THE BATTERY FOR VERTICAL

DEALER TO REPORT RESULTS.

06/18/1999 14:40:25 MILLER - DRALER (JEFF) CALLED I AND STATES HE HAS PERFORMED THE PREVIOUSLY REQUESTED CHECKS AND NO CONCERNS WRE FOUND. ADVISED TEAM LEADER AND WILL REPORT BACK TO DEALER WITH THE NEXT STEP.

POSISTION AND CORROSION. IF VERTICAL REPOSISTION TO HORIZONAL.

06/18/1999 16:31:59 MILLER - CALLED DRALER BACK BUT JEFF WAS UNAVAILIBLE. LEFT MESSAGE FOR HIM TO CALL.

DEALER MEEDS TO CHECK GROUND 201 AND 202 AT THE RIGHT AND LEFT A PILLARS. DEALER TO PUT A WRENCH ON EACH GROUND AND IF HE GETS ANY MOVEMENT WHEN TIGHTENIG REMOVE BOLTS AND INSTALL STAR WASHERS. DEALER ALSO MEEDS TO PIN DRAG PIN A4 AT THE BOW AND B7 AT THE INSTRUMENT PAREL BLECTROAL CENTER, CHECK THE TERMINAL CRIMPS AND MONITOR VOLTAGE BY BACK PROBING PIN A4 AND WIGGLE TEST THE HARNESS.

DEALER TO REPORT RESULTS. 06/21/1999 10:47:23 SLEENAK

- SPOKE WITH JEFF HORM.

equested he perform tests requested in Miller's last entry.

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:



KINGSPORT

TN

HOME PHONE:

CASE NUMBER: 05608284

VIN.

1G1YY22G1V5105991

MODEL YEAR: SERIES:

1997 UNKNOWN 31000

DATE OPENED: DATE CLOSED: 2001-10-03 SOURCE:

2001-10-01

MILRAGE: DELIVERY DATE:

COURTESY CHEVROLET-CADILLAC INC

BRC TYPE: BRC PARENT: Phone No DEALER NAME:

DEALER ADDRESS:1220 E STONE DR., KINGSPORT, TN, 37660, USA

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(S)

Inoperative

steering column locked while in reverse

TO4 General Information O REPAIR ATTEMPT(S)

this time

Customer Satisfaction

no open campaigns or special policies at

Vehicle operation or design

TRUCTIONS 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:\\carsweh\webknowledge}}. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus:\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoi nt.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schadule a follow up if issue is not resolved during call

Vehicle operation or design

cust states while in reverse steering column locked, cust states dir advised cust that there is a recall on similar weh's but not here and that they can repair weh with a kit that is used to perform the recall, cust seeks why her weh is not included in campaign, crm advises of campaign 01044 and that her weh is not included and why weh not included. orm advises there are no campaigns or special policies at this time. orm advises of request number. cra advises that there is since weh is out of why and weh is not included in campaign, then there is nothing chevy can do. cust seeks who lawyer should call to discuss this. crm advises cannot advises what cust tells lawyer, orm advises again that due to weh being out of wty repair cannot be paid for, crm closing file dissatisfied, daniel kincheloe/cac/atx; 0; 370809673

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

BR DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

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:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

MILBAGE AT INSPECTION:

RE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TRUT RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE • BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

RADE:

ERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

MSRP:

BRANCH:

NAME:

ACCOUNT NUMBER:

LOCATION:

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

L:

OUNT BALANCE:

DEALER ADMINISTRATION:

rəlease :

LEGAL TYPE:

LEMON LAN:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME

ADDRESS: ,

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED

RESTRAINT:

DATE:

IF 80, WHERE:

KATERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

CRIPTION OF DAMAGE:

CHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

PESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CASE NUMBER: 05445406

VIN:

1G1YY22G1W5104356

DATE OPENED:

09/04/01

MODEL YEAR:

RUSTIS

FL

DATE CLOSED:

09/06/01

SERIES:

LINKNOWN

SOURCE:

YES

MILEAGE:

45000

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

FL

BUS. PHONE:

GENERAL MOTORS CORPORATION

> CHEVROLET DIVIBION

RESTRICTED M D

CUSTOMER: ADDRESS r HOME PHONE:

05445406

VIN:

1G1YY22G1W5104356

MODEL YEAR:

SERIES:

1998 UNKNOHN

DATE OPENED: 2001-09-04 2001-09-06

Yes

MILEAGE:

45000

TE CLOSED: RCE:

AC TYPE:

CASE NUMBER:

Phone

DELIVERY DATE: DEALER NAME:

VANN GANNAWAY CHEVROLET INC

BRC PARENT: DEALER ADDRESS: 2200 E. BURLSIGH BLVD.,, EUSTIS, FL, 32726, USA

M41 Steering Column/Lock/Attaching Parts

Broken

O REPAIR ATTEMPT (S)

LOCKED

#### Vehicle operation or design

#### INSTRUCTIONS TO CRM:

- \*Pimpoint / understand concern
- \* Determine Customers expectation
- Validate feature is on vahicle
- \* Review owners manual with owner [[Owners Manuals RUN
- C:\Progra-1\Plus!\Midros-1\Iexplore.exe

http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm]]

- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN
- C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://carsweb/webknowledge/Products/genars1/SolutionsByCOmponentCode.htm]]

- \* 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
- Mahicle operation or design

2

T STATES THAT HIS STEERING COLUMN HAS LOCKED UP ON HIM OVER THE WEEKEND. CUST STATES THAT THIS HAPPENED TO HIM WHILE HE WAS DRIVING W/ HIS 5 YEAR OLD SON IN THE VEH AND IT ALMOST CAUSED AN ACCIDENT. CUST STATES THAT HE IS AWARE OF A RECALL ONSTEERING COLUMNS FOR CORVETTES BUT HIS DOES NOT FALL WITHIN VIN BREAKPOINTS. CUST SEEKS FOR THE REPAIRS TO BE COVERED UNDER WARRANTY OR RECALL DUE TO THIS BEING A KNOWN PROBLEM. CRM ADVISED CUST OF CAMPAIGN 0034 ON SEAT BELT WEBBING AND THAT HE WOULD BE TRANSFERRED TO TIER2.

JESSE BLESING/TAMPA/CARS/TIER1; 0; 368469354 2001-09-04

CUST STATES/CUST SEEKS SEE PREV....

CRM ADVISED CUST WILL DO FURTHER RESEARCH AND CHECK FOR COVERAGE ON CAMPAIN AS CUST MISSED BREAKPOINTS BY 2 DIGITS.

CRM CONTACTED DLR # 352 343 2400 AND SPOKE W/ DAN PODGOREKI THE SVC MGR WHO STATES THAT COVERAGE WOULD BE A DECISION THAT THE AVM WOULD HAVE TO MAKE. AVM NAME RANDY JORDAN. SVC MGR STATES THAT W/O HISTORY OF STEERING COLUMN CONCERNS, MAY NOT BE POSSIBLE.

CRM ADVISED CUST THAT ADDIL RESEARCH HAD TO BE DONE AND ALSO ADVISED USUALLY TAKES W/M 24 HRS HOWEVER CRM WILL SCHEDULE RETURN CALL FOR TODAY B/W 6-6:45P TO ADVISE OF ANY UPDATES. CUST AGREED AND REQ RETURN CALL @ 407 466 063B. CRM AGREED AND PROVIDED DIRECT EXT 57688 POR CONTACT.

CRM LEFT DETAILED MESSAGE FOR AVM RANDY JORDAN REQ CONSIDERATION FOR COVERAGE ON CAMPAIGN # 01044A, CRM WILL AWAIT RESPONSE.

<u>8DA</u>VID/T02/TPA; 0; 368471553

1-09-04

CRM REQ VME FROM CUST REQ RETURN CALL.

CRM RETURNED CALL, NO ANS. CRM LEFT MESSAGE FOR CUST TO ATTEMPT AGAIN. SDAVID/T-2/TPA; 0; 368487784 2001-09-04

CRM RECD RETURN CALL FROM CUST REQ TO KNOW IF CRM HAD RECD UPDATE AS OF YET. CRM ADVISED NO.

CUST REQ TO KNOW IF ANY INCENTIVES FOR NEW VEH AS HE NO LONGER WANTS TO KEEP THE VEH HE HAS. OM ADVISED OF INCENTIVE OFFICE AND CUST REQ TO BE CONNECTED.

CRMCONTACTED AND SPOKE W/ CRM IDA WHO REQ FOR COST TO BE CONFERENCED. CRM ADVISED CUST ALSO IF ANY OTHER CONCERNS TO CONTACT CAC. SDAVID/T-2/TPA; 0; 368489400

2001-09-05

CRM RECD RESPONSE FROM RANDY JORDAN THE AVM THAT STATES THAT THERE IS NO ASST FOR CUST ON A SECOND OWNED VEH. CUST IS OUT OF PARAMETERS AND CANNOT BEND PARAMETERS FOR CUST. ALSO DAN THE SVC MGR IS AMAITING RETURN CALL FROM CUST AS VEH WAS TO BE TOWED OVER TO DLR AND HAS NOT MADE ARRANGEMENTS N/ SVC DEPT.

CRM ALSO RECD VME FROM CUST REQ RETURN CALL.

CRM RETURNED CALL CONTROL HOWEVER NO AMS, MESSAGE STATES MEXTEL SUBSCRIBER NOT AVAIL. CRM ALSO ATTEMPTED VIA LISTED HOME NUM, LEFT MESSAGE FOR RETURN CALL AND ALSO DIRECT BAT 57688.

/ID/T-2/TPA; 0; 368569994

NO1-09-06

		37			
	W/ IMPO RETAINED. CRM WAS CALLING ED CUST OF IMPO RETAINED AND ADVIS OR CALLING. CRM WILL CLOSE AS CONC	ED NO COVERAGE FOR			
**************************************					
INCIDENT DATE: INCIDENT LOCATION:	INCIDENT TIME:				
DRIVER NAME: DRIVER DISABILITY:	DRIVER AGE:				
OWNER DESCRIPTION:					
ALLEGED DEFECTIVE COMPONENT:					
- ·	ROAD CONDITION: BODY INJURY:	ROAD SURFACE:			
WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0 PROPERTY DAMAGE:					
MVS ABHICTE INROEBD:	INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT NAME: AGENT PHONE NUMBER:				
MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: NOTIFY NAME:					
MAS VEHICLE INSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:	INSPECTORS NAME: INSPECTION DATE:				
WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TRST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS:	••PAR INFORMATION•••••••••	*******			

SOURCE:

TRANSACTION:

REQUEST TYPE:

DEPURCHASE REASON:

DEALER BAC: DEALER NAME: LER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILHAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MERD

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE: AFTERMARKET:

LEASE TERM: DAMAGE: OTHER:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

BRANCH:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN DAYOFF: TITLE BRAND:

BEDLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

ACCIDENT:

• BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

PAGE: 5

OM RESTRICTED

375461

ANY:

ADDRESS:

CONTACT TYPE: CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

# \*\*\* GM RESTRICTED \*\*\*

Case No:

3263688

VIN Number:

1G1YY22G1W5114986

Date Opened:

6/7/1999

Model Year:

1998

Date Closed:

6/10/1999

Series:

Corvette

Dealer Code:

B17357

Mileage:

16053

Address:

ALL STAR MOTORS COMPGREENVILLE

State:

MS

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK INT

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-3 DESCRIPTION-

08/07/1999 17:11:20 SBD TEMPLATE - EHLERT

STRATEGY BASED DIAGNOSTICS

- \_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- 2 NUMBER OF DAYS VEHICLE IN DEALERSHIP
- \_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- \_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- \_N\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- \_N\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- \_Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- \_Y\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- \_N\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- \_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- \_N\_ (Y/N) CONDITION DETAILS (LIST DTC'8, ETC.)
- \_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/07/1999 17:11:20 HISTORY - EHLERT

CONCERN:

TECH CANNOT VERIFY CONCERN OF CLOUMN LOCK LOCKING WHILE DRIVING. TECH SCANNED AND RECEIVED P1829 U1016. AFTER TROUBLE TREE DIAG NO CONCERN RESOLVED.

EA02-031 / GM22C Fuge ! of 2

### **REC:**



I ADVISED TECH TO CHECK BCM, RELAY CENTER, G202 AREAS FOR POSSIBLE WATER INTRUSION. IF NO PROBLEM FOUND THEN DIAG THE COLUMN LOCK BY JUMPING GREEN AND BLACK WIRES TOGETHER AT THE COLUMN LOCK MOTOR TO BY-PASS THE SWITCH. TECH WILL CALL BACK WITH RESULTS...MME

- VME CLOSING

RA02-031 / GM22C

: CHEVROLET CASE 000135922 TYPE: G-GEMERAL

E: BUDDY HUTCHINSON CHEVROLET, IN

YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: ADDRESS.

CITY: ORANGE PARK

VIN: 1G1YY22G1W5114983

RESP DEALER: 00000

MILEAGE: 37452

YEAR/MODEL: 1998/CORVETTE

CASE TYPE : G-GENERAL

OPEN DATE : 03/23/2000

REOPENED: N

LAST ACTIVITY DATE: 03/23/2000

CLOSE DATE: 03/23/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRICT LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: O (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N LEGAL FILE: (Y/N)

RRINBURSED OWNER:

WARRANTY CODE: O

DEALER CONTACTED: N

CONTACTED DATE: 03/23/2000 DEALER CLOSED : 03/23/2000

ZIP: STATE: FL

DELIVERY DATE: 01/14/1998

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 03/23/2000

BY: BONYA

ALDRICH

SCRAD DATE: 12/31/9999

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER NUMBER: 26115

MAMR: BUDDY HUTCHINSON CHEVROLET, IN

CITY: JACKSONVILLE

ST: PL

REQUEST CODES AND COMMENTS

# CLOSE DRAC CEDE

STREERING COLUMN LOCK M41 0

#### Certificates



Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 03/23/2000 00:00:01 STEERING LOCK ACTUATOR. NO ASSISTANCE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/23/2000 09:26:42 CUSTOMER STATES THAT THE STEERING WHEEL LOCKS WHILE DRIVING AND HE HAS HAD MULTIPLE CONCERNS WITH THIS VEHICLE. SERKS TO HAVE CONCERN TAKEN CARE OF UNDER WARRANTY. CRM SPOKE TO SVM AND THE VEHICLE IS NOT USUALLY MAINTAINED AT THIS DEALERSHIP, BUT JUST TAKEN IN FOR WARRANTY WORK, THEREFORE, THERE MIGHT NOT BE ASSISTANCE OFFERED FROM DEALERSHIP ON CONCERN. JORGE GARCIA/AUSTIN

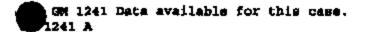
CUSTOMER REQUESTS THAT CRM JORGE RETURN HIS CALL CONCERNING ONGOING AS SISTANCE REQUEST. CUSTOMER HAS PRIOR FILE # DATING BACK TO 12/15/98 A ND REQUESTS ASSISTANCE ON REPAIR OF STREETING COLUMN. VEHICLE IS IN SHOOM AND CUSTOMER IS AWAITING A CALL FROM CRM JORGE AT

CUSTOMER CAN BE REACHED AT THAT NUMBER UNTIL 1130 AM THE DATE (3/23/99.

CUSTOMER CALLED AND STATED NO FOLLOW UP FROM ORIGINAL CRM; CUSTOMER STATES 904 631 0009; DUE TO LACK OF DOCUMENTATION ON WHAT ACTION CRM PLANS TO TAKE AND WHAT ACTION HAS BEEN TAKEN THIS CRM DID NOT TAKE OWNERSHIP AT THIS TIME. CRM WILL SEND EAGE TO MR. GARCIA AND THIS CRM WILL CHECK STATUS OF UDDATE E AFTERNOON. SONYA ALDRICH/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/24/2000 13:46:30 CRM ACTION: CRECKED FILE; PREVIOUS CRM UNABLE TO F/U YET.
CRM CONATCTED CUSTOMER; CUSTOMER STATES HE WENT TO THE DLRSHF AND AVM WAS THERE; SVC MGR DISCUSSED SITUATION WITH AVM; AVM ADVISED CUSTOMER CHEVORLET WILL ASSIST WITH REPAIR. CUSTOMER DELIGHTED. SONYA ALDRICH/AUSTIN

#### GM 1241



Mo GN 1241A Data available for this case. GN 1241 D

No GM 1241D Data available for this case. GM 1241 X

No GM 1241% Data available for this case. Reimbursements

No Reimburgement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

# Product Liability / Breach

Product Liability / Breach Data available for this case.

rated Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

HAME

COMPARY:

ADDRESS:

CITY: ORANGE PARK

AGE: 000

BUSINESS PROME: ( ) -

IMPERCULFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: PL ZIP:

HOME PHONE:

DATE:

DATE:

2:

# Injured Parties

Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.