

GM622C
EA02-031

GM

11-27-03

ATTACHMENT "4C"

Book 4 of 22

Part 1 of 2

464602 - PI

Alia

OR No. 1-117427803 Ref No. BRC Type PAR Safety Yes Bus. Unit BRC
 Last Name [REDACTED] First Name [REDACTED] Approval Not Initiated Area PAR
 Evening # [REDACTED] Street [REDACTED] Steering - General Sub-Area Infile PAR-Injury
 City Venice Santa Monica Group, Inc. Updated 7/16/03 4:07:46 PM
 State CA ZipCd [REDACTED] Closed 8/16/03
 Make Chevrolet Mileage 19800 Serial #VIN 1G1YY32G2Y5133306 Satisfied 7/16/03 10:37:15 PM
 Model Corvette Year 2000 Warr. Start 07/12/2000 Abstract Closed 7/16/03 4:07:22 PM

Customer Description This is a per file, forward all calls from Par
 [REDACTED]

Owner 7/2/03 5:30:00 PM When turning on Garfield from Lincoln Blvd, the steering locked, when just attempted to turn the wheel, he injured his left wrist and right shoulder
 [REDACTED] Steering wheel lock
 7/4/57 5'11" none
 1 1
 Component Steering wheel locking mechanism
 Y Dry
 Santa Monica Group Chev Asphalt
 Insurance Agency AAA of Culver City

PAR Detail

30 N N n/a
 sunny and dry

RECEIVED

JUL 17 2003

ESIS-CM CLAIMS UNIT

Prop Est

No other

7/17/2003

					Repair Cost
	\$0.00		n/a		bottom driverside scrapped by the tow truck driver from being heaved up. Scrut on the driver's door.
	Personal				

07/16/03 SULE SR Closed - Satisfied

Done

Service Request has been Closed Satisfied.

Comment

Confidential
Comment

07/16/03 SULE BRC PAR Close

Done

ESIS

Comment

Confidential
Comment

CRM FORWARDING THE FILE TO ESIS

CUSTOMER'S ADDRESS
Ventura, CA

due to temps per 58508

07/16/03 Ownership Changed

Done

Service Request Ownership has changed FROM TO

Comment

Confidential
Comment

07/16/03 Notify CRM

Done

Esc file assignment

Comment

Confidential
Comment

07/16/03 BRC PAR Case Assigned

Done

assigned file to Sue Le at

Comment

Confidential
Comment

07/16/03 BRC PAR Case Reopened

Done

reopened for ESIS assignment

Comment

Confidential
Comment

07/15/03 BRC PAR ESIS- Injuries

Done

ESIS

Comment

Confidential
Comment

Cust is an attorney, and he is seeking Medical Compensation, Loss wages in the amount of \$250 and hour from 2:30-7:30, a rental veh. paid in the amount of \$65.50, and the body damages repaired.

Received and assigned to ESIS Nelson. Marjorie Lott/FAR/Workflow

07/15/03 BRC PAR Close

Done

Close

Comment

Confidential
Comment

BUSINESS SUMMARY: 1. Cms received and reviewed the file. 2. Cms spoke w/the cust. 3. Cust seeking Medical Compensation, Loss Wages, and a Rental Bill to be paid for, also he wants Body Damages repaired per his veh. 4. Cms left a vna for the sm/AVM of Santa Monica Group. 5. Cms advised the cust this

File is being forwarded to ESIS. 6. No offer to repair or repurchase, the dealership has already made some repairs and adjustments to the veh. 7. File closed and documented.

07/15/03 [REDACTED] BRC PAR ESIS- Injuries Done

Comment BUSINESS SUMMARY: 1. Crm received and reviewed the file. 2. Crm spoke w/ the cust. 3. Cust seeking Medical Compensation, Loss Wages, and a Rental Bill to be paid for, also he wants Body Damages repaired per his veh. 4. Crm left a vm for the am/AVM of Santa Monica Group. 5. Crm advised the cust this file is being forwarded to ESIS. 6. No offer to repair or repurchase, the dealership has already made some repairs and adjustments to the veh. 7. File closed and documented.

07/15/03 [REDACTED] BRC PAR GM Decision- Other Done

Comment Crm advised the cust his file is being forwarded to ESIS, for further handling. Cust is seeking Medical Compensation, Loss Wages, and a rental bill of \$98.50 to be paid for.

07/15/03 [REDACTED] Research Done

Comment Crm did a case scan in databasepoint no other files existing.

07/15/03 [REDACTED] BRC PAR Initial Contact- AVM Done

Comment Crm called the AVM [REDACTED] Crm left a detailed vm. Crm advised the AVM of my name, number, and the cust's car. Crm advised this file is being forwarded to ESIS.

07/15/03 [REDACTED] BRC PAR Initial Contact- Dealer Done

Comment Crm called Santa Monica Group to speak w/ the am [REDACTED] Crm was transferred to the vm of the am and advised him of the cust's concern. Crm advised the am to fax me the FOCs per the repair or the adjustments regarding the cust's steering. Crm advised of my fax #, my BDD#, and the cust's car. Crm advised the am this file will be forwarded to ESIS, and to send the information as soon as possible.

07/15/03 [REDACTED] Ownership Changed Ownership Escalated to BRC Done

Comment Ownership Escalated to BRC

07/15/03 [REDACTED] Outbound Call Customer Made Contact Done

Comment INITIAL-CUST CONTINUED

CRM ADVISED THE CUST I NEED TO GET GOING ON THIS FILE, THE CUST REFUSED TO LET ME GO OFF THE PHONE, HE WANTED TO CONTINUE TO REPEAT THE SAME THING 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 INJURED WHEN THE STEERING WHEEL LOCKED UP, AND HE HAS MEDICAL BILLS. CUST IS SEEKING TO THE ENTERPRISE RENTAL VEH. TO BE PAID FOR @ \$98.50 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 TOWNE TRUCK PERSON TRIED TO GET THE VEH. UP ON THE LIFT.

07/15/03 [REDACTED] Inbound Call Customer Done

Comment Cust called in because he was disconnected from previous CRM. While on the phone with me, owning CRM called on Cust's other line.

07/15/03 [REDACTED] Outbound Call Customer Made Contact Done

CLOSE

Confidential
Comment

GM's Decision-ESIS

Confidential
Comment

Case Scan

Confidential
Comment

Initial-AVM

Confidential
Comment

Initial-Dealer

Confidential
Comment

Ownership Escalated to BRC

Confidential
Comment

INITIAL-CUST CONTINUED

Confidential
Comment

REquesting owning CRM

Confidential
Comment

Initial-Continued

Comment

*****DESCRIPTION OF INCIDENT*****
CUST STATES HE WAS GOING SOUTH ON LINCOLN BLVD. GOING ABOUT 30-35 MPH IN HEAVY TRAFFIC. CUST STATES HE INTENDED TO MAKE A RIGHT TURN ON GARFIELD ST. CUST STATES HIS ABS LIGHT CAME ON AND HE HEARD A WEIRD SOUND AND THE STEERING COLUMN LOCKED UP, CAUSING THE VEH. TO STALL/CUT 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 07/02/03. *****ANOTHER INCIDENT HAPPENED ON 07/08/03 AFTER CUST PICKED UP THE VEH. FROM SANTA MONICA CHEV. ON 07/07/03. CUST 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 THIS THE INCIDENT WHEN HIS VEH. WAS DAMAGED. CUST STATES HE FINALLY DECIDED TO START THE VEH. AND THE STEERING WHEEL UNLOCKED AND THEY WERE ABLE TO GET THE VEH. UP ON THE FLATBED. *****CUST STATES IN MAY 03 HE RECEIVED INJURIES TO HIS WRIST WHEN HE GOT INTO THE VEH. TO DRIVE, AND AS HE MADE A TURN THE VEH. LOCKEDUP. DLR 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 W/THE CUST FOR OVER AN HOUR, WHIM SAYING THE SAMETHING OVER AND OVER. CONTINUED

Confidential
Comment

07/15/03

BRC PAR

Initial Contact- Phone

Done

Comment

Crm spoke w/ the cust who advised his veh. is whim now. Cust states the veh. was taken 2 times to Santa Monica Chev. for repairs to the steering because it would lock up. Cust states on 07/02/03 he injured his wrist when the steering locked up on him while driving. Cust states on 07/08/03, the steering locked again and caused him to re-injure his wrist. Cust states he has gone to the doctors for this concern. Cust states he purchased the vt. from LaBrea Chev. new. Cust states his veh. was damaged underneath when the tow truck person tried to get the veh. up on a flat bed truck. Cust states the damages are to the bottom driveline underneath the door. ***** CRM HAD PLACED THE CUST ON HOLD TO DOCUMENT THE FILE, WHEN CRM CAME BACK TO GET THE ACCOUNTS OF WHAT HAPPENED, THE CUST WAS NOT THERE. *****CRM WILL TRY TO REACH THE CUST BACK. WHEN CUST ANSWERED THE PHONE HE ADVISED LAW OFFICE. CRM 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 UNCOOPERATIVE @ TIMES DURING THE CONVERSATION. CUST IS VERY IRRATE AND FRUSTRATED W/EVERYTHING. CONTINUED...

Confidential
Comment

07/15/03

BRC PAR

Acknowledgement

Done

Comment

Crm spoke w/ the cust.

Confidential
Comment

07/15/03

Research

Done

Comment

No other files existing in slebo/corcoran by vin

Confidential
Comment

07/16/03

Ownership Changed

Done

Comment

Service Request Ownership has changed FROM

07/11/03

Notify CRM

Done

CommentConfidential
Comment

He assigned

Confidential
Comment

07/11/03 [REDACTED] BRC PAR Case Assigned Done [REDACTED]

Comment

Confidential

Comment

07/11/03 [REDACTED] Ownership Changed Done

Service Request Ownership has changed FROM [REDACTED]

Comment

Confidential

Comment

07/10/03 [REDACTED] Outbound Call Customer Made Contact Done

Follow up

Comment

Confidential

Comment

CRM advt: this case has been transferred to another dept that will be handling cust's concerns from this point on

Cust inquired whether he will speak with CRM again on this case

CRM advt: unlikely; cust should expect a call from BRC within 48 business hrs from yesterday;

07/10/03 [REDACTED] Escalation Initial PAR Done

Pre-PAR

Comment

Received and assigned to PAR [REDACTED]

Confidential

Comment

07/10/03 [REDACTED] Scheduled Outbound Call Dir Done

1-117437903, 5-7 est - dir

Comment

Confidential

Comment

07/10/03 [REDACTED] Outbound Call Third Party Made Contact Done

Comment

Confidential

Comment

07/09/03 [REDACTED] Inbound Call Customer Complex Request Done

Comment

update

Confidential

Comment

Cust states: received a call from CAC and asked to remain anonymous - when he went to the dr they told him they didn't appreciate him complaining to GM; dr refused to reimb for the rental veh; when he sent the veh he did not pay for it - sent to the bill to the dr; gave the bill to [REDACTED] at the dr [REDACTED] states that they didn't do anything with the veh - no duplication (he also did not have pre-authorization for the rental); they told cust that they had re-programmed it;

Cust states: there is a small bend in a metal tip and a scratch on the driver's underside which were caused by tow truck; who will pay for this?

CRM advt: the towing company will have to be contacted

Cust states: GM is responsible

CRM advt: will need to contact dr again; scheduled c/b 7/11/03, 10-11 est;

07/09/03 [REDACTED] Outbound Call Third Party Received No Answer Done

Comment

Confidential

7/17/2003

	CRM attempted to contact [REDACTED] in Roadside but was unable due to his not being in.		<u>Comment</u>
07/06/03	[REDACTED] Outbound Call Customer Made Contact	Done	Pre-PAR
<u>Comment</u>	CRM advcd: filing Pre-PAR; cust will be contacted within 48 hrs by our BRC-PAR; Cust states: veh should be ready by tomorrow CRM advcd: scheduled cfr 7/10/03, 10-11est		<u>Confidential</u> <u>Comment</u>
07/08/03	[REDACTED] Notify CRM	Done	1-117427003
<u>Comment</u>	[REDACTED] of Chev Rd Side, X 8844 advised he needs to speak w/ owning CRM [REDACTED] advised owning CRM can call Rd Side, his ext is 8844 CRM advised I will notify owning CRM & request he contact [REDACTED] ASAP Lucinda Estorick/pdx		<u>Confidential</u> <u>Comment</u>
07/08/03	[REDACTED] Inbound Call Third Party Complex Request	Done	Chev Rd Side Asst
<u>Comment</u>	[REDACTED] of Chev Rd Side, X 8844 advised he needs to speak w/ owning CRM [REDACTED] advised owning CRM can call Rd Side, his ext is 8844 CRM advised I will notify owning CRM & request he contact [REDACTED] ASAP Lucinda Estorick/pdx		<u>Confidential</u> <u>Comment</u>
07/08/03	[REDACTED] Outbound Call Third Party Made Contact	Done	Roadside Assistance
<u>Comment</u>	CRM inquired as to when a truck was dispatched. Roadside Asst states: - truck was dispatched 7/2/03 at 8:23pm pt - time of arrival at 45min after this - they called AAA to give them reference - BOA - Gone on Arrival - 2nd dispatch 7/8/03 - no cfr number - did research into dire before dispatching - original address [REDACTED] (x4109) - cust was upset about not getting		<u>Confidential</u> <u>Comment</u>
07/08/03	[REDACTED] Outbound Call Customer Received No Answer	Done	No response
<u>Comment</u>	10:11est - no answer 10:38est - no answer 10:48est - no answer		<u>Confidential</u> <u>Comment</u>
07/08/03	[REDACTED] Outbound Call Dealer Made Contact	Done	RFC situation
<u>Comment</u>	Sho Ming states: this cust has been working with him for over 10 years; very domestic; they are missing the lock mechanism within the steering; the steering wheel cannot lock while driving - it is an anti-theft system; will reimburse cust for the \$80 a day when he brings them the receipts;		<u>Confidential</u> <u>Comment</u>

07/08/03

Comment

Cust states: the steering wheel has locked on veh 3 times - huge safety concern; has called 18062221020 and was disconnected on a pay phone; called Floodside and they never dispatched a veh, yet told him that they had (was waiting by veh is how he knows); had to wait 3 hrs for the tow truck and call 6 times; dr told him his veh was ready and the prob came back less than 24 hrs; tow truck driver told cust that he has heard of 3 other Corvettes that have steering lock probs; has been extremely inconvenienced as a lawyer who has missed a great deal of work; dr told him that they fixed the veh, when he picked it up the dr told him GM would not allow putting in parts that weren't necessary; dr re-programmed the computer; has had to pay for a rental veh (Enterprise 301-827-7800) from Wed through Sun; injured his wrist due to steering wheel locking while driving;

Cust seeks: to have veh repaired, be reimbursed for the rental veh, documentation of his concerns;

CRM advad: scheduled aft 7/8/03, 10-11est

Steering wheel locking

Confidential

Comment

MP1

Inoperative

Occupant of Owner's Vehicle

Steering - General

Driver

Seatbelt

Injury

Desc

Primary Address

Sprained Left Wrist - Swollen
Sore Right Shoulder

Medical

Rpt

City Venice

Treatment

Loc

State CA

Floor 2

Los Angeles, CA

Zip

Treated

By

1000 CORVETTE CONVERTIBLE
 79U MILLENNIUM YELLOW W/TINT COAT /V8G
 191 INT,EBONY INTERIOR TRIM
 ORDER NO. CNGK8Q/TRE STOCK NO.
 VIN 1G1YY32G2Y5133308

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 1AD50991966

*****XY*****13*20383S

40D FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY67 CORVETTE CONVERTIBLE	45705.00	39991.88	INVOICE 06/22/00
1AB MEMORY PACKAGE	150.00	129.00	SHIPPED 06/22/00
1G2 SIX-WAY POWER PASSENGER SEAT	305.00	262.30	EXP I/T 06/30/00
1Q9 ADJUSTABLE SPORT BUCKET SEATS WITH LEATHER TRIMMED SEATING SURFACES	700.00	602.00	INT COM 06/30/00 PRC EFF 06/22/00 KEYS S139C S139C
334 COLOR-KEYED FRONT FLOOR MATS, CARPETED INSERTS	25.00	21.50	WFP-S QTR OPT-1 BANK: GMAC - 071
384 BODY SIDE MOLDINGS	75.00	64.50	CHG-TO 20-383
3J2 AIR CONDITIONING-ELECTRONIC DUAL ZONE	365.00	313.90	SHIP WT: 3209
392 PERFORMANCE AXLE RATIO	300.00	258.00	HP: 48.7
1L4 ACTIVE HANDLING SYSTEM	500.00	430.00	GMS: 44012.50
LS1 5.7L LITER SFI, V8	0.00	0.00	MEMO 2571.20
1K0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	
1J7 STEERING COLUMN - POWER TELESCOPING & MANUAL TILT	350.00	301.00	
1P5 POLISHED ALUMINUM WHEEL	895.00	769.70	
182 TWILIGHT SENTINEL	60.00	51.60	
196 FOG LAMPS	69.00	59.34	
1U0 AM/FM STEREO W/CD PLAYER	100.00	86.00	
1V6 HEAD UP DISPLAY	375.00	322.50	
1U8 COMPACT 12 DISC CHANGER, REMOTE	600.00	516.00	
1XG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	
1Y5 CALIFORNIA EMISSIONS	N/C	N/C	
1YH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	
251 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
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MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 43841.16

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

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

LA AREA CHEVROLET-BUICK-OLDSMOBILE

REMIT TO GMAC NO. 071
 VIN 1G1YY32G2Y5133308
 \$ 46069.46 INV 1AD50991966
 DUE 06/30/00 DEALER 20-383

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I

07/28/2003 10:24

VIN 1G1YY32G2Y5133308

OPEN\CLOSED STATUS:

SEL CAMPAIGN STATUS
CODE NUMBER

REPAIR
DATE

REPAIR PREV.
DEALER NUMBER

CAMPAIGN
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:

GM Vehicle Inquiry System

Summary

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

[Help](#)

VIN :	1G1YY32G2Y5133308
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VEHICLE INFORMATION

Merchandising Model :	1YY67 -2000 CORVETTE CONVERTIBLE			Warranty Start Date :	07/12/2000		
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES , CA 90036-3524 (323) 939-2131			Selling Source :	13 - CHEVROLET		
				Site Code :	20383		
				Business Associate Code :	114542		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns
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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/ACC 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

R.O Date	R.O Number	Type	Labor Operation	Odometer 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	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	13942 miles
07/07/2003	542883	#	ZB016 - 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
09/09/2001	025251	#	L1200 - 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 - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1YY32G2Y5133308
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CLAIM HISTORY

Repair Order Date :		07/10/2003		Repair Order Number :		554598		Odometer Reading :		13987 miles	
Serviced By :	GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098					Selling Source :		13 - CHEVROLET			
						Site Code :		00690			
						Business Associate Code :		160087			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/15/2003	395	01	#	T2020 - WARRANTY TOWING		N/A		C	N/A	\$ 87.32	N

Repair Order Date :		07/08/2003		Repair Order Number :		046821		Odometer Reading :		13942 miles	
Serviced By :		SANTA MONICA CHEVROLET, SANTA MONICA BUICK, SANTA MONICA OLDSMOBILE 3223 SANTA MONICA BLVD SANTA MONICA, CA 90404-2605 (310) 828-4424				Selling Source :		13 - CHEVROLET			
						Site Code :		20051			
						Business Associate Code :		132345			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
07/15/2003	395	01	#	NE505 - WIRING (ECAS) JUMPER HARNESS - INSTALL		26050960 - LOCK	N/A	N/A	\$ 288.46	N	
07/15/2003	395	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A	N/A	N/A	\$ 60.00	N	

Repair Order Date :		07/07/2003		Repair Order Number :		542883		Odometer Reading :		13000 miles		
Serviced By :		GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098				Selling Source :		13 - CHEVROLET				
						Site Code :		00690				
						Business Associate Code :		160087				
Cycle	Cycle	Case	Type	Labor Operation			Part		Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
11/2003	394	01	#	Z8016 - ROADSIDE GONE ON ARRIVAL	N/A	C	N/A	\$ 25.68	N

Repair Order Date :		05/22/2003		Repair Order Number :		452660		Odometer Reading :		13300 miles	
Serviced By :		GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098				Selling Source :		13 - CHEVROLET			
						Site Code :		00690			
						Business Associate Code :		160087			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/27/2003	381	01	#	T2020 - WARRANTY TOWING		N/A		C	N/A	\$ 61.64	N

Repair Order Date :		05/24/2001		Repair Order Number :		172255		Odometer Reading :		4511 miles	
Serviced By :	LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES, CA 90036-3524 (323) 939-2131					Selling Soures :		13 - CHEVROLET			
						Site Code :		20383			
						Business Associate Code :		114542			
Cycle Date	Cycle Nbr	Case	Type	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	N

Repair Order Date :		05/09/2001		Repair Order Number :		025251		Odometer Reading :		4327 miles	
Serviced By :		SANTA MONICA CHEVROLET, SANTA MONICA BUICK, SANTA MONICA OLDSMOBILE 3223 SANTA MONICA BLVD SANTA MONICA, CA 90404-2605 (310) 828-4424				Selling Source :		13 - CHEVROLET			
						Site Code :		20051			
						Business Associate Code :		132345			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
05/15/2001	169	01	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE		12459861 - MODULE KI	N/A	N/A	\$ 457.71	N	

Repair Order Date :		06/22/2000		Repair Order Number :		A33308		Odometer Reading :		0 miles	
Serviced By :		LA BREA CHEVROLET-BUICK 400 S LA BREA AVE				Selling Source :			13 - CHEVROLET		

LOS ANGELES, CA 90036-3524 (323) 939-2131				Site Code :		20383			
				Business Associate Code :		114542			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/27/2000	77	01	I	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	1G1YY32G2Y5133308
-----	-------------------

VEHICLE BUILD

Merchandising Model :	1YY67 - 2000 CORVETTE CONVERTIBLE		
Gross Vehicle Weight Rating :	1688 kg (3722 lb)	Order Number :	CNGK8Q
Build Date :	06/22/2000	Build Plant :	1Y5Y - BOWLING GREEN

OPTION CODES

AAB - DRIVER CONVENIENCE PACKAGE	AG2 - ADJUSTER, 6-WAY POWER SEAT,
AK5 - SEAT, INFLATABLE, DRIVER & PASS	AQ9 - FRT BKT, LUXURY
BGR - BOWLING GREEN, KY, USA	B34 - FLOOR MATS, CARPETED INSERT
04 - EXTERIOR	CI2 - AIR CONDITIONER FRT, AUTO TEMP
C05 - CONVERTIBLE ROOF	DL5 - ROADSIDE SERVICE INFORMATION
DL8 - LH & RH, REMOTE CONTROL, ELECTR	FE3 - TOURING & LOAD LEVELING
G90 - 3.15 RATIO	G92 - PERFORMANCE
IL3 - INTERIOR DESIGN (L3)	JL4 - ACTIVE BRAKE
JL9 - ANTILOCK	K63 - 110 AMP
LS1 - 5.7 LITRE V8 MFI	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
M30 - 4L60 AUTO TRANS	NC1 - EMISSION SYSTEM, CALIFORNIA LEV
NK4 - SPORT LEATHER	N37 - TILT, TELESCOPING
QF5 - 17 X 8.5, FRT & 18 X 9.5 RR, AL	T82 - AUTOMATIC ON-OFF
T96 - FOG, FRT	UN0 - AM/FM STEREO, SEEK/SCAN, CD, AU
UV6 - HEAD UP	UZ6 - 6, PREMIUM
U18 - COMPACT DISC PLAYER & TRUNK	U52 - INST, ELECTRONIC
U75 - POWER ANTENNA	VG6 - BUMPER IMPACT, 5 MPH, CALIFORNI
VG8 - LABEL, NOTICE TO BUYER	V73 - USA/CANADA
GG - P245/45R17-89Y BW TL SBR HW4 EM	YF5 - CALIFORNIA EMISSIONS
YGH - P275/40R18-94Y BW TL HW4 SBR EM	Z51 - HANDLING

1SA - OPTION 01	19I - BLACK (I) (96)
19I - BLACK LEATHER	41T - BLACK (96)
79U - EXTERIOR, PERSIA RED MET (BRAZI	

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GM Vehicle Inquiry System

Vehicle Component

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[Help](#)

VIN	1G1YY32GZY5133308
-----	-------------------

Vehicle Component

Component Code :	10 - ENGINE ASSEMBLY				
Source Plant :	W - CPC/DDA ROMULUS, MICHIGAN				
Part/Num Broadcast :	ZBH	Traceability :	001532129		
Date Scanned :	06/21/2000	Time Scanned :	11.25.00	Scan Station :	01

Component Code :	61 - TRANSMISSION				
Source Plant :	Y - HYDRAMATIC TOLEDO, OHIO				
Part/Num Broadcast :	0YDD	Traceability :	27109060		
Date Scanned :	06/21/2000	Time Scanned :	12.08.00	Scan Station :	02

Component Code :	B1 - ENGINE TUNE UP LABEL				
Source Plant :	N/A				
Part/Num Broadcast :	PAZ	Traceability :	N/A		
Date Scanned :	06/22/2000	Time Scanned :	09.12.00	Scan Station :	04

Component Code :	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant :	9				
Part/Num Broadcast :	CYTW	Traceability :	101669B7E		
Date Scanned :	06/22/2000	Time Scanned :	09.12.00	Scan Station :	03

Component Code :	AB - IR-MODULE ASM-INFLATOR				
Source Plant :	M - MORTON-THIOL				
Part/Num Broadcast :	5723	Traceability :	YWAHL84		
Date Scanned :	06/22/2000	Time Scanned :	09.12.00	Scan Station :	05

Component Code :	AL - IR-MODULE ASM-I/P				
------------------	------------------------	--	--	--	--

Part/Num Broadcast :	5724	Traceability :	YWAGO17		
Date Scanned :	06/22/2000	Time Scanned :	09.12.00	Scan Station :	06

Component Code :	AS - SENSING DIAGNOSTIC MODULE				
Source Plant :	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast :	0500	Traceability :	2016543XG		
Date Scanned :	06/22/2000	Time Scanned :	09.51.00	Scan Station :	08

Component Code :	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant :	N/A				
Part/Num Broadcast :	1ZZ	Traceability :	2210153		
Date Scanned :	06/07/2000	Time Scanned :	00.33.00	Scan Station :	N/A

Component Code :	CF - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant :	N/A				
Part/Num Broadcast :	1YY	Traceability :	0107541		
Date Scanned :	06/07/2000	Time Scanned :	05.53.00	Scan Station :	N/A

Component Code :	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant :	N/A				
Part/Num Broadcast :	1MM	Traceability :	0107704		
Date Scanned :	06/22/2000	Time Scanned :	10.22.00	Scan Station :	N/A

GM Vehicle Inquiry System

Delivery Information

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[Help](#)

VIN :	1G1YY32G2Y5133308
-------	-------------------

IN-SERVICE INFORMATION

In-Service Information Not On file

DELIVERY INFORMATION

Delivery Date :	07/12/2000	Delivery Type :	010 - RETAIL/INDIVIDUAL	Delivered Odometer :	8 miles
Delivering Dealer :	LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES , CA 90036-3524 (323) 939-2131	Delivery Selling Source :		13 - CHEVROLET	
		Delivery Site Code :		20383	
		Business Associate Code :		114542	

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Dealer Information

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[Help](#)

VIN :	1G1YY32G2Y5133308
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INVOICE INFORMATION

Invoice Date :	06/22/2000		
Site Address :	LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES, CA 90036-3524 (323) 939-2131	Selling Source :	13 - CHEVROLET
		Site Code :	20383
		Business Associate Code :	114542

SHIP-TO INFORMATION

Ship-To Date :	N/A		
Site Address :	LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES, CA 90036-3524 (323) 939-2131	Selling Source :	13 - CHEVROLET
		Site Code :	20383
		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 Title](#)

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VIN :	1G1YY32G2Y5133308
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VEHICLE INFORMATION

Merchandising Model :	1YY67 -2000 CORVETTE CONVERTIBLE	Warranty Start Date :	07/12/2000				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES ,CA 90036-3524 (323) 939-2131	Selling Source :	13 - CHEVROLET				
		Site Code :	20383				
		Business Associate Code :	114542				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	FDI Status :	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	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

R.O Date	R.O Number	Type	Labor Operation	Odometer 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	#	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	#	R2020 - 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	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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7/17/2003

GM Vehicle Inquiry System

Claim History

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VIN :	1G1YY32G2Y5133308
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CLAIM HISTORY

Repair Order Date :		07/10/2003		Repair Order Number :		554598		Odometer Reading :		13987 miles	
Serviced By :		GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098				Selling Source :		13 - CHEVROLET			
						Site Code :		00690			
						Business Associate Code :		160087			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/15/2003	395	01	#	T2020 - WARRANTY TOWING		N/A		C	N/A	\$ 87.32	N

Repair Order Date :		07/08/2003		Repair Order Number :		046821		Odometer Reading :		13942 miles	
Serviced By :		SANTA MONICA CHEVROLET, SANTA MONICA BUICK, SANTA MONICA OLDSMOBILE 3223 SANTA MONICA BLVD SANTA MONICA, CA 90404-2605 (310) 828-4424				Selling Source :		13 - CHEVROLET			
						Site Code :		20051			
						Business Associate Code :		132345			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/15/2003	395	01	#	N8505 - WIRING (BCAS) JUMPER HARNESS - INSTALL		26050960 - LOCK		N/A	N/A	\$ 288.46	N
07/15/2003	395	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 60.00	N

7/17/2003

Repair Order Date :		07/07/2003		Repair Order Number :		542883		Odometer Reading :		13000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098				Selling Source :		13 - CHEVROLET			
						Site Code :		00690			
						Business Associate Code :		160087			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/11/2003	394	01	#	Z8016 - ROADSIDE GONE ON ARRIVAL		N/A		C	N/A	\$ 25.68	N

Repair Order Date :		05/22/2003		Repair Order Number :		452660		Odometer Reading :		13300 miles	
Serviced By :		GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098				Selling Source :		13 - CHEVROLET			
						Site Code :		00690			
						Business Associate Code :		160087			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/27/2003	381	01	#	T2020 - WARRANTY TOWING		N/A		C	N/A	\$ 61.64	N

Repair Order Date :		05/24/2001		Repair Order Number :		172255		Odometer Reading :		4511 miles	
Serviced By :		LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES, CA 90036-3524 (323) 939-2131				Selling Source :		13 - CHEVROLET			
						Site Code :		20383			
						Business Associate Code :		114542			
Cycle Date	Cycle Nbr	Case	Type	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	N

Repair Order Date :		05/09/2001		Repair Order Number :		025251		Odometer Reading :		4327 miles	
---------------------	--	------------	--	-----------------------	--	--------	--	--------------------	--	------------	--

Served By :				Selling Source :		13 - CHEVROLET			
SANTA MONICA CHEVROLET, SANTA MONICA BUICK, SANTA MONICA OLDSMOBILE 3223 SANTA MONICA BLVD SANTA MONICA, CA 90404-2605 (310) 828-4424				Site Code :		20051			
				Business Associate Code :		132345			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/15/2001	169	01	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	12459861 - MODULE KI	N/A	N/A	\$ 457.71	N

Repair Order Date :		06/22/2000		Repair Order Number :		A33308		Odometer Reading :		0 miles	
Served By :		LA BREA CHEVROLET-BUICK 400 S LA BREA AVE LOS ANGELES, CA 90036-3524 (323) 939-2131				Selling Source :		13 - CHEVROLET			
						Site Code :		20383			
						Business Associate Code :		114542			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
06/27/2000	77	01	I	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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7/17/2003

GM Vehicle Inquiry System

Vehicle Build

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VIN	1G1YY32G2Y5133308
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VEHICLE BUILD

Merchandising Model :	1YY67 -2000 CORVETTE CONVERTIBLE		
Gross Vehicle Weight Rating :	1688 kg (3722 lb)	Order Number :	CNGK8Q
Build Date :	06/22/2000	Build Plant :	1Y5Y - BOWLING GREEN

OPTION CODES

AAB - DRIVER CONVENIENCE PACKAGE	AG2 - ADJUSTER, 6-WAY POWER SEAT,
AK5 - SEAT, INFLATABLE, DRIVER & PASS	AQ9 - FRT BKT, LUXURY
BGR - BOWLING GREEN, KY, USA	B34 - FLOOR MATS, CARPETED INSERT
B84 - EXTERIOR	CJ2 - AIR CONDITIONER FRT, AUTO TEMP
C05 - CONVERTIBLE ROOF	DL5 - ROADSIDE SERVICE INFORMATION
DL8 - LH & RH, REMOTE CONTROL, ELECTR	FE3 - TOURING & LOAD LEVELING
G90 - 3.15 RATIO	G92 - PERFORMANCE
IL3 - INTERIOR DESIGN (L3)	IL4 - ACTIVE BRAKE
JL9 - ANTILOCK	K63 - 110 AMP
LS1 - 5.7 LITRE V8 MPI	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
M30 - 4L60 AUTO TRANS	NC1 - EMISSION SYSTEM, CALIFORNIA LEV
NK4 - SPORT LEATHER	N37 - TILT, TELESCOPING

QF5 - 17 X 8.5, FRT & 18 X 9.5 RR, AL	T82 - AUTOMATIC ON-OFF
T96 - FOG, FRT	UN0 - 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
1SA - OPTION 01	191 - BLACK (I) (96)
193 - BLACK LEATHER	41T - BLACK (96)
79U - EXTERIOR, PERSIA RED MET (BRAZI	

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08/06/2003
13:50:23

SUMMARY HISTORY DISPLAY

3030
PAGE 1

CUSTOMER NAME

SERIAL NO. 1G1YY32G2Y5133308

TOTAL R/O'S 7

TOTAL SERV. DAYS 30

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	46821	07/08/2003	13942	A	216			
				T	213	1 W	05CVZ	15 A
				T	206	2 W	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			
				T	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			
				T	1168	1 W	05CVZ	15 A
7	24355	04/07/2001	3658	A	201			
				T	4964	1 W	45CVZ	STEERING/SUSPENS

*KLUNKING NOISE
IN SUSP & CANNOT
DUPLICATE. WANT
A WARRANTY CLAIM*

*NY
Results*



SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

CASE# SI-117427903

RECOMMENDED SERVICES

B.A.R. # AD160077

E.P.A. # CAL 000148327

OPERATION	OPERATION DESCRIPTION	QTY	UNIT	OPERATION	OPERATION DESCRIPTION	QTY	UNIT
01CVZ012 00CVZ002	12000 MILE SERVICE ROTATE TIRES	MI	MI	00CVZ001 00CVZ003	L.O.F. ROTATE & BAL TIRES	MI	MI
			0.00 29.86				29.47 59.95

SERVICE HISTORY

DATE	VEHICLE NO.	MILEAGE	TECHNICIAN	TYPE	DESCRIPTION	REPAIR DESCRIPTION
04/25/03	46015	12912	218	C	00CVZ0018	MOBL 1 SERV.
06/31/02	38065	8463	218	C	00CVZ0018	MOBL 1 SERV.
10/28/01	30205	6126	218	C	00CVZ0018	MOBL 1 SERV.
06/09/01	25251	4327	218	W	06CVZ	15 A
04/07/01	24366	3658	201	W	46CVZ	STEERING/SUSPENSION

SALESPERSON NO.

SERVICE

TYPE <input type="checkbox"/> Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> Check <input type="checkbox"/> Other	VEHICLE NO. 1B1YY32G2Y5133308	VEHICLE MAKE/MODEL CHEVROLET/CORVETTE	PRODUCTION DATE 7-12-00	WARRANTY NO. 3652	DELIVERY DATE 7-12-00	DELIVERY MILES 3652	LOCATION NO. 46721	K.O. NO. 0703013
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	VEHICLE, CA	COLOR YELLOW	CONTRACT NO. 13842	EXPIRATION DATE 6187	EXPIRATION MILES 6187	ADDITIONAL COST 6187	PERSON JOHNNY DR JR	DATE 07/13/03
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	STATE REG# AD160077	VEHICLE REG# AD160077	VEHICLE REG# AD160077	VEHICLE REG# AD160077	VEHICLE REG# AD160077	VEHICLE REG# AD160077	VEHICLE REG# AD160077	VEHICLE REG# AD160077

DATE: 08-08-03 TIME: 07:03:03 PHONE: 08:00pm	STATE: CA VEHICLE: 1B1YY32G2Y5133308 MAKE: CHEVROLET MODEL: CORVETTE COLOR: YELLOW VEHICLE NO.: 1B1YY32G2Y5133308 VEHICLE REG#: AD160077	CK for recall - none TEST STEERING LOCK SYSTEM - OPERATING TO SPECS - UNABLE TO DUPL. LOCK/UNLOCK 2/13/227	LO JOB 1 FC LO JOB 2 FC LO JOB 3 FC
---	---	---	--

CHEVROLET

Oldsmobile

BUICK

SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.

Santa Monica, CA 90404

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CASE S1-117427903

CUSTOMER NO. 3862	ADVISOR JOHNNY OR JB 5187	TRG NO. [REDACTED]	INVOICE DATE 07/03/03	INVOICE NO. CUT-548721
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	COLOR YELLOW	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 00CHEVROLETICORNETTE	VEHICLE NO. 1G1YY3262Y5 133308	DELIVERY DATE	DELIVERY MILES
VENICE, CA [REDACTED]	TECH. NO.	R.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	P.O. DATE 07/03/03	

JOB# 1 CHARGES

LABOR-----
 J# 1 05CVZ 15 A HOURS: TECH(S):213 WARRANTY
 CUST ADVISES STEERING LOCK ACTIVATES --WARNING ON
 TESTED STEERING LOCK SYSTEM --OPERATING TO SPECS
 UNABLE TO DUPLICATE COMPLAINT

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CYCS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00



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B.A.B. # AD180072

E P 4 4 C 4 0 0 1 4 5 2 3 7

RECOMMENDED SERVICES

SERVICE HISTORY

SALESPERSON NO.

SERVICE

TE: TOTAL

ADVISES STEERING LOCK ACTIVATES --WARNING ON

PAGE 1 OF 1 45721

ACCOUNTING COPY



SANTA MONICA AUTO GROUP

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Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-6433

E.P.A. # CAL 900146337

CASH # S/11742790

RECOMMENDED SERVICES

B.A.R. # AD160077

OPERATION	OPERATION DESCRIPTION	AMOUNT	TOTAL	OPERATION	OPERATION DESCRIPTION	AMOUNT	TOTAL
01CVZ012 00CVZ002	12000 MILE SERVICE ROTATE TIRES	MI NO	0.00 28.95	00CVZ001 00CVZ003	L.O.F. ROTATE & BAL TIRES	MI MI	28.4 58.9

SERVICE HISTORY

DATE	PERIOD	TIME	ADDRESS	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/03/03	48721	13042	6187	213	W	06CVZ	15 A
04/25/03	46016	12912	216	208	C	00CVZ001B	MOBIL 1 SERV.
06/31/02	36086	8483	218	216	C	00CVZ001B	MOBIL 1 SERV.
10/28/01	30206	6128	218	1661	C	00CVZ001B	MOBIL 1 SERV.
05/04/01	25261	4327	218	1168	W	06CVZ	15 A
04/07/01	24366	3858	301	4084	W	46CVZ	STEERING/SUSPENSION

SALESPERSON NO.

SERVICE

TERMS		VEHICLE NO.		VEHICLE MAKE		PRODUCTION DATE		STOCK NO.		FIN. NO.	
DATE		161YY3262Y5133308		00CHEVROLET/CORVETTE						4882	
CREDIT DATE				CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE		EMERGENCY NO.	
CHECK				3852						07/01	
OTHER				DELON		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILE	
				YELLOW							
SAVE		VEHICLE, C		TUNED		MISC		MILEAGE		ADDITIONAL	
REMOVED				CV77				13842		216	
PARTS FOR		REMARKS/REASON		BURNING PHONE		TRANSMISSION: 07/03/03		REASON		DATE	
CUSTOMER											
YES		05-52pm		07/03/03		08-00pm		REASON		DATE	
NO											
APPOINTMENT		STATE REG # AD160077		ORIGINAL		REVISED		ADDITIONAL		REASON	
YES				ESTIMATE 1		ESTIMATE 2		COST 1		DATE	
NO				CONTACTED BY		CONTACTED BY		ADDITIONAL		DATE	

TOTAL

1 *213/227*

2 *213/227*

TOY IN STEERING COLUMN LOCKED

Replace S/W what low resolution

SHUTTLE ONE WAY SHUTTLE

8/11/03

N8505

LO JOB 1	FC
88952427	
LO JOB 2	FC
LO JOB 3	FC



SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

RECOMMENDED SERVICES

B.A.N. # AD180077

E.P.A. # CAL 003142237

OPERATION	OPERATION DESCRIPTION	MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MI	TOTAL
01CV2012 00CV2002	12000 MILE SERVICE ROTATE TIRES	MI MI	0.00 28.95	00CV2001 00CV2003	L.O.F. ROTATE & BAL TIRES	MI MI	28.47 68.05

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/03/03	48721	13042	6187	213	W	06CVZ	15 A
04/25/03	45015	12812	218	208	C	00CV2001B	MOBIL 1 SERV.
06/21/02	38085	8463	218	216	C	00CV2001B	MOBIL 1 SERV.
10/29/01	30206	8128	218	1551	C	00CV2001B	MOBIL 1 SERV.
05/09/01	25251	4327	218	1188	W	06CVZ	16 A
04/03/01	24355	3858	201	4984	W	45CVZ	STEERING/SUSPENSION

SALESPERSON NO.

SERVICE

VEHICLE ID NO. 1G1YY32G2Y6133308		VEHICLE MAKE/MODEL 00CHEVROLET/CORVETTE		PRODUCTION DATE		STOCK NO.		LIC. PL. NO.		R.O. NO.	
VIN		3852		DELIVERY DATE		DELIVERY MILE		BILLING DEALER NO.		R.O. DATE	
CREDIT CARD		COLOR YELLOW		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILE		TAG NO.	
CHECK		TURBO		MAND		AIR COND		P.S.		FRAME	
OTHER		CVZZ		MILEAGE		13042		ADVISOR NO.		ADVISOR	
SAVE REMOVED PARTS FOR CUSTOMER		ADDRESS PHONE		BUSINESS PHONE		REASON FOR RETURN		DATE		TIME	
YES		DATE/TIME PROMISED		PRIORITY		REASON		DATE		TIME	
NO		05:52pm		07/03/03		08:00pm		DATE		TIME	
APPOINTMENT		STATE REG# AD180077		CONTACTED BY		AUTHORIZED BY		DATE		TIME	
YES		CONTACTED BY		AUTHORIZED BY		DATE		TIME		TIME	
NO		CONTACTED BY		AUTHORIZED BY		DATE		TIME		TIME	

VEHICLE ID NO. 1G1YY32G2Y6133308 VEHICLE MAKE/MODEL 00CHEVROLET/CORVETTE PRODUCTION DATE STOCK NO. LIC. PL. NO. R.O. NO.

VIN 3852 DELIVERY DATE DELIVERY MILE BILLING DEALER NO. R.O. DATE

COLOR YELLOW TURBO MAND AIR COND P.S. FRAME MILEAGE 13042 ADVISOR NO. 218 ADVISOR BRUCE WYMAN

REASON FOR RETURN DATE TIME

DATE/TIME PROMISED PRIORITY REASON DATE TIME

STATE REG# AD180077 CONTACTED BY AUTHORIZED BY DATE TIME

CONTACTED BY AUTHORIZED BY DATE TIME

CONTACTED BY AUTHORIZED BY DATE TIME

CONTACTED BY AUTHORIZED BY DATE TIME

CONTACTED BY AUTHORIZED BY DATE TIME

CONTACTED BY AUTHORIZED BY DATE TIME

CONTACTED BY AUTHORIZED BY DATE TIME

CONTACTED BY AUTHORIZED BY DATE TIME



(310) 828-4424 • Fax: (310) 453-5433

CASE# S.1-11742790

P.P.S. - CAL 000145237

SERVICE HISTORY

SALESPERSON NO.

SERVICE

ORIGINAL CUSTOMER ESTIMATE:	TOTAL
------------------------------------	--------------

U.....

- | | | |
|---|--------------|---------------------------------------|
| 1 | W *05CVZ | 15 A
TOW IN STEERING COLUMN LOCKED |
| 2 | W *05CVZ7910 | SHUTTLE
ONE WAY SHUTTLE |

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST #	
REASON		CONTACTED BY	
APPROVED BY	PERSON PHONE #	DATE	TIME
ESTIMATE# DID NOT INCLUDE SALES TAX	SHD REVISED ESTIMATE #	ADDITIONAL COST #	
<p>IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.</p> <p>*By law, you may choose another licensed Auto Check facility to perform any needed repairs or adjustments that the Auto Check has indicated are necessary.*</p> <p>* HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FOAMERS, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.</p> <p>ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE</p> <p>FOR YOUR CONVENIENCE SERVICE HOURS: MONDAY THRU FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY 8:00 A.M. TO 2:00 P.M. NO VEHICLES RELEASED AFTER BUSINESS HOURS</p> <p>WE ACCEPT MOST MAJOR CREDIT CARDS CHECK ACCEPTANCE POLICY</p> <ol style="list-style-type: none"> 1. Fragmented checks, notes and address and phone number 2. Valid California drivers license 3. Checks accepted for amount of purchase only upon guarantor approval <p>_____ CUSTOMER RENTAL _____ COUNTRY TRANS</p> <p>_____ @LITTLE RED</p>			

REPORTED FINDINGS AND REMARKS

MECHANICAL INFORMATION

NAME

ADDRESS

FLAG 1

TIME CLOCK

OFF

ON

OFF

FLAG 2

STRAIGHT TIME HOURS	PLAT RATE	ROCK	TIME	OFF
		46821	7	7/11
		OPER. NO.		ON
		213		
		EMP. NO.	227	

COMMENTS:

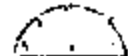
TIME OF DAY

Y

DATE

TIME

PLANT





SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.
Santa Monica, CA 90404
(310) 828-4424 • Fax: (310) 453-6433

CUSTOMER NO. 2652	ADDRESS BRUCE VIVIANI 218	TRD NO. [REDACTED]	INVOICE DATE 07/11/03	INVOICE NO. CAMS48821
[REDACTED]	LABOR RATE [REDACTED]	MAKE 13942	COLOR YELLOW	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 00CHEVROLET/CORVETTE	DELIVERY DATE	DELIVERY MILES	
VENICE, CA	VEHICLE ID NO. 1E1YY3262Y5 133308	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENTIAL PHONE	BUSINESS PHONE	P.O. NO.	P.O. DATE 07/08/03	
DOCUMENTS				

JOB# 1 CHARGES-----

LABOR-----
J# 1 05CVZ 15 A HOURS: 0.80 TECH(S):213 60.81
TOW IN STEERING COLUMN LOCKED
DIAG STEERING WHEEL LOCK ACTUATOR FAILURE
REPLACED STEERING WHEEL LOCK ACTUATOR
AND HARNESS KIT
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----U/COST-----E/COST-----U/PRICE
1 20150460 LOCK 2.195 97.61 97.61 136.65
1 88052127 HARNESS K 2.195 65.00 65.00 91.00
COST TOTAL 162.61
TOTAL - PARTS 227.65

JOB# 1 TOTALS-----
LABOR 60.81
PARTS 227.65

JOB# 1 JOURNAL PREFIX CWS JOB# 1 TOTAL 288.46

JOB# 2 CHARGES-----

LABOR-----
J# 2 05CVZZ7910 SHUTTLE HOURS: TECH(S):206 0.00
ONE WAY SHUTTLE
SUBLET-----PO#-----VEND INVR-----INV DATE-----DESCRIPTION-----
46821 27320 07/16/03 RENTAL
TOTAL - SUBLET 60.00

JOB# 2 TOTALS-----
SUBLET 60.00

JOB# 2 JOURNAL PREFIX CWS JOB# 2 TOTAL 60.00

R/O TAX 0.00
R/O TOTALS 348.46

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#-----TOTAL-----
46821 348.46
CLAIM TOTALS 348.46

APPROVED BY SIGNATURE

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SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.
Santa Monica, CA 90404

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CUSTOMER NO. 3852	ADDRESS BRUCE VMANI 318	DOB NO. [REDACTED]	INVOICE DATE 07/11/03	INVOICE NO. CM10246821
[REDACTED]	LABORATORY [REDACTED]	RECEIVED 13842	VEHICLE 2003	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 2003 CHEVROLET CORVETTE		DELIVERY DATE	DELIVERY MILE
VENICE, CA	VEHICLE NO. 1G1YY3202Y5 133308		DEALER NO.	PRODUCTION DATE
RESOURCE PHONE	CELL NO.		R.O. DATE 07/08/03	
[REDACTED]	COMMENTS			

DCS AUDIT SLIP

DCS DATA FILE: EMSGWF,944
07/11/2003
1039
WARRANTY NEW CLAIM
NO NUMBER RO DATE VIN DTV DEALER ODOMETER SERVICE ADVISOR #
046821 07/08/2003 1G1YY3202Y5133308 3 20051 13942 572-17-7544
CUSTOMER NAME: FIRST: THOMAS MIDDLE:
LAST: SAVOCH PHONE:WORK: HOME: 310-306-9030
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOR LHS CHRS NET-AMT. LAB-TOT.
1 01 01 2 25050960 227.65 6C 18505 .8 60.81
LN-TOT: 288.46 TECH SSN: 557-48-9716 AUTH CODE: AUTH. AUTHOR.:
MEMO PART NUMBERS: 68962427
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOR LHS CHRS NET-AMT. LAB-TOT.
2 02 01 1 61780 60.00 9B 27802 60.00
LN-TOT: 60.00 TECH SSN: 617-80-7553 AUTH CODE: AUTH. AUTHOR.:
R.O. TOTAL: 348.46

Monday - Friday 8:00 AM - 8:00 PM
Saturday 9:00 AM - 2:30 PM

11725 Santa Monica Blvd.
West L.A., CA 90025

California

RENT-A-CAR & LEASING

AGREEMENT

27320

Tel: (310) 477-8080

Fax: (310) 477-9171

RENTER INFORMATION				ORIGINAL				REPLACEMENT			
RENTER'S NAME				CAR NO.	LICENSE NO.		CAR NO.	LICENSE NO.			
HOME PHONE				YEAR	MAKE	MODEL	YEAR	MAKE	MODEL		
EMPLOYER				02	CHEVY	HALLIB					
WORK PHONE				67/09/2003	DATE	COLOR					
CURRENT STREET ADDRESS				67/09/2003	18:31	WHITE					
CITY				TIME & DATE OUT			DATE/PLACE EXCHANGE				
STATE				67/09/2003 18:31							
ZIP CODE				TIME & DATE IN			TIME & DATE IN				
VEHICLE				67/09/2003 11:24							
DRIVER LICENSE NUMBER				MILEAGE OUT			MILEAGE IN				
STATE				23297			25419				
EXP. DATE				67/04/2005							
D. OF B.				MILES DRIVEN			MILES DRIVEN				
HEIGHT				62			62				
WEIGHT											
EYES											
HAIR											
ACCT											
SOCIAL SECURITY											

REQUEST FOR PERMISSION FOR PERSON OTHER THAN RENTER TO DRIVE
NOT VALID UNLESS APPROVED BY CALIFORNIA RENT-A-CAR & LEASING

I request CRAD permission to drive

AGE LICENSE NO. STATE EXP.

Additional Driver Signature

NOTICE: RENTER'S RESPONSIBILITY. RENTER AGREES TO BE RESPONSIBLE FOR THE VEHICLE AND ITS EQUIPMENT, AND TO RETURN IT TO THE RENTAL OFFICE IN THE SAME CONDITION AS IT WAS RENTED. RENTER AGREES TO MAINTAIN THE VEHICLE IN GOOD CONDITION AND TO RETURN IT TO THE RENTAL OFFICE ON OR BEFORE THE DUE DATE. RENTER AGREES TO PAY FOR ANY DAMAGE TO THE VEHICLE OR EQUIPMENT, AND TO PAY FOR ANY LATE RETURN. RENTER AGREES TO PAY FOR ANY TRAFFIC VIOLATIONS AND PARKING TICKETS. RENTER AGREES TO PAY FOR ANY FUEL USED. RENTER AGREES TO PAY FOR ANY EXCESS MILEAGE. RENTER AGREES TO PAY FOR ANY DAMAGE TO THE VEHICLE OR EQUIPMENT, AND TO PAY FOR ANY LATE RETURN. RENTER AGREES TO PAY FOR ANY TRAFFIC VIOLATIONS AND PARKING TICKETS. RENTER AGREES TO PAY FOR ANY FUEL USED. RENTER AGREES TO PAY FOR ANY EXCESS MILEAGE.

I AGREE TO RETURN THIS VEHICLE ON OR BEFORE THE INDICATED DATE DUE BACK TO THE CALIFORNIA RENT-A-CAR OFFICE INDICATED BELOW AND AGREE TO PAY A SUBSTANTIAL DROP CHARGE IF THE VEHICLE IS RETURNED ELSEWHERE.

NOTICE

YOU WILL BREACH THIS AGREEMENT, IF YOU DO ANY OF THE FOLLOWING:

1. TAKE THE VEHICLE OUTSIDE CALIFORNIA OR INTO MEXICO WITHOUT OUR WRITTEN PERMISSION.
2. ALLOW ANYONE NOT AUTHORIZED BY THIS CONTRACT TO DRIVE THE VEHICLE.
3. USE THE VEHICLE FOR ANY ILLEGAL OR IMPROPER PURPOSES.
4. FAIL TO COMPLETE A CALIFORNIA RENT-A-CAR ACCIDENT OR THEFT REPORT WITHIN 24 HOURS OF THE OCCURRENCE.
5. TAMPER WITH THE SPEEDOMETER OR ODOMETER, CURRY PASSENGERS FOR HIRE, DRIVE THE VEHICLE OFF PAVED ROADS, PUBLIC OR PRIVATE, OBTAIN THE VEHICLE BY FRAUD OR MISREPRESENTATION.

CREDIT CARD IMPRINT

4006 6179 2300 5109

FREE MILEAGE ALLOWANCE

OUT	FUEL	IN	TOTALS	RATES	CHARGES	MONTHLY
0		0	0	MILES	0.25	0.00
0		0	0	HOURS	12.40	0.00
2		2	2	DAYS	26.80	53.60
				WEEKS		
				MONTHS		

ALL TRAFFIC AND PARKING VIOLATIONS MUST BE PAID BY RENTER. CITIZENS A \$50 SEARCH FEE FOR TICKET ON CITATION WILL BE CHARGED TO RENTER. See section

DISCOUNTS

TOTAL TIME AND MILEAGE 53.60

COLLISION DEDUCTIBLE \$500 \$1,000 \$1,500 \$2,000

COLLISION DAMAGE WAIVER

Per Accident

VEHICLE LIC. FEE 1.37 /D 2.74

OTHER CHARGES

SUBTOTAL 56.34

TAX OR SURCHARGE 0.25 % 4.42

TOTAL 60.00

LESS VOUCHER DEPOSITS 0.00

CUSTOMER AUTHORIZES LESSOR TO PROCESS A CREDIT CARD VOUCHER (IF APPLICABLE) IN RENTER NAME FOR ALL CHARGES.

CHECK # 4026-6179-2300-5109

DATE 07/09/2003

EXP. DATE 01/31/20

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003

DATE 07/09/2003



esis

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

800.888.0164 tel
313.665.0911 fax

Larry Terranova
Claims Administrator

July 22, 2003

[REDACTED]
Venice, CA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 464602
Our Client: General Motors Corporation
Date/Event: 7/2/03
Subject vehicle: 2000 Chevrolet Corvette
VIN: 1G1YY32G2Y5133308

Dear [REDACTED]

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 hearing 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

file copy



esis

ESIS/ADM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48245-3000

800.888.0164 tel
313.665.0911 fax

Larry Terranova
Claims Administrator

August 1, 2003

Ali Poupez Heshage
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: [REDACTED]
Date/Event: 7/2/03
Date of Birth: [REDACTED]

Dear Records Department:

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

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

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 CONFIDENTIAL 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:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

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.

RECEIVED

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

Printed Name of Patient	Date of Birth
[Redacted]	[Redacted]
Address	ESIS-GM CLAIMS UNIT
Venice, CA	[Redacted]
[Redacted]	July 29, 2003
[Redacted]	Authorized to act 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 REVOKED 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 administrator for General Motors Corporation.

AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL 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:

Name, address, telephone number of medical provider:

[Redacted] L.A. CA [Redacted]

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

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.

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- 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.

RECEIVED

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

AUG 01 2003

Printed Name of Patient	Date of Birth
[Redacted]	[Redacted]
Address, City, State and Zip	Social Security Number
[Redacted] Venice, CA [Redacted]	[Redacted]
[Redacted]	Date Signed
[Redacted]	July 29, 2003
[Redacted]	Authority to act for individual*
[Redacted]	[Redacted]

ESIS-GM CLAIMS UNIT

*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 REVOKED IN WRITING BY ME AS NOTED ABOVE.

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

Claim Number: 464602
Claims Administrator: Larry Terranova

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

AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL 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:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

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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.

RECEIVED

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

AUG 01 2003

Printed Name of Patient	Date of Birth
VENICE, CA	
	Social Security Number
	July 29, 2003
	Authority to act 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 REVOKED IN WRITING BY ME AS NOTED ABOVE.

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

Claim Number: 464602
Claims Administrator: Larry Terranova

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

[REDACTED]
VENICE, CALIFORNIA [REDACTED]

ARMENIAN / PERSIAN EXCHANGE [REDACTED]

RECEIVED

9-1-03

SEP 05 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: [REDACTED]
File Number: 464602
Your Client: General Motors Corporation
Date of Loss: July 2, 2003 and July 8, 2003
Vehicle: 2000 Chevrolet Corvette Convertible
V.I.N.: 1GLYY32G2Y5133308

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 holiday 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,

page two...

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. The tow 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 [redacted] care and treatment to myself which I earlier noted to Bill Smith in a written statement. I am enclosing all notes and reports and billing for your consideration of settlement of this claim. The total bill is \$2,475.00. Due to the situation repeating itself on the afternoon of July 8, 2003, my work was interfered with costing me 4 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 \$13,000.00 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 Naimi of Santa Monica Auto Group that this happens to all 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 will follow 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,



[REDACTED]
[REDACTED], Hollywood, CA
[REDACTED]

August 28-2003

IN REFERENCE

SSN

INJURY DATE

DATE OF REPORT

[REDACTED]
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 jolt 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 attempts 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:

1. Right shoulder pain, intermittent, moderate.
2. 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, subacromial push-button sign, drawbar's .

WRIST EXAMINATION:

There is a palpable tenderness over the radial styloid process. Orthopedic examination that were positive are: tincl'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.

DIAGNOSIS:

1. Right shoulder sprain/strain
2. Right shoulder rotator cuff tendinopathy
3. Left wrist sprain/strain

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 29, 2003, 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.

PROGNOSIS:

Prognosis 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.

Sincerely,



August 28, 2003

Los Angeles, CA

Phone

Patient

venice, CA

Date	Services Code	Description	Charges	Payments	Balance
07/07/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45
"	99203	initial examination	\$200	0.00	\$200
07/09/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97124	massage	\$40	0.00	\$40
"	97128	USD	\$35	0.00	\$35
07/11/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45
07/14/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97124	massage	\$40	0.00	\$40
"	97128	USD	\$35	0.00	\$35
07/16/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45
07/18/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97124	massage	\$40	0.00	\$40
"	97128	USD	\$35	0.00	\$35
07/22/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45
07/25/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97124	massage	\$40	0.00	\$40
"	97128	USD	\$35	0.00	\$35
07/29/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45

07/31/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97124	massage	\$40	0.00	\$40
"	97128	USD	\$35	0.00	\$35
08/04/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45
08/08/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97124	massage	\$40	0.00	\$40
"	97128	USD	\$35	0.00	\$35
08/12/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45
08/22/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97128	USD	\$35	0.00	\$35
"	98940	ADJ	\$45	0.00	\$45
08/20/03	97018	paraffin bath	\$30	0.00	\$30
"	97014	IFC	\$35	0.00	\$35
"	97124	massage	\$40	0.00	\$40
"	97128	USD	\$35	0.00	\$35
"	99213	re-evaluation	\$120	0.00	\$120
08/28/03	99080	Final Report	\$100	0.00	\$100

TOTAL= \$2475

Patient Name

Date

8/22/23

Time

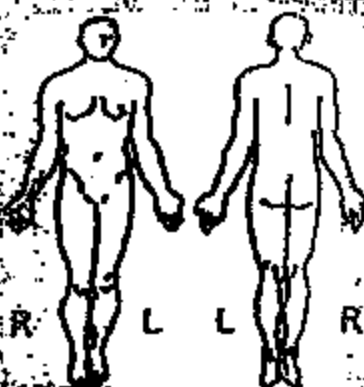
JUSTMENT

1. Cervical
2. Occiput
3. Cervical
4. Thoracic
5. Lumbar
6. Sacrum
7. Sacro-Iliac
8. Pelvis
9. Shoulder
10. Elbow
11. Wrist
12. Hand
13. Hip
14. Knee
15. Ankle
16. Foot

TECHNIQUE

1. S.O.T
2. Toggle
3. Thompson
4. Gonstead
5. Low Force
6. Activator
7. Diversified
8. AP
9. PA
10. Side posture

PLEASE INDICATE THE AREA OF YOUR SYMPTOM USING "X" OR "X"



COMMENTS

Patient's Signature

(Patient's signature certifies that the services were rendered.)

Manipulation

1. 98940 Adjustment 1-2 Areas
2. 98941 Adjustment 3-4 Areas
3. 98942 Adjustment 5 or more Areas
4. Manipulation (Medicare Code)

Modalities

1. 97024 Diathermy
2. 97010 Cryotherapy / Hydrotherapy
3. 97012 Paraffin Bath
4. 97014 Heat/Interferential
5. 97012 Inter-segmental / Mechanical / Axial traction
6. 97122 Manual traction

X-Rays

1. _____
2. _____
3. _____

Re-evaluation

1. 99211 Exam. Pt.
2. 99212 Exam. Pt.
3. 99213 Exam. Pt.
4. 99214 Exam. Pt.
5. 99215 Exam. Pt.

Procedures

1. 97250 Soft tissue Mobilization
2. 97112 Neuromuscular Re-Education
3. 97124 Therapeutic Massage
4. 97198 Ultrasound
5. 97110 Therapeutic Exercises
6. 97116 Gait Training

Reports

1. 99080 Narrative report
2. Other reports

Other Codes

1. _____
2. _____

Dr.'s Initials

Assistant's Initials

Next Visit M T W T H F S S SU IX 2X 3X 4X 5X For wk For 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
Headaches Neck Mid-Back
Low-Back Arms Leg
Shoulder Knee Foot Wrist
Ankle Hand
- 2- Patient reports
Exacerbation New Symptoms
New Injury Re-injury

OBJECTIVE

1. Status C T L
2. Tenderness C T L
3. Subluxations C T L
4. Limited R.O.M C T L
5. _____

ASSESSMENT

1. Progress as expected
2. Progress slow but steady
3. Progress faster than expected
4. Exacerbation
5. No response
6. Maximum improvement
7. _____

PLAN

1. Continue treatment with no changes
2. Continue treatment with follow up
3. Discontinue treatment

Comments:

Patient Name

Date

8/20/03

Time

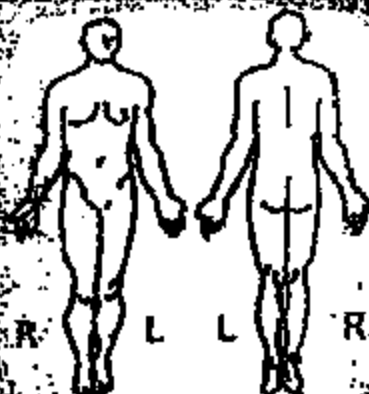
ADJUSTMENT

- | | |
|----------------|-------------|
| 1. Neck | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-iliac | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gaillard |
| 5. Low Back | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

PLEASE INDICATE THE AREA OF YOUR SYMPTOM OR PAIN



Patient's Signature

(Patient's signature on)

Manipulation

- 98940 Adjustment 1-2 Areas
- 98941 Adjustment 3-4 Areas
- 98942 Adjustment 5 or more Areas
- Manipulation (Medicare Code)

Re-evaluation

- 99211 Exam. Pt.
- 99212 Exam. Pt.
- 99213 Exam. Pt.
- 99214 Exam. Pt.
- 99215 Exam. Pt.

Modalities

- 97024 Electrotherapy
- 97010 Cryotherapy / Hydrotherapy
- 97018 Paraffin Bath
- 97014 EMS/Interferential
- 97012 Inter-segmental Mechanical/Axial traction
- 97122 Manual traction

Procedures

- 97250 Soft tissue Mobilization
- 97112 Neuromuscular Re-Education
- 97124 Therapeutic Massage
- 97108 Ultrasound
- 97110 Therapeutic Exercise
- 97116 Gait Training

X-Rays

-
-
-

Reports

- 99080 Narrative report
- Other reports

Other Codes

-
-

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU

1X 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- | | | |
|-----------|------|----------|
| Headaches | Neck | Mid-Back |
| Low-Back | Arm | Leg |
| Shoulder | Knee | Foot |
| Ankle | Hand | |
- | | |
|--------------|--------------|
| Exacerbation | New Symptoms |
| New Injury | Re-Injury |

OBJECTIVE

- Spent C T L
- Tenderness C T L
- Subluxations: C T L
- Limited R.O.M C T L
-

ASSESSMENT

- Progress as expected
- Progress slow but steady
- Progress faster than expected
- Exacerbation
- No response
- Maximum improvement
-

PLAN

- Continue treatment with no change
- Continue treatment with below changes
- Discontinue treatment

EXAMINATION FORM

Today's Date: 8/20/03 2002 or 2003 ALI POURPEZHESHBGE, D.C., B.S.
 Name of Patient: _____ Date of Injury: 7/2/03 2002 or 2003
 History of Injury/Illness: ☐ Workers Comp ☐ MVA ☐ Slip & Fall Past Medical History: ☐ On File

Subjective Complaint(s)/Symptom(s):
☐ Neck Pain ☐ Constant ☐ Intermittent ☐ Minimal ☐ Slight ☐ Moderate ☐ Severe ☐ Local ☐ Radiating
☐ Mid/UB Pain ☐ Constant ☐ Intermittent ☐ Minimal ☐ Slight ☐ Moderate ☐ Severe ☐ Local ☐ Radiating
☐ LBP ☐ Constant ☐ Intermittent ☐ Minimal ☐ Slight ☐ Moderate ☐ Severe ☐ Local ☐ Radiating

Objective Findings

Vital Signs: Height 5'8" feet 8 inches Weight 170 lbs B/P 110/70 Pulse 70 Temp 98.6 F

Range of Motion

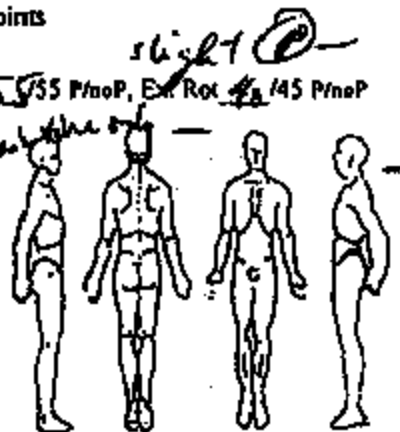
Cervical Decreased Normal Pain-free Pain None Unable to perform
 Flex 70 or to Ext 55 B Rot 90 B LatFlex 40 Pain at end ranges in all planes
 Lumbar Decreased Normal Pain-free Pain None Unable to perform
 Flex 90 or to Ext 30 B Rot 30 B LatFlex 30 Pain at end ranges in all planes

Palpable tenderness: ☐ + B C0 to C7 ☐ + B T1 to T12 ☐ + B L1-L5 ☐ Other: _____

☐ Cervical Trigger Points, ☐ Thoracic Trigger Points, ☐ Lumbar Trigger Points, ☐ Gluteal Trigger Points

Joint(s):

L/R Shoulder Flex 90 P/noP, Ext 45 P/noP, Abd 90 P/noP, Add 45 P/noP, IntRot 55 P/noP, Ext Rot 45 P/noP
 L/R Elbows Flex 135 P/noP, Ext 10 P/noP, Sup 90 P/noP, Pro 90 P/noP
 L/R Wrists Flex 80 P/noP, Ext 90 P/noP, UlnDev 70 P/noP, RadDev 10 P/noP
 L/R Hips Flex 120 P/noP, Ext 30 P/noP, Abd 45 P/noP, Add 25 P/noP
 L/R Knees Flex 135 P/noP, Ext 30 P/noP, IntRot 10 P/noP, ExtRot 10 P/noP
 L/R Ankles Dorsiflexion 20 P/noP, Plantar Flexion 50 P/noP



Muscle(s): C5-T1 5/5 Bilaterally ☐ L4-S1 5/5 Bilaterally

☐ Other: _____

Neurological Test(s):

C5-T1 Bilaterally +2 +1 0 ☐ DTR L4-S1 Bilaterally +2 +1 0 ☐ Heel/Toe Walk Bilateral & Normal

Dermatomes C5-T1 Bilateral & Normal Dim/Inc ☐ Dermatomes T10-L5 Bilateral & Normal / Dim/Inc

☐ Other: _____

Orthopaedic Test(s):

+ - B SLR @ 90 degs + - B Nachlas + - B Yeoman's + - Axial Comp + - Dist + SDT
 + - B P-FABERE + B Ant/PostDraw (Knee/Ankle) + B Val/Var (Knee/Elbow) ☐ Other: _____

Assessment

Treatment Recommended: (mark areas to be treated)

A. Hot/Cold Packs (97010) _____

C. Massage/Vib (97124) _____

E. Paraffin Bath (97018) _____

G. Manipulation (98940, 41, 42) _____

I. Therap. Exer. (97110) _____

B. Electrical Stim/Interferential (97014) _____

D. Ultrasound (97035) _____

F. Mechanical/Man. Traction (97012/97122) _____

H. Soft Tissue & Joint Mobil (97250) _____

J. Comp. Ass. Neuro Rehab (97620) _____

Recommendations: CMT _____ times/week for _____ weeks ☐ RPT ☐ FU with RPT

Diagnosis: ☐ T1D ☐ Mod. Dishes for _____ wks Other Remarks: _____

X-ray: _____

Referral _____ ☐ MRI ☐ N.C.V. Doctor

_____ Room _____ Rx _____ Wks _____ x _____ wks DOPT _____

Patient Name

Date

8/12/08

Time

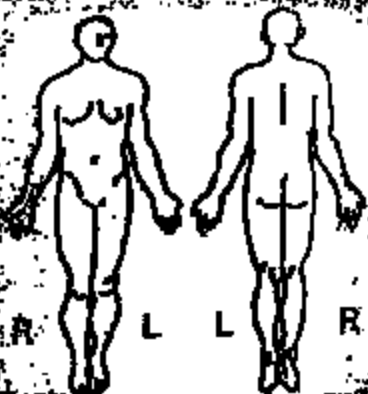
ADJUSTMENT

- | | |
|----------------|-------------|
| 1. See Notes | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-Iliac | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thoracic | 4. Gonstead |
| 5. Low Form | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

PLEASE INDICATE THE AREA OF YOUR SYMPTOM(S) USING "X" MARK



COMMENTS

Patient's Signature

(Patient's signature confirms)

Manipulation

1. 98940 Adjustment 1-3 Arms
 2. 98941 Adjustment 3-4 Arms
 3. 98942 Adjustment 5 or more Arms
 4. Manipulation (Medicare Code)

Modalities

1. 97024 Diathermy
 2. 97010 Cryotherapy / Hydrotherapy
 3. 97018 Paraffin Bath
 4. 97814 EMS/Interferential
 5. 97012 Inter-segmental / Mechanical / Axial traction
 6. 97122 Manual traction

X-Rays

1. _____
 2. _____
 3. _____

Re-evaluation

1. 99211 Estab. Pt.
 2. 99212 Estab. Pt.
 3. 99213 Estab. Pt.
 4. 99214 Estab. Pt.
 5. 99215 Estab. Pt.

Procedures

1. 97230 Soft tissue Mobilization
 2. 97112 Neuromuscular Re-Education
 3. 97124 Therapeutic Massage
 4. 97126 Ultrasound
 5. 97110 Therapeutic Exercises
 6. 97116 Gait Training

Reports

1. 99080 Narrative report
 2. Other reports

Other Codes

1. _____
 2. _____

Dr.'s Initial

Assistant's Initial

Next Visit M T W T F S S SU LX 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
 Headaches Neck Mid-Back
 Low-Back Arm Leg
 Shoulder Knee Foot Wrist
 Ankle Hand
 2- Patient reports
 Exacerbation New Symptoms
 New Injury Re-Injury
 Notes:

OBJECTIVE

1. Spasm C T L
 2. Tenderness C T L
 3. Subluxation: C T L
 4. Limited R.O.M. C T L
 5. _____

ASSESSMENT

1. Progress as expected
 2. Progress slow but steady
 3. Progress faster than expected
 4. Exacerbation
 5. No response
 6. Maximum improvement
 7. _____

PLAN

1. Continue treatment with no changes
 2. Continue treatment with follow change
 3. Discontinue treatment

Patient Name

Date

2/8/03

Time

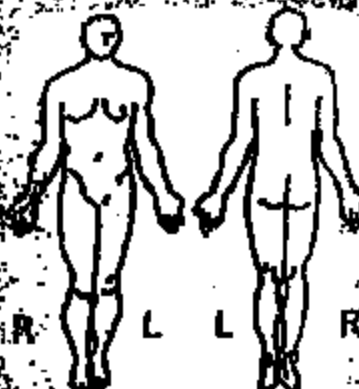
ADJUST

1. See Notes
2. Occiput
3. Cervical
4. Thoracic
5. Lumbar
6. Sacrum
7. Sacro-Iliac
8. Pelvis
9. Shoulder
10. Elbow
11. Wrist
12. Hand
13. Hip
14. Knee
15. Ankle
16. Foot

TECHNIQUE

1. S.O.T
2. Toggle
3. Thompson
4. Gonstead
5. Low Force
6. Activator
7. Diversified
8. AP
9. PA
10. Side posture

PLEASE INDICATE THE AREA OF YOUR PAIN OR INJURY



Patient's Signature

(Patient's signature confirms)

Manipulation

1. 98940 Adjustment 1-2 Areas
2. 98941 Adjustment 3-4 Areas
3. 98942 Adjustment 5 or more Areas
4. Manipulation (Medicare Code)

Mobilization

1. 97024 Diaphragm
2. 97025 Cryotherapy / Hydrotherapy
3. 97018 Passive Bath
4. 97014 EMS/Interferential
5. 97012 Inter-segmental / Mechanical / Axial traction
6. 97122 Manual traction

X-Rays

- 1.
- 2.
- 3.

Re-evaluation

1. 99211 Estab. Pt.
2. 99212 Estab. Pt.
3. 99213 Estab. Pt.
4. 99214 Estab. Pt.
5. 99215 Estab. Pt.

Procedures

1. 97250 Soft tissue Mobilization
2. 97122 Neuromuscular Re-Education
3. 97124 Therapeutic Massage
4. 97108 Ultrasound
5. 97110 Therapeutic Exercise
6. 97116 Gait Training

Reports

1. 98880 Narrative report
2. Other reports

Other Codes

- 1.
- 2.

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
Headaches Neck Mid-Back
Low-Back Arm Leg
Shoulder Knee Foot Wrist
Ankle Hand
- 2- Patient reports
Exacerbation New Symptoms
New Injury Re-Injury
Events

OBJECTIVE

1. Spine C T L
2. Tenderness C T L
3. Subluxations: C T L
4. Limited R.O.M C T L
- 5.

ASSESSMENT

1. Progress as expected
2. Progress slow but steady
3. Progress faster than expected
4. Exacerbation
5. No response
6. Maximum improvement
- 7.

PLAN

1. Continue treatment with no changes
2. Continue treatment with follow along
3. Discontinue treatment

Patient Name

Date

8/4/03

Time

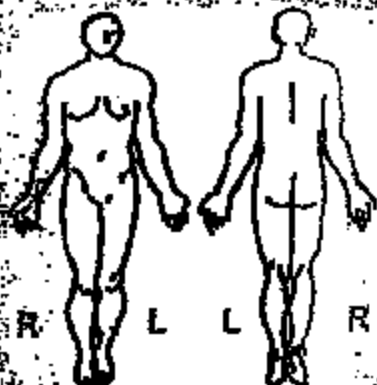
ADJUSTMENT

- | | |
|----------------|-------------|
| 1. Cervical | 2. Occiput |
| 3. Thoracic | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-Iliac | 8. Pelvic |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Force | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

PLEASE INDICATE THE AREA OF YOUR SYMPTOMS USING "X" MARKS



COMMENTS

Patient's Signature

(Patient's signature confirms today's evaluation, treatment and services rendered.)

Manipulation

Modalities

X-Rays

- 98940 Adjustment 1-2 Areas
- 98941 Adjustment 3-4 Areas
- 98942 Adjustment 5 or more Areas
- Manipulation (Medicare Code)

- 97024 Diagnostic
- 97010 Cryotherapy / Hydrotherapy
- 97018 Paraffin Bath
- 97014 EMS/Interferential
- 97012 Inter-segmental Mechanical/Axial traction
- 97122 Manual traction

-
-
-

Re-evaluation

Procedures

Reports

- 99211 Exam. Pt.
- 99212 Exam. Pt.
- 99213 Exam. Pt.
- 99214 Exam. Pt.
- 99215 Exam. Pt.

- 97250 Soft tissue Mobilization
- 97112 Neuromuscular Re-Education
- 97124 Therapeutic Massage
- 97108 Ultrasound
- 97110 Therapeutic Exercises
- 97116 Gait Training

- 99080 Narrative report
- Other reports

Other Codes

-
-

Dr.'s Initial

Assistant's Initial

Next Visit

1X 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- | | | | |
|----------|-----------|------|----------|
| Pain | Headaches | Neck | Mid-Back |
| Low-Back | Arm | Leg | |
| Shoulder | Knee | Foot | Wrist |
| Ankle | Hand | | |
- | | |
|-----------------|--------------|
| Patient reports | |
| Re-evaluation | New Symptoms |
| New Injury | Re-Injury |

OBJECTIVE

- Spasm C T L
- Tenderness C T L
- Submissions: C T L
- Limited R.O.M. C T L
-

ASSESSMENT

- Progress as expected
- Progress slow but steady
- Progress faster than expected
- Re-evaluation
- No response
- Minimum improvement
-

PLAN

- Continue treatment with no changes
- Continue treatment with follow change
- Discontinue treatment

Patient Name

Date

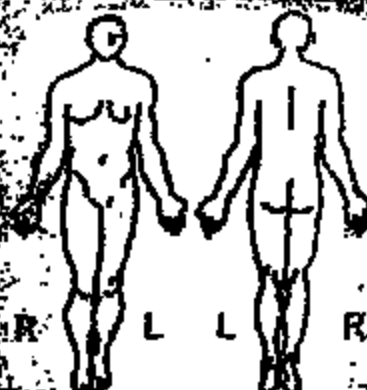
7/31/03

Time

ADJUSTMENT

- | | |
|----------------|-------------|
| 1. Neck | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-Iliac | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

PLEASE INDICATE THE AREA OF YOUR PAIN OR DISCOMFORT



COMMENTS

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Force | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

Patient's Signature

(Patient's signature continues)

Manipulation

- 98940 Adjustment 1-2 Arches
98941 Adjustment 3-4 Arches
98942 Adjustment 5 or more Arches
4. Manipulation (Medicare Code)

Modalities

1. 97024 Electrotherapy
2. 97016 Cryotherapy / Hydrotherapy
3. 97018 Paraffin Bath
4. 97014 EMS/Interferential
5. 97012 Intersegmental / Mechanical / Axial traction
6. 97122 Manual traction

X-Rays

1. _____
2. _____
3. _____

Re-evaluation

1. 99211 Exam. Pt.
2. 99212 Exam. Pt.
3. 99213 Exam. Pt.
4. 99214 Exam. Pt.
5. 99215 Exam. Pt.

1. 97250 Soft tissue Mobilization
2. 97112 Neuromuscular Re-Education
3. 97124 Therapeutic Massage
4. 97406 Ultrasound
5. 97110 Therapeutic Exercises
6. 97116 Gait Training

Reports

1. 99080 Narrative report
2. Other reports

Other Codes

1. _____
2. _____

Dr.'s Initial

Assistant's Initial

Next Visit M T W T H F S S SU IX 2X 3X 4X 5X Period for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
Headaches Neck Mid-Back
Low-Back Arm Leg
Shoulder Knee Foot Wrist
Ankle Hand
2- Patient reports
Exacerbation New Symptoms
New Injury Re-injury

OBJECTIVE

1. Spasm C T L
2. Tenderness C T L
3. Subluxations: C T L
4. Limited R.O.M. C T L
5. _____

ASSESSMENT

1. Progress as expected
2. Progress slow but steady
3. Progress faster than expected
4. Exacerbation
5. No response
6. Maximum improvement
7. _____

PLAN

1. Continue treatment with no changes
2. Continue treatment with follow changes
3. Discontinue treatment

Comments:

Patient Name

Date

7/25/03

Time

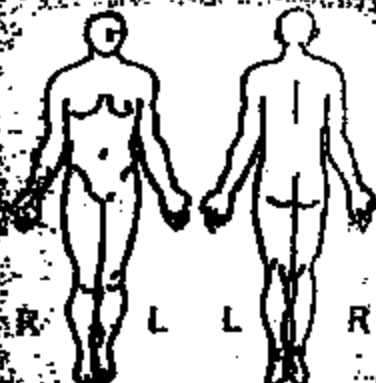
ADJUNCT

- | | |
|-----------------|-------------|
| 1. Sac-Main | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-Spinal | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Force | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

PLEASE INDICATE THE AREA OF YOUR SYMPTOMS USING "X" MARKS



COMMENTS

Patient's Signature

(Patient's signature confirms today's services rendered and services requested.)

Manipulation

Modalities

X-Rays

- 98940 Adjustment 1-2 Areas
- 98941 Adjustment 3-4 Areas
- 98942 Adjustment 5 or more Areas
- Manipulation (Medicare Code)

- 97024 Chiropractic
- 97010 Cryotherapy / Hydrotherapy
- 97013 Paraffin Bath
- 97014 EMS/Interferential
- 97012 Inter-segmental Mechanical/Axial traction
- 97122 Manual traction

Re-evaluation

Procedures

Reports

- 99211 Bath. Pt.
- 99212 Bath. Pt.
- 99213 Bath. Pt.
- 99214 Bath. Pt.
- 99215 Bath. Pt.

- 97250 Soft tissue Mobilization
- 97123 Musculoskeletal Re-Education
- 97124 Therapeutic Massage
- 97108 Ultrasound
- 97110 Therapeutic Exercise
- 97116 Gait Training

- 99880 Narrative report
- Other reports

Other Codes

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per week for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

OBJECTIVE

ASSESSMENT

PLAN

- Pain
Headaches Neck Mid-Back
Low-Back Arm Leg
Shoulder Knee Foot Wrist
Ankle Hand
- Patient reports
Exacerbation New Symptoms
New Injury Re-Injury

- Spasm C T L
- Tenderness C T L
- Subluxation C T L
- Limited ROM C T L
-

- Progress as expected
- Progress slow but steady
- Progress faster than expected
- Exacerbation
- No response
- Maximum improvement
-

- Continue treatment with no changes
- Continue treatment with follow change
- Discontinue treatment

Patient Name

Date

7/22/03

Time

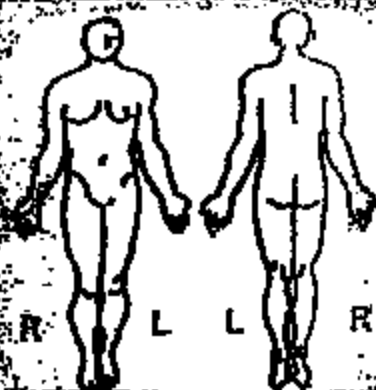
ADJUSTMENT

- | | |
|---------------|-------------|
| 1. Cervical | 2. Occiput |
| 3. Thoracic | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-Ilio | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

TECHNIQUE

- | | |
|----------------|------------------|
| 1. R.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Force | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

PLEASE INDICATE THE AREA OF YOUR SYMPTOMS USING "X" OR "O"



COMMENTS

Patient's Signature

(Patient's signature confirms they received services described on this form)

Manipulation

1. 98940 Adjustment 1-2 Arms
 2. 98941 Adjustment 3-4 Arms
 3. 98942 Adjustment 5 or more Arms
 4. Manipulation (Medicare Code)

Modalities

1. 97024 Distraction
 2. 97010 Cryotherapy / Hydrotherapy
 3. 97015 Paraffin Bath
 4. 97014 EMS/Interferential
 5. 97012 Intra-segmental / Mechanical / Axial traction
 6. 97122 Manual traction

X-Rays

1. _____
 2. _____
 3. _____

Re-evaluation

1. 99211 Estab. Pt.
 2. 99212 Estab. Pt.
 3. 99213 Estab. Pt.
 4. 99214 Estab. Pt.
 5. 99215 Estab. Pt.

Procedures

1. 97230 Soft tissue Mobilization
 2. 97112 Musculoskeletal Re-Education
 3. 97224 Therapeutic Massage
 4. 97108 Ultrasound
 5. 97110 Therapeutic Exercise
 6. 97116 Gait Training

Reports

1. 99080 Narrative report
 2. Other reports _____

Other Codes

1. _____
 2. _____

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per wk For 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
 Headaches Neck Mid-Back
 Low-Back Arm Leg
 Shoulder Knee Foot Wrist
 Ankle Hand
 2- Patient reports
 Exacerbation New Symptoms
 New Injury Re-Injury

OBJECTIVE

1. Spasm C T L _____
 2. Tenderness C T L _____
 3. Subcutaneous: C T L _____
 4. Limited R.O.M C T L _____
 5. _____

ASSESSMENT

1. Progress as expected
 2. Progress slow but steady
 3. Progress faster than expected
 4. Exacerbation
 5. No response
 6. Maximum improvement
 7. _____

PLAN

1. Continue treatment with no changes
 2. Continue treatment with follow up
 3. Discontinue treatment

Patient Name

Date

7/18/63

Time

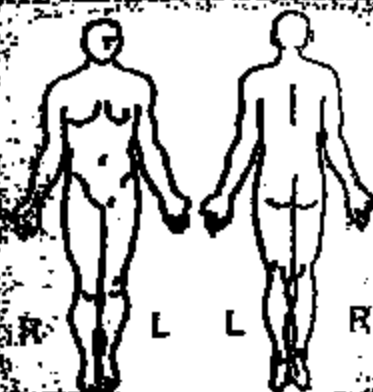
ADJUSTMENT

- | | |
|---------------|-------------|
| 1. Neck | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-Ilio | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Back | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

PLEASE INDICATE THE AREA OF YOUR SYMPTOMS USING "XXXX"



COMMENTS

Patient's Signature

(Patient's signature continues)

[Redacted Signature]

Manipulation

- 98940 Adjustment 1-2 Arms
- 98941 Adjustment 3-4 Arms
- 98942 Adjustment 5 or more Arms
- Manipulation (Medicare Code)

Modalities

- 97024 Diathermy
- 97010 Cryotherapy / Hydrotherapy
- 97016 Paraffin Bath
- 97014 Electrical Stimulation
- 97012 Inter-segmental Mechanical/Axial traction
- 97122 Manual traction

X-Rays

-
-
-

Re-education

- 99211 Stab. Pt.
- 99212 Stab. Pt.
- 99213 Stab. Pt.
- 99214 Stab. Pt.
- 99215 Stab. Pt.

Procedures

- 97230 Soft tissue Mobilization
- 97112 Neuromuscular Re-Education
- 97124 Therapeutic Massage
- 97148 Ultrasound
- 97110 Therapeutic Exercises
- 97116 Gait Training

Reports

- 98000 Narrative report
- Other reports

Other Codes

-
-

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per wk For 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- | | | |
|-----------|------|----------|
| Pain | Neck | Mid-Back |
| Handaches | Arm | Leg |
| Low-Back | Foot | Wrist |
| Shoulder | Hand | |
| Ankle | | |
- | | |
|-----------------|--------------|
| Patient reports | New Symptoms |
| Exacerbation | Re-Injury |
| New Injury | |

OBJECTIVE

- Spasm C T L
- Tenderness C T L
- Sublimation: C T L
- Limited ROM C T L
-

ASSESSMENT

- Progress as expected
- Progress slow but steady
- Progress faster than expected
- Exacerbation
- No response
- Maximum improvement
-

PLAN

- Continue treatment with no changes
- Continue treatment with follow along
- Discontinue treatment

Patient Name

Date

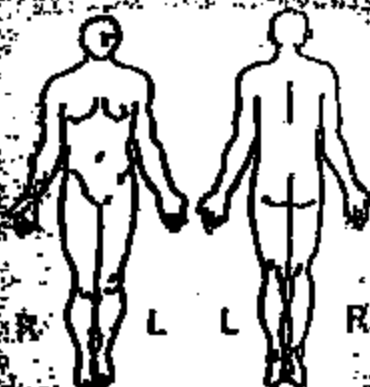
4/16/23

Time

ADJUST

- | | |
|---------------|-------------|
| 1. Sac Notes | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-Ilio | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

PLEASE INDICATE THE AREA OF YOUR SYMPTOMS USING "X" OR "XOX"



COMMENTS

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Force | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

Patient's Signature

(Patient's signature confirmed)

Manipulation

Modalities

X-Rays

- 98940 Adjustment 1-2 Areas
- 98941 Adjustment 3-4 Areas
- 98942 Adjustment 5 or more Areas
- Manipulation (Medicare Code)

- 97024 Diathermy
- 97010 Cryotherapy / Hydrotherapy
- 97018 Paraffin Bath
- 97014 EMS/Interferential
- 97012 Inter-segmental / Mechanical / Axial traction
- 97122 Manual traction

Procedures

Re-evaluation

- 99211 Estab. Pt.
- 99212 Estab. Pt.
- 99213 Estab. Pt.
- 99214 Estab. Pt.
- 99215 Estab. Pt.

- 97250 Soft tissue Mobilization
- 97112 Neuromuscular Re-Education
- 97124 Therapeutic Massage
- 97138 Ultrasound
- 97110 Therapeutic Exercise
- 97116 Gait Training

Reports

- 99080 Narrative report
- Other reports

Other Codes

-
-

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- | | | | |
|-----------|------|----------|-------|
| Pain | | | |
| Headaches | Neck | Mid-Back | |
| Low-Back | Arm | Leg | |
| Shoulder | Knee | Foot | Wrist |
| Ankle | Hand | | |
- | | |
|--------------------|--------------|
| 2- Patient reports | |
| Exacerbation | New Symptoms |
| New Injury | Re-Injury |

OBJECTIVE

- Spasm C T L
- Tenderness C T L
- Subluxations: C T L
- Limited R.O.M C T L
-

ASSESSMENT

- Progress as expected
- Progress slow but steady
- Progress faster than expected
- Remediation
- No response
- Maximum improvement
-

PLAN

- Continue treatment with no changes
- Continue treatment with follow change
- Discontinue treatment

Comments

Patient Name

Date

7/14/03

Time

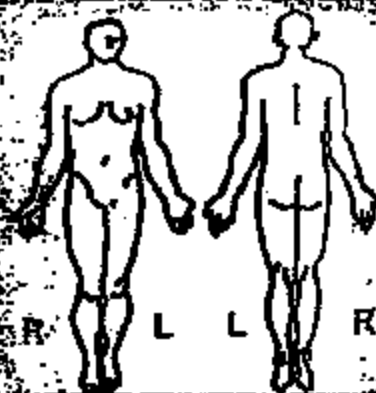
ADJUSTMENT

- | | |
|----------------|-------------|
| 1. See Notes | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-iliac | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Force | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

PLEASE INDICATE THE AREA OF YOUR SYMPTOM/INJURY/STRESS



COMMENTS

Patient's Signature

(Patient's signature confirms today's evaluation, treatment and services rendered.)

Manipulation

1. 98940 Adjustment 1-2 Axiol
 2. 98941 Adjustment 3-4 Axial
 3. 98942 Adjustment 5 or more Axiol
 Manipulation (Medicare Code)

Modalities

1. 97024 Electrotherapy
 2. 97010 Cryotherapy / Hydrotherapy
 3. 97015 Paraffin Bath
 4. 97014 EMS/Neurostimulation
 5. 97012 Inter-segmental Mechanical/Axial traction
 6. 97122 Manual traction
 Procedures

X-Rays

1. _____
 2. _____
 3. _____

Re-evaluation

1. 99211 Exam. Pt.
 2. 99212 Exam. Pt.
 3. 99213 Exam. Pt.
 4. 99214 Exam. Pt.
 5. 99215 Exam. Pt.

1. 97250 Soft tissue Mobilization
 2. 97412 Neuromuscular Re-Education
 3. 97424 Therapeutic Massage
 4. 97108 Ultrasound
 5. 97110 Therapeutic Exercises
 6. 97116 Gait Training

Reports

1. 99080 Narrative report
 2. Other reports

Other Codes

1. _____
 2. _____

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
 Headaches Neck Mid-Back
 Low-Back Arm Leg
 Shoulder Knee Foot Wrist
 Ankle Hand
 2- Patient reports
 Exacerbation New Symptoms
 New Injury Re-Injury

OBJECTIVE

1. Spans C T L
 2. Tenderness C T L
 3. Subluxations: C T L
 4. Limited R.O.M C T L
 5. _____

ASSESSMENT

1. Progress as expected
 2. Progress slow but steady
 3. Progress faster than expected
 4. Exacerbation
 5. No response
 6. Maximum improvement
 7. _____

PLAN

1. Continue treatment with no changes
 2. Continue treatment with follow change
 3. Discontinue treatment

Patient No. [REDACTED]

Date

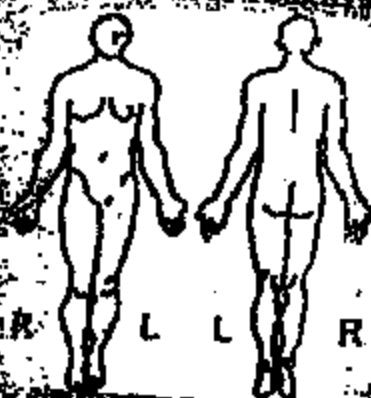
4/11/03

Time

ADJUSTMENT

- | | |
|----------------|-------------|
| 1. Neck | 2. Occiput |
| 3. Cervical | 4. Thoracic |
| 5. Lumbar | 6. Sacrum |
| 7. Sacro-iliac | 8. Pelvis |
| 9. Shoulder | 10. Elbow |
| 11. Wrist | 12. Hand |
| 13. Hip | 14. Knee |
| 15. Ankle | 16. Foot |

PLEASE INDICATE THE AREA OF YOUR PAIN OR DISCOMFORT BY MARKING "X" ON THE FOLLOWING DIAGRAMS.



COMMENTS

Patient's Signature

(Patient's signature area)

TECHNIQUE

- | | |
|----------------|------------------|
| 1. S.O.T | 2. Toggle |
| 3. Thompson | 4. Gonstead |
| 5. Low Force | 6. Activator |
| 7. Diversified | 8. AP |
| 9. PA | 10. Side posture |

Manipulation

- | |
|-------------------------------------|
| 1. 98940 Adjustment 1-2 Areas |
| 2. 98941 Adjustment 3-4 Areas |
| 3. 98942 Adjustment 5 or more Areas |
| 4. Manipulation (Medicare Code) |

Re-evaluation

- | |
|--------------------|
| 1. 99211 Exam. Pt. |
| 2. 99212 Exam. Pt. |
| 3. 99213 Exam. Pt. |
| 4. 99214 Exam. Pt. |
| 5. 99215 Exam. Pt. |

Dr.'s Initial

Medication

- | |
|--|
| 1. 97024 Dietary |
| 2. 97010 Cryotherapy / Hydrotherapy |
| 3. 97018 Paraffin Bath |
| 4. 97014 EDC/Heat/Brace |
| 5. 97012 Inter-segmental Mechanical/Axial traction |
| 6. 97122 Manual traction |

Procedures

- | |
|-------------------------------------|
| 1. 97250 Soft tissue mobilization |
| 2. 97112 Neuromuscular Re-Education |
| 3. 97124 Therapeutic Massage |
| 4. 97186 Ultrasound |
| 5. 97110 Therapeutic Exercises |
| 6. 97116 Gait Training |

X-Rays

- | |
|----------|
| 1. _____ |
| 2. _____ |
| 3. _____ |

Reports

- | |
|---------------------------|
| 1. 99080 Narrative report |
| 2. Other reports |

Other Codes

- | |
|----------|
| 1. _____ |
| 2. _____ |

Assistant's Initial

Next Visit M T W T H F S S U IX 2X 3X 4X 5X Per wk For 1wk 2wks 3wks 4wks

SUBJECTIVE

- | | | | |
|--------------------|--------------|------|----------|
| 1. Pain | Headache | Neck | Mid-Back |
| | Low-Back | Arm | Leg |
| | Shoulder | Knee | Foot |
| | Ankle | Hand | Wrist |
| 2. Patient reports | | | |
| Exacerbation | New Symptoms | | |
| New Injury | Re-injury | | |
| Comments | | | |

WEEKLY RE-EVALUATION AND ASSESSMENT

OBJECTIVE

- | |
|------------------------|
| 1. Spasm C T L |
| 2. Tenderness C T L |
| 3. Subluxations C T L |
| 4. Limited R.O.M C T L |
| 5. _____ |

ASSESSMENT

- | |
|----------------------------------|
| 1. Progress as expected |
| 2. Progress slow but steady |
| 3. Progress faster than expected |
| 4. Escalation |
| 5. No response |
| 6. Maximum improvement |
| 7. _____ |

PLAN

- | |
|--|
| 1. Continue treatment with no changes |
| 2. Continue treatment with follow change |
| 3. Discontinue treatment |

7/9/03

Patient Name

Date

Time

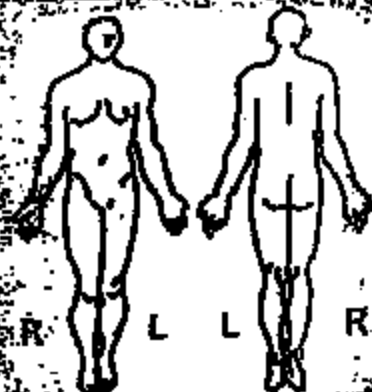
ADJUSTMENTS

1. Sac Notes 2. Occiput
3. Cervical 4. Thoracic
5. Lumbar 6. Sacral
7. Sacro-Iliac 8. Pelvis
9. Shoulder 10. Elbow
11. Wrist 12. Hand
13. Hip 14. Knee
15. Ankle 16. Foot

TECHNIQUE

1. S.O.T 2. Toggle
3. Thompson 4. Gonstead
5. Low Force 6. Activator
7. Diversified 8. AP
9. PA 10. Side posture

PLEASE INDICATE THE AREA OF YOUR SYMPTOM (S) BY MARKING



COMMENTS

Patient's Signature

(Patient's signature continues)

Manipulation

1. 98948 Adjustment 1-2 Areas
2. 98941 Adjustment 3-4 Areas
3. 98942 Adjustment 5 or more Areas
4. Manipulation (Medicare Code)

Medication

1. 97024 Diathermy
2. 97018 Cryotherapy / Hydrotherapy
3. 97018 Paraffin Bath
4. 97014 EMS/Interferential
5. 97012 Inter-segmental Mechanical/Axial traction
6. 97122 Manual traction

X-Rays

1. _____
2. _____
3. _____

Re-evaluation

1. 99211 Estab. Pt.
2. 99212 Estab. Pt.
3. 99213 Estab. Pt.
4. 99214 Estab. Pt.
5. 99215 Estab. Pt.

Procedures

1. 97250 Soft tissue Mobilization
2. 97122 Neuromuscular Re-Education
3. 97124 Therapeutic Massage
4. 97198 Ultrasound
5. 97110 Therapeutic Exercises
6. 97116 Gait Training

Reports

1. 99080 Narrative report
2. Other reports

Other Codes

1. _____
2. _____

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
Headaches Neck Mid-Back
Low-Back Arm Leg
Shoulder Knee Foot Wrist
Ankle Hand
2- Patient reports
Exacerbation New Symptoms
New Injury Re-Injury

OBJECTIVE

1. Spasm C T L
2. Tenderness C T L
3. Subluxation: C T L
4. Limited R.O.M C T L
5. _____

ASSESSMENT

1. Progress as expected
2. Progress slow but steady
3. Progress faster than expected
4. Exacerbation
5. No response
6. Maximum improvement
7. _____

PLAN

1. Continue treatment with no changes
2. Continue treatment with follow change
3. Discontinue treatment

Patient Name

Date

1/7/03

Time

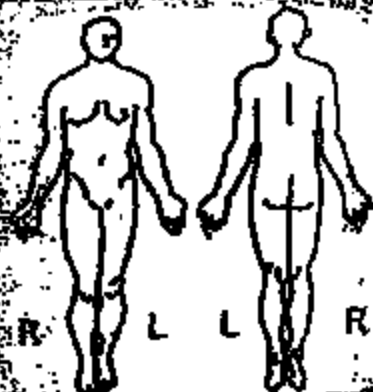
ADJUSTMENT

1. Sac Notes
2. Occiput
3. Cervical
4. Thoracic
5. Lumbar
6. Sacrum
7. Sacro-iliac
8. Pelvis
9. Shoulder
10. Elbow
11. Wrist
12. Hand
13. Hip
14. Knee
15. Ankle
16. Foot

TECHNIQUE

1. S.O.T
2. Toggle
3. Thompson
4. Gonstead
5. Low Force
6. Activator
7. Diversified
8. AP
9. PA
10. Side posture

PLEASE INDICATE THE AREA OF YOUR PAIN BY MARKING "X" ON



COMMENTS

Patient's Signature

Patient's signature continues on page 2

Manipulation

1. 98940 Adjustment 1-2 Areas
2. 98941 Adjustment 3-4 Areas
3. 98942 Adjustment 5 or more Areas
4. Manipulation (Medicare Code)

Re-evaluation

1. 99211 Estab. Pt.
2. 99212 Estab. Pt.
3. 99213 Estab. Pt.
4. 99214 Estab. Pt.
5. 99215 Estab. Pt.

Modalities

1. 97024 Diathermy
2. 97010 Cryotherapy / Hydrotherapy
3. 97018 Paraffin Bath
4. 97014 EMS/interferential
5. 97012 low segmental Mechanical/Axial traction
6. 97122 Manual traction

Procedures

1. 97250 Soft tissue Mobilization
2. 97112 Neuromuscular Re-Education
3. 97124 Therapeutic Massage
4. 97108 Ultrasound
5. 97110 Therapeutic Exercises
6. 97116 Gait Training

X-Rays

1. _____
2. _____
3. _____

Reports

1. 99080 Narrative report
2. Other reports

Other Codes

1. _____
2. _____

Dr.'s Initial

Assistant's Initial

Next Visit M T W TH F S SU 1X 2X 3X 4X 5X Per wk for 1wk 2wks 3wks 4wks

WEEKLY RE-EVALUATION AND ASSESSMENT

SUBJECTIVE

- 1- Pain
Headaches Neck / Mid-Back
Low-Back Arm Leg
Shoulder Knee Foot Wrist
Ankle Hand
- 2- Patient reports
Exacerbation New Symptoms
New Injury Re-injury
Anxiety

OBJECTIVE

1. Spasm C T L
2. Tenderness C T L
3. Subluxation: C T L
4. Limited R.O.M C T L
5. _____

ASSESSMENT

1. Progress as expected
2. Progress slow but steady
3. Progress faster than expected
4. Exacerbation
5. No response
6. Maximum improvement
7. _____

PLAN

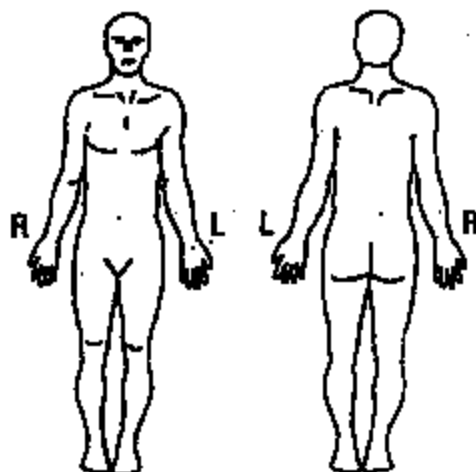
1. Continue treatment with no changes
2. Continue treatment with follow up
3. Discontinue treatment

DOI July 2

History - Part 1

NAME _____ CASE # _____ DATE _____/_____/____

Mark the areas on your body where you feel the described sensations.
Use the appropriate symbol to mark all affected areas.



Type of case patient interested in: ☐ To regularly monitor ☐ Lasting Correction

Major Complaints

pt. Complains of wrist pain (L) & shoulder pain, due to steering column of the car locking up & patient moving it from side to side to attempt to unlock it, as he was told to do previously by GM. This occurred on July 1988 when he took the car in to be fixed. He was told that it was repaired, but the steering column locked up again on July 8. And at this point by trying to unlock the column, patient aggravated his wrist & shoulder.

How did this condition develop? already injured from job & accident. (wrist) & shoulder
injury to shoulder & wrist from job & accident.

Any accidents, falls, etc. that might have caused your problem? father had equivalent accident -

When was the very first time you experienced these symptoms? after directional pt. medication

Have you previously experienced this type of condition? _____

Has this problem been getting better, worse or staying the same? _____

Is there anything you do that makes your condition worse? _____

How is this condition affecting your:

- a. Home life _____
- b. Occupational life _____ Your Occupation _____
- c. Recreational activities _____
- d. Rest and sleep _____

Have you ever been in an automobile accident? ☐ Past year ☐ Past 5 years ☐ Over 5 years ☐ Never

Have you seen another doctor for this problem? ☐ Y ☐ N Name _____

Are you currently taking any medication? (prescriptions & OTC) ☐ Y ☐ N Specify _____

Any chiropractor consulted in the past? ☐ Y ☐ N Name _____

Date consulted _____/_____/_____ For what problem _____

Current or Previous Symptoms

Doctor or staff obtaining patient history should indicate current symptoms with "C" and previous symptoms with "P"

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Headache | <input type="checkbox"/> Numbness in fingers, arms, legs | <input type="checkbox"/> Digestive disorders | <input type="checkbox"/> Extreme fatigue |
| <input type="checkbox"/> Head seems too heavy | <input type="checkbox"/> Chest pain | <input type="checkbox"/> Nausea, vomiting | <input type="checkbox"/> Shortness of breath |
| <input type="checkbox"/> Loss of memory | <input type="checkbox"/> Eye strain | <input type="checkbox"/> Diarrhea | <input type="checkbox"/> Pain radiating into |
| <input type="checkbox"/> Equilibrium problems | <input type="checkbox"/> Pain behind eyes | <input type="checkbox"/> Constipation | <input type="checkbox"/> Right arm |
| <input type="checkbox"/> Dizziness | <input type="checkbox"/> Eyes sensitive to light | <input type="checkbox"/> Difficulty in excessive lifting | <input type="checkbox"/> Left arm |
| <input type="checkbox"/> Fainting | <input type="checkbox"/> Ears buzzing/ringing | <input type="checkbox"/> Light | <input type="checkbox"/> Both arms |
| <input type="checkbox"/> Tremors | <input type="checkbox"/> Loss of taste/smell | <input type="checkbox"/> Moderate | <input type="checkbox"/> Right leg |
| <input type="checkbox"/> Palpitation | <input type="checkbox"/> Sleep trouble | <input type="checkbox"/> Rapidly | <input type="checkbox"/> Left leg |
| <input type="checkbox"/> Neck pain/stiffness | <input type="checkbox"/> Extreme nervousness | <input type="checkbox"/> Difficulty in excessive | <input type="checkbox"/> Both legs |
| <input type="checkbox"/> Neck motion restricted | <input type="checkbox"/> Tension | <input type="checkbox"/> Standing | <input type="checkbox"/> Neck |
| <input type="checkbox"/> Upper back pain/stiffness | <input type="checkbox"/> Irritability | <input type="checkbox"/> Walking | <input type="checkbox"/> Base of skull |
| <input type="checkbox"/> Lower back pain/stiffness | <input type="checkbox"/> Anxiety/depression | <input type="checkbox"/> Sitting | <input type="checkbox"/> Shoulders |
| <input type="checkbox"/> Stiffness in arms/legs | <input type="checkbox"/> Incontinence | <input type="checkbox"/> Bending | <input type="checkbox"/> Hips |

Lumbosacral Orthopedic Tests: (Lumbosacral Exam Continued) Page 2
 SLR 0-35deg R/L/B SLR 70-90deg R/L/B Lasague's R/L/B Braggard R/L/B
 Well Leg Raise R/L/B Kemp R/L/B Med. Disc (More pain on the opposite side bending) Lat. Disc
 (More pain on the same side bending) Hechterow R/L/B Tury R/L/B Minor Sign R/L
 Valuable R/L/B Milgram's R/L/B Dejerne's Triad R/L/B Supported Forward Bending
 (If positive SI involvement) Nachlas R/L/B (Buttock pain=SI problem, Lumbar pain=Lumbar pro.)
 Yeoman's R/L/B (Buttock pain=SI Sprain, Lumbar pain=Lumbar Sprain) SI Stretch test R/L/B
 SI Resisted abd. R/L/B Hibb's R/L/B (Hip pain=Hip joint problem, SI pain=SI joint problem)
 Gaenslen's R/L/B (If + SI joint Problem) Fabre Patrick R/L/B (Hip pain=Hip joint, SI pain=SI joint)

Neurological:
 Dermatomes: Decreased Sensation Level Rt Lt Unremarkable
 Myotomes: Decreased Strength Level Rt Lt Unremarkable
 Reflexes: Patellar Achilles

SHOULDER EXAMINATION:

Palpation: Spasmodic R/L Tenderness R/L Restriction Ext. Rotation Subluxation Ext. Rotation
Orthopedic Tests:
 Tendinitis= Supraspinatus Test + R/L Apley's Scratch Test + R/L Speed Test R/L
 Bursitis= Subacromial Push-Button Sign + R/L Dawbarn's Test + R/L
 Shoulder Dislocation= Dugas R/L Anterior Apprehension R/L Post. Apprehension R/L
 Tendon Instability= Drop Arm Test + R/L Yergason's R/L Transverse Humeral Lig. R/L
 Painful resisted motion + R/L Painful passive motion R/L Pain at the passive end range R/L

ELBOW EXAMINATION:

Palpation: Tenderness R/L Restriction R/L Subluxation
Orthopedic Tests:
 Tennis Elbow= Cozen's Test R/L Golfer's Elbow= Medial Epicondylitis R/L
 Ligamentous Instability= Abduction Stress R/L Adduction Stress R/L
 Neuritis/Neuroma of Ulnar Nerve= Tinel's Sign R/L
 Painful resisted motion R/L Painful passive motion R/L Pain at the passive end range R/L

WRIST EXAMINATION:

Palpation: Tenderness + R/L Restriction + R/L Subluxation ulnar/radial deviation
Orthopedic Tests:
 Carpal Tunnel Syndrome= Tinel's Wrist Sign + R/L Phalen's test + R/L
 Ulnar Tunnel Syndrome= Ulnar Tunnel Triad + R/L
 (1) Tenderness over the ulnar tunnel (2) Clawing of the ring finger (3) Hypothenar wasting +
 Painful resisted motion + R/L Painful passive motion + R/L Pain at the passive end range R/L

KNEE EXAMINATION:

Palpation: Tenderness R/L Restriction R/L Subluxation
Orthopedic Tests:
 Meniscus Instability= Apley's Compression R/L McMurray's Test R/L (Palpable or Audible Click)
 Ligamentous Instability= Apley's Distraction R/L Abduction Stress R/L Add. Stress R/L
 Drawer's Sign R/L (Pulled=Ant. Cruciate, Pushed=Pos. Cru) Chondromalacia= Patella Grinding R/L
 Patella Fracture= Dreyer's Test R/L Tuning Fork R/L
 Knee Joint Effusion= Stroke Test R/L Patella Ballotement R/L
 Painful resisted motion R/L Painful passive motion R/L Pain at the passive end range R/L

ANKLE EXAMINATION:

Palpation: Tenderness R/L Restriction R/L Subluxation
Orthopedic Tests: Drawer's foot sign R/L Lat. Instability R/L Med. Instability R/L
 Tarsal Tunnel Syndrome= Tinel's foot sign R/L Achilles Rupture= Thompson's Test R/L
 Painful resisted motion R/L Painful passive motion R/L Pain at the passive end range R/L

99281 New Patient Exam	97258 Soft tissue mobilization	97018 Hot/Cold pack	Comments
99282 New Patient Exam	97118 Therapeutic exercises	97024 Diathermy	
99283 New Patient Exam	98948 Adjustment 1-3 Areas	97017 Inter-Segmental traction	
99284 New Patient Exam	98941 Adjustment 3-4 Areas	97018 Paraffin wax	
99285 New Patient Exam	98942 Adjustment 5 or more	97128 Ultrasound	
99286 Comp. Consultation	X-Rays	97014 Electric stimulation / IFC	
99287 R.O.M. Testing			

Attending Physician's signature

Date July 7, 2003

Diagnosis / Treatment Plan

Patient

Date

7/7/03

INITIAL EXAM

Chief Complaints: Arm pain L / R Shoulder pain L / R Mid-back pain / stiffness - Low back pain / stiffness - Chest pain - Dizziness - Ear buzzing / ringing - Fatigue - Feet / toe / hand / finger numbness - 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 - Ankle pain R / L - Elbow pain R / L Wrist pain R / L Hand pain R / L - Foot pain R / L - Others _____

Past Medical History: _____

Findings: See examination report

X-Ray: No Yes _____ Comments: _____

Diagnosis:

- 1) sprain / strain @ wrist
- 2) sprain / strain @ shoulder
- 3) @ shoulder Rotator cuff system
- 4) _____
- 5) Supraspinatus
- 6) _____
- 7) _____
- 8) _____

Management:

Course of treatment: 3 Time/s Per Week For 4 Week/s then the patient will be reevaluated and the issue of management will be addressed again.

Procedures and modalities: Combination of: Soft tissue mobilization - Therapeutic exercises - Electric stimulation - Ultrasound - Intersegmental traction - Manual traction - Axial traction - Paraffin w. Diathermy - Hydrocollator - Cryotherapy Chiropractic adjustment C / T / L / S / Others

Apply to wrist & shoulder
To _____ out of the above mentioned procedures and modalities must be performed during each patient's visit.

Precautions: _____

Comments: _____

Doctor's Signature: _____

Date:

7/7/03

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Venice, CA

CASE NUMBER: 1-117427903 VIN: 1G1YY32G2Y5133308
MODEL YEAR: 2000
DATE OPENED: 2003-07-08 SERIES: Corvette
DATE CLOSED: 2003-09-08 MILEAGE: 13900.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: PARYes DEALER NAME: Santa Monica Group, Inc.
BRC PARKNT: DEALER ADDRESS: 3223 Santa Monica Blvd, Santa Monica, CA, 90404-
2605, USA

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

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

RFI: situation; ; 2003-07-09
2003-07-09

No response; ; 2003-07-09
2003-07-09

Roadside Assistance; ; 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

Barren (x6844) @ Roadside; ; 2003-07-11
2003-07-10

1-117427903, 5-7est - dlr; ; 2003-07-11
2003-07-10

Pre-PAR; ; 2003-07-11
2003-07-11

Follow up; ; 2003-07-11
2003-07-11

Service Request Ownership has changed FROM: [REDACTED] TO: [REDACTED] ; 2003-07-11
2003-07-11

assigned file to [REDACTED] ; 2003-07-14
2003-07-11

file assigned; ; 2003-07-15
2003-07-15

Service Request Ownership has changed FROM: [REDACTED] TO: [REDACTED] ; 2003-07-15
2003-07-15

Case Scan; ; 2003-07-15
2003-07-15

Ack [REDACTED]; 2003-07-15
2003-07-15

Initial-Cust [REDACTED] ; 2003-07-15
2003-07-15

REquesting owning CRM; ; 2003-07-15
2003-07-15

Initial-Continued; ; 2003-07-15
2003-07-15

INITIAL-CUST CONTINUED [REDACTED] ; 2003-07-15
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-ESIS; ; 2003-07-15
2003-07-15

CLOSE; ; 2003-07-15
2003-07-15

Close; ; 2003-07-15
2003-07-15

ESIS; ; 2003-07-16
2003-07-16

reopened for ESIS assignment; ; 2003-07-16
2003-07-16

assigned file to Sue Le at ext. 58509; ; 2003-07-16
2003-07-16

Esis file assignment; ; 2003-07-16

2003-07-16

Service Request Ownership has changed FROM: [REDACTED] TO [REDACTED]; 2003-07-16
2003-07-16

ESIS; ; 2003-07-16

2003-07-16

Service Request has been Closed Satisfied.; ; 2003-07-16
2003-07-17

SR in Status of Closed has been Re-Opened by [REDACTED]; ; 2003-07-17
2003-07-18

BRC PAR Scanned: 2003-07-17-15.21.14.000000, MBXDocNum: KSM3F16948; ; 2003-07-18
2003-07-18

Service Request has been Closed Satisfied.; ; 2003-07-18
2003-07-22

SR in Status of Closed has been Re-Opened by [REDACTED]; ; 2003-07-22
2003-07-22

Inbound vm-Cust; ; 2003-07-22
2003-07-22

Service Request has been Closed Satisfied.; ; 2003-07-22
2003-07-23

SR in Status of Closed has been Re-Opened by [REDACTED]; ; 2003-07-23
2003-07-23

Outbound call-ESIS; ; 2003-07-23
2003-07-23

Outbound call-Cust; ; 2003-07-23
2003-07-23

Service Request has been Closed Satisfied.; ; 2003-07-23
2003-09-08

SR in Status of Closed has been Re-Opened by [REDACTED]; ; 2003-09-08
2003-09-08

ESIS 800-399-5117; ; 2003-09-08
2003-09-08

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
[REDACTED]

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

INCIDENT DATE: 2003-07-02

INCIDENT TIME: 17:30:00.000000

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

DRIVER NAME:
DRIVER DISABILITY: none

DRIVER AGE:

INCIDENT 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:
NUMBER OF PEOPLE: 1
INJURIES:

ROAD CONDITION: Dry
BODY INJURY: Y

ROAD SURFACE: Asphalt

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
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: Steering and Suspension Sys

INSPECTORS NAME: Dealership INSPECTION DATE: 2003-07-03

TIME: 59:00.000000

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BEC WARRANTY DATE:

MP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:
BRANCH: NAME:
COUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: [REDACTED] LOCATION:
ADDRESS: [REDACTED]
CITY/STATE: Venice, CA
PHONE NUMBER: [REDACTED]
SEATING POSITION: Driver RESTRAINT: Seatbelt
TYPE OF INJURY: Sprained Left Wrist - Swollen Sore Right Shoulder
TREATED: IF SO, WHERE:

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

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

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

NAME: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE: 'Injured'
ADDRESS: [REDACTED] CONTACT PHONE: 3103069030
Venice, CA

1-117 427903

SANTA MONICA AUTO GROUP

3223 SANTA MONICA BLVD

SANTA MONICA, CA 90404

(310) 828-4424

Fax: (310) 453-5433

FAX COVER SHEET

Attention: [REDACTED]

fax #: [REDACTED]

From: **LISA M. NOLASCO** Robert Fleischer
(Business office)

	COPIES OF THIS MESSAGE	TOTAL COPIES
46721	Initial writeup / Final Envelope / Tech copy	3
46821	Initial writeup / Final Envelope / Tech copy	3
		6

COMMENTS:

[REDACTED]	- Rott 46721 Rott 46821
CASE# 51-117427903	

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^P CASE SI-117427903

8225 Santa Monica Blvd.
Santa Monica, CA 90404

(510) 828-4424 • Fax (510) 453-5492

EPA # CH 0014520

RECOMMENDED SERVICES

U.S. & ADMIN.

QTCV2012	12000 MIL 180V/1C	MI	0.00	QTCV2001	150P	MI	29.47
QOCV2002	ROTATE TINES	MI	29.95	QTCV2003	ROTATE & BAL TINES	MI	59.55

SERVICE HISTORY

[illegible]**CLASSIFICATION NO.**

SERVICE

[illegible]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

LIST ADVISES STEERING LOCK ACTIVATES --LOADING ON

VEHICLE 00044284	RENTAL PERIOD	DATE	TIME
VEHICLE	DATE	TIME	
VEHICLE BY	DATE	TIME	
VEHICLE NO NOT RENTAL RATE	RENTAL PERIOD	DATE	TIME
IMPORTANT. REMOVE ALL PERSONAL PROPERTY AND FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR DAMAGE TO ATTACHES LEFT IN YOUR VEHICLE			RENTAL PERIOD
By law, you may obtain another Rental Shop Check and any rental repairs or alterations that the Rental Shop has submitted.			RENTAL PERIOD
* HAZARDOUS WASTE. WITHIN THAN INCORPORATED OUR FOR ALL CUSTOMERS. WE HAVE A SEPARATE CHARGE FOR HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE MONTHS AND IS SUBJECT ONLY WHEN THAT WASTE IS BEING A PARTICULAR REPAIR. HAZARDOUS WASTE IS WHITE OIL, SOLVENTS, COMBUSTION OILS, GREASE, A BRASS FLUID TAPES, CONTAMINATED FUEL, OR FILTER			RENTAL PERIOD
ALL PARTS INSTALLED AND NEW OILS OILCHANGED			RENTAL PERIOD
FOR YOUR CONVENIENCE SERVICE HOURS: MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. SATURDAY 8:00 A.M. to 2:00 P.M. NO VEHICLES REPAIRED AFTER 6:00 P.M.			RENTAL PERIOD
WE ACCEPT MAJOR CREDIT CARDS AND AMERICAN EXPRESS			RENTAL PERIOD
1. Prepaid checks, money and credit and please notify 2. Valid California driver license 3. Checks accepted for amount of purchase only upon guarantee			RENTAL PERIOD
CUSTOMER RENTAL			RENTAL PERIOD
SHUTTLE FEE			RENTAL PERIOD

**SANTA MONICA AUTO GROUP**

3225 Santa Monica Blvd.
Santa Monica, CA 90404

(810) 626-4434 - Fax (310) 422-5433

CASE# SI-11742-1903

RECOMMENDED SERVICES

S.A.R. # 409687

F.A. & CAL. ADVISORY

DATE	DESCRIPTION	TYPE	TOTAL	DATE	DESCRIPTION	TYPE	TOTAL
01CV2012	12000 MILE SERVICE	M	0.00	00CV2001	L.O.F.	M	29.47
00CV2002	ROTATE TIRES	M	29.98	00CV2003	ROTATE & BAL TRES	M	89.96

SERVICE HISTORY

[illegible]**PALEMPERSON MD:**

ENDYIC

[illegible][illegible]



CASE# S1-1174 17903

(310) 828-4424 • Fax: (310) 453-6488

R.A.R. & ASSOCIATES

EPA & CAL REGULATIONS

RECOMMENDED SERVICES

COMMERCIAL SERVICES		UNIT PRICE		ITEM NAME		UNIT	QTY
01CV20012	12000 HLF SERVICE	20	0.50	01CV20001	L.O.F.	NI	28.47
00CV20002	ROTATE TIRES	12	28.85	00CV20003	ROTATE & BAL TIRES	NI	68.95

SERVICE HISTORY

[illegible]

SALES PERSON NO.

SERVICE

[illegible]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

■■■■■

- | | | |
|---|--------------|---------------------------------------|
| 1 | W 480572 | 16 A
TOW IN STEERING COLUMN LOCKED |
| 2 | W 4806227010 | SHUTTLE
ONE WAY SHUTTLE |

PAGE 1 OF 1 4/22/21

ACCOUNTING COPY

VEHICLE REGISTRATION		INSURANCE POLICY #		RENTAL AGENCY #	
DRIVER					
APPROVED BY		PERSON #		DATE	
VEHICLE TO BE RENTED		VEHICLE #		RENTAL AGENCY #	
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR DAMAGE TO ARTICLES LEFT IN YOUR VEHICLE.				UNLAWFUL DRIVING	
By this, you may choose another Rental Shop Check and any needed repairs or adjustments that the Rental Shop has necessary.				If you need repairs or	
* HAZARDOUS WASTE: RATHER THAN DISCARDS LEFT IN FOR ALL CUSTOMERS, WE HAVE A SEPARATE CHARGE FOR HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE WASTE AND IS BILLED ONLY WHEN THAT WASTE IS DURING A PARTICULAR REPAIR, HAZARDOUS WASTE IS WASTE (OIL, SOLVENTS, REFRIGERANT, CLEANING, A BRASS PUMP TANK, COMPRESSOR PUMP, OIL FILTER				RENT RATE MANAGEMENT FOR EACH REPAIRED PARTS OF T-REPAIRS AND	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED				TYPED	
FOR YOUR CONVENIENCE SERVICE HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M. SATURDAY 8:00 A.M. TO 2:00 P.M. NO VEHICLES RELEASED AFTER BUSINESS HOURS					
WE ACCEPT MOST MAJOR CREDIT CARDS CHECK, AMERICAN, POLY 1. Improved design, better seal and other number 2. Tapered design design 3. Credits accepted for amount of purchase only upon inspection					
CUSTOMER'S RENTAL		COURTESY		THANK	



5228 Marina Monica Blvd.
Marina Monica, CA 90404
(310) 698-4434 • Fax: (310) 488-5458

CASE# S1-117427303

[illegible]

JUNE 1 CHURCH

1.0002

91-0507

15 A HOURS:
TOW IN STEERING COLUMN LOCKED
DURING STEERING WHEEL LOCK ACTUATION FAILURE
REPLACED STEERING WHEEL LOCK ACTUATOR
AND HANDLES KEY

HOUSE

TECH 051: #13

REFERENCES

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE
	1	00000000	1000 2.195	
	1	00000000	1000 2.195	
				TOTAL - PARTS

DAY 1 TOTALS

JO#	1	JOURNAL PREFIX	CMS	JO#	3	TOTAL	0.00
-----	---	----------------	-----	-----	---	-------	------

DAY 2 CHURCH

Abstract

06-000000

WLD ONE MAY SHUTTLE

HOURS:

TECH(S) 206

VERITY**JOINT TOTALS**

JKM# 2 JOURNAL PREFIX CPCS	JKM# 2 TOTAL	9.00
----------------------------	--------------	------

TOTALS

TOTAL LABOR	0.00
TOTAL SUPPLY	0.00
TOTAL S&W	0.00
TOTAL MISC CHG.	0.00
TOTAL TAX	0.00
TOTAL PROJECT \$	*****



CAB# SI-1174-7903

3223 Santa Monica Blvd.
Santa Monica, CA 90404

(210) 838-4434 • Fax (310) 453-5439

LA 91-00027

MR. & DAL. 0001/0000

RECOMMENDED SERVICES

DATE	DESCRIPTION	AMOUNT	BALANCE	DATE	DESCRIPTION	AMOUNT	BALANCE
01CVZ012	12000 MILE SERVICE	MM	0.00	01CVZ001	I.D.F.	MM	28.47
00CVZ002	ROTATE TIRES	MM	28.96	00CVZ003	ROTATE & BAL TIRES	MM	28.96

SERVICE HISTORY

[illegible]

SALESPERSON NO.

SERVICE

[illegible]

1604

3

88952427

U. F. - 5

1

PCB-45

12

PAGE 1 OF 1 - 00001

SHIP COPY

PAR Case Assessment Form

Siebel Request No.: 1-117427903

Customer Name: [REDACTED]

Product Purchased?: ☒ New ☐ Used

Vehicle Identification Number: 1G1YY32G2Y6133308

Model: Corvette

Make: Chevrolet

Year: 2000

Mileage: 13900

Service Request Detail Screen ☒ Reviewed and Updated

Pre-PAR Form ☒ Reviewed and Updated

PAR Detail Form ☒ Reviewed and Updated

Allegation and / or Claim

☐ OnStar (Follow specialized procedure)

☐ Credit / Rebill Process (Review Step-by-Step)

☐ Injury

☐ Reviewed Step-by-Step in Webknowledge:

☐ Major (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)

☐ Forward file to ESIS.

☐ Minor (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.

☐ Dealer

☐ Forward file to EAA

☐ Gray Area (Past: medical treatment, surgery and injury. Pregnancy, numbness)

☐ Review file with Team Manager

☐ Forward file to ESIS

☐ PAR will work file

☐ Collision (Includes curbs and / or sidewalks):

☐ Air Bags (Vehronic) -

☐ Non-Deployment

☐ Forward file to EAA

☐ Advised customer on basic air bag function

☐ Inadvertent Deployment without collision

☐ Advised customer on basic airbag function

☐ Dealer (Inspect under-carriage)

☐ Forward file to EAA

☐ Deployment with Collision

☐ Advised customer on basic air bag function

☐ Dealer (Inspect vehicle and obtain a repair estimate)

☐ Forward file to EAA (Customer is requesting an inspection)

☒ Brakes / ABS (Vehronic if applicable) / Suspension / Tires / Wheel Separation / Steering

☐ Major Body Damage (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)

☐ Forward file to EAA

☐ Advised customer on basic brake/ABS function

☒ Minor Body Damage (Review with customer and/or Dealership, Bodyshop for thorough 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.
- ☐ **Minor** (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-Thermal** –
 - ☐ Return to Workflow (File reviewed < 24 HRS after assignment).
 - ☐ PAR will work file (File is > 24 HRS after assignment).

☐ **Property Damage (includes pets):**

- ☐ < \$1,000 - Advise Dealership to proceed under PAR Warranty code Z1241
- ☐ > \$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 Subrogation Claim**

☐ **Deductible Claim**

x **Compensation Claim with Supporting Documentation** – Review with customer and/or caller for thorough description.

x Forward file to ESIS.

☐ **Law Enforcement Inquiry without allegation**

- ☐ Forward file to Workflow

☐ **Law Enforcement Inquiry with allegation**

- ☐ Review file with Team Manager

☐ **Customer Retracted Allegation:**

- ☐ PAR will close file.

Vehicle Evaluation

x **Inspection requested**

- ☐ EAA
- x Dealer
- ☐ Field Personnel

☐ **Inspection not requested**

- ☐ Customer did not authorize inspection
- ☐ Customer accepted explanation and resolution
- ☐ Customer retracted allegation
- ☐ Vehicle not available
- ☐ Customer does not own vehicle

Stakeholder Actions/Follow-Up

x Documented all actions and events in the PAR file

x Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

x Forward file to ESIS

- ☐ Repair
- ☐ 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"

GM R E S T R I C T E D

339830

CASE NUMBER: 00792148 VIN: 1G1YY V
DATE OPENED: 06/30/00 MODEL YEAR: 1997
DATE CLOSED: 06/30/00 SERIES: CORVETTE
SOURCE: YES MILEAGE: 45000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: OH
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) STEERING LOCKS

STEERING LOCKED WHILE IN MOTION

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

Report states veh steering wheel locked while veh was in motion. cust ven now in dlr
service for adv/ repair. cust seeks to inform chev mtr. div. of cust's
experience.....j warren/ atx; 0; 331247398

*****FAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

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

339830

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

GM RESTRICTED

339630

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

336058

CASE NUMBER: 00509620 VIN: 1G1YY K
 DATE OPENED: 05/02/00 MODEL YEAR: 1999
 DATE CLOSED: 05/02/00 SERIES: CORVETTE
 SOURCE: YES MILEAGE: 4900
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: WA
 BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: FOYALLOP CHE-GEO INC

BAC PART#: DEALER ADDRESS:

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

T49 Technical Question Other
 1 REPAIR ATTEMPT(S) STEERING COLUMN LOCK
 M41 Steering Column/Lock/Attaching Parts Excessive Effort
 0 REPAIR ATTEMPT(S) LOCKS WHILE DRIVING

SERVICE COLUMN LOCK

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

CST CALLED AND STATES THAT HIS SERVICE COLUMN LOCK SIGNAL CAME ON ON HIS VEHICLE AND HE COULD NOT TURN THE WHEEL. HE STATES THAT HE CALLED ROADSIDE ASST AND THEY TOWED HIM TO THE DEALER. THE DEALER COULD NOT DUPLICATE THE PROBLEM. CST CONCERNED BECAUSE HE STATES THAT THERE WERE 6 CORVETTES IN THE SHOP FOR THE SAME THING AT THE SAME TIME. CST WANTS TO KNOW MORE ABOUT THIS BECAUSE HE WILL NOT GO PICK THE CAR UP IF HE CANNOT FEEL SAFE DRIVING IT. CRM WILL TRY TO CALL TAC AND SEE WHAT SHE CAN FIND OUT. she called tac but was put on hold for 5 minutes. WILL CALL DEALERSHIP AND ASK THEM WHAT IT MEANS. CRM CALLED AND ASKED DAN THE SM WHAT IT MEANS "SERVICE COLUMN LOCK" AND EXPLAINED THAT I NEED TO KNOW BECAUSE THE CST DOES NOT WANT TO PICK UP HIS CAR IF WE CANNOT EXPLAIN. SM GAVE ME TO TECH RANBY WHO STATES THAT THERE ARE BULLETINS-FLASHES OUT FOR THIS CONCERN AND THAT THE CAR CANNOT BE RELEASED UNTIL THE ENGINEER HPT COMES TO LOOK AT THEM AND THEY HAVE ONE THERE TODAY. HE STATES THAT THE CST CAN COME IN OR CALL AND HE WILL ANSWER ALL THE QUESTIONS HE CAN. CRM WILL CALL CST BACK NOW., 0: 99999

*****PDR INFORMATION*****

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

336058

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:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

CAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BNC WARRANTY DATE:

MILEAGE: 0

SALES TAX:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

MRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

NAME:

336058

INTEREST RATE: INTEREST PAID:
ACCOUNT BALANCE: DEALER BUYOUT:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

*****ADK INFORMATION*****

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

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

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

TECHNICAL ASSISTANCE SYSTEM
GM RESTRICTED

PAGE: 1

310956

CASE NUMBER: 3883785 VIN: 1G1YF12G1X5113585
DATE OPENED: 04/20/00 MODEL YEAR: 99
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 013000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NC
BUS. PHONE: [REDACTED]

SYMPTOM ABSTRACT---- COLUMN LOCK STEERING TURN STEERING COLUMN LO
RESOLUTION ABSTRACT--
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

04/20/2000 16:00:23 SBD TEMPLATE - [REDACTED]
STRATEGY BASED DIAGNOSTICS
2 NUMBER OF TIMES IN FOR THE SAME CONDITION
2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
X (Y/N) IS THE VEHICLE IN THE DEALERSHIP
X (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES
LIST)
X (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
X (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
X (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
X (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
X (Y/N) BULLETIN OR PI SEARCH PERFORMED:
X (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO
LIST)
X (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
X (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)
04/20/2000 16:00:23 HISTORY [REDACTED]
CONCERN: LARRY SAID THIS CUSTOMER SAID THERE STEERING LOCKED UP WHILE
DRIVING.

DIAG: [REDACTED] SAID THEY DO NOT HAVE THE CAR THERE YET. [REDACTED] SAID THIS
CAR HAS BEEN IN TWO TIMES BUT THEY COULD NOT DUPLICATE THIS CONDITION.
[REDACTED] SAID HE DID SEE A DCS MESSAGE THAT TOLD HIM NOT TO DO ANYTHING AND
TO CALL SOMEONE. [REDACTED] SAID HE CAN NOT FIND THIS DCS MESSAGE NOW.

ADVISED PER [REDACTED] TO CALL [REDACTED] OR [REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

WYANDOTTE

ME

HOME PHONE:

CASE NUMBER: 01180468

VIN: 1G1YY12G1X5130516

MODEL YEAR: 1999

DATE OPENED: 2000-08-09

SERIES: NOT FOUND

DATE CLOSED: 2000-08-24

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

HRC TYPE:

DEALER NAME: DICK GENTHE CHEVROLET INC

HRC PARENT:

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

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

M01 Steering General
0 REPAIR ATTEMPT(S)

Other
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.

Steering column has locked twice while in motion

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

Cust states that steering column has locked twice while in motion. Cust seeking permanent fix and assurance that it won't occur again. CRM will need to speak with S/M about status of veh and possible compensation.

0; 334709643
2000-08-09

Veh is complete and ready for pickup. Informed cust that veh is complete. Cust also seeking reimbursement for Rental veh, 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

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

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 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:

INSPECTOR NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 03539584 VIN: 1G1YY12G2X5115717
MODEL YEAR: 1999
DATE OPENED: 2001-03-20 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2002-03-18 MILEAGE: 51000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: COOPER CHEVROLET OLDSMOBILE BUICK GE
BRC PARENT: DEALER ADDRESS: 1300 S QUINTARD, ANNISTON, AL, 36201, USA

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

M01 Steering General Inoperative
6 REPAIR ATTEMPT(S) LOCKS UP

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) SERVICE

SS5 Warranty Clarification Other
0 REPAIR ATTEMPT(S) RENTAL

ENGINE LOCKS UP

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

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 CONDITION AFTER 30 MILES. CUST STATES THE DEALER HAS DONE EVERYTHING THEY CAN AND HAVE BEEN 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. CRM ADVISED THAT CRM 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 IGNITION SWITCH AND RELAY. SVC MGR STATES THEY HAVE NEVER REALLY DUPLICATED CONCERN. SVC MGR 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 SEE ANOTHER DEALER...THAT MIGHT BE THE BEST THING THEY CAN DO RIGHT NOW. CRM ADVISED CUST. CUST SEEKS CAN HE GET REPAIRS COVERED AND A RENTAL...; 0
2001-03-20

...CONT...CRM ADVISED THAT THIS WOULD BE A NEW DEALERSHIP AND VEH IS OUT OF WARRANTY SO MORE THAN LIKELY HE COULD NOT. CUST SEEKS IF CRM WILL CALL COOPER CHEV IN NORM TO SEE WHAT CAN BE DONE. CRM AGREED. CALL BACK SET FOR CUST BETWEEN 1-2 CST. MORGANDUNFORD/PDX/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 RENTAL WOULD NOT BE PROVIDED DUE TO CUST IS OUT OF WARRANTY AND THEY HAVE NOT SEEN THIS VEH BEFORE. CRM CALLED CUST TO ADVISE. CRM ADVISED AND EXPLAINED RENTAL COVERAGE. CUST STATES THAT HE DOES NOT KNOW WHEN HE CAN GO TO DLR B/C HE HAS TO SET UP TRANSPORTATION. CUST STATES HE DOES NOT AGREE WITH GM NOT HELPING HIM AND WILL TAKE LEGAL ACTION. CUST STATES HE WILL JUST DRIVE VEH TILL IT LOCKS UP AGAIN AND KEEP DRIVING VEH IF GM WILL NOT HELP HIM. CRM ADVISED THAT DLR WOULD LIKE TO HELP HIM...HE IS JUST NOT IN WARRANTY TO PROVIDE RENTAL 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

2001-03-21

FORWARDING FILE TO TM FOR DISSATISFIED CLOSING. MEGAN DUNFORD/PDX/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 DLR TO HAVE REPAIRED. CRM ADVISED THAT DUE TO CUST BEING SECOND OWNER OF THE VEH, CRM IS UNABLE TO DISCLOSE INFO. CUST UNDERSTOOD. CRISTINA DURAN/CA/CPDX; 0; 385323539
2002-03-18

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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:
STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

367738

CASE NUMBER: 03164671 VIN: 1G1YY12G2X5115717
 DATE OPENED: 02/12/01 MODEL YEAR: 99
 DATE CLOSED: 02/12/01 SERIES: CORVETTE HARDTOP
 SOURCE: YES MILEAGE: 49000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: AL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HEFLIN, AL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 03164671 VIN: 1G1YY12G2X5115717
 DATE OPENED: 2001-02-12 MODEL YEAR: 1999
 DATE CLOSED: 2001-02-12 SERIES: CORVETTE HARDTOP
 SOURCE: Phone MILEAGE: 49000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: BUSTER MILES CHEV-OLDS INC
 DEALER ADDRESS: 605 ROSS ST., HEFLIN, AL, 36264, USA

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

M01 Steering General Inoperative
 4 REPAIR ATTEMPT(S) locks up
 A07 Referred to Dealer Customer Satisfaction
 1 REPAIR ATTEMPT(S) for goodwill

STEERING COLUMN LOCKS UP

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

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 car. Crm called Srv Mgr Tony. Tony states he will tow veh and fix under dlr empowerment. No rental veh avail otherwise would give cust one. Crm advised cust of info and advised to call srv mgr. Cust completely happy. Liz Wellan/Goodwill Liaison/Cac/Pdx; 0; 350841469
 2001-03-05

CUST STATED THAT HE HAS HAD MORE PROBLEMS WITH THE STEERING WHEEL MOTOR LOCK. IT LOCKS WHILE DRIVING AND THE CUST WHEN IT HAPPENS CUST CANNOT STEER THE VEH TO STOP. THIS FIRST TIME IT HAPPENED THIS PAST WEEKEND ON SUNDAY MAR 4, 2001. THE CUST STATED THAT HE COULD NOT STOP THE VEHICLE THE ENGINE TURNED OFF AND HE TRIED TO STOP AND FINALLY THE VEH

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

36773B

COME TO A STOP, BUT NOT AFTER ALMOST HITTING THE SHED. CUST HAS A MEDICAL PROBLEM AND IT EFFECTS HIS HEART. THIS PROBLEM AGREVATES THE CUST CONDITION AND HE HAS NO ALTERNATIVE, HE WANTS FOR CORVETTE TO FIX THE PROBLEM. CRM ADVISED THE CUST THAT CRM WANTS TO TALK TO TONY AT THE DEALERSHIP AND SEE IF WE CAN DO ANYTHING FOR THIS CUST. CUST 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 AND OFFER THIS TO THE CUST. CUST HAD SET UP A TIME OF CALL CUST BACK BY 10:30 AM CST.

2001-03-05

CRM TALKED TO TONY AT DEALSHIP 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 HE MIGHT 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.

2001-03-09

CRM PHONED DLR AND CUST IS TO BRING IN THE VEH ON MONDAY TO HAVE THE REPAIR COMPLETED. CRM WILL CONTACT TONY ON MON PM CRM

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

GM RESTRICTED

367738

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

RESTRAINT:

IF SO, WHERE:

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

NORTHERIDGE

CA

HOME PHONE:

CASE NUMBER: 04502309

VIN: 1G1YY12G3X5115046

MODEL YEAR: 1999

DATE OPENED: 2001-06-11

SERIES: CORVETTE HARDTOP

DATE CLOSED: 2001-06-21

MILEAGE: 28500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: COMMUNITY CHEVROLET COMPANY

BRC PARENT:

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

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

M40 Steering Wheel
2 REPAIR ATTEMPT(S)

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 Department and is within the New Vehicle Bumper-to-Bumper Warranty, CRM to contact the Service 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\Iexplor.exe

http://carsweb/webknowledge/Manuals/SOGandPnP/PP/PP3_1.pdf]]

Final Repair Attempt

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

CUST STATED THE STEERING WHEEL LOCKED UP YESTERDAY WHEN HE WAS DRIVING ON THE FREEWAY. CUST STATED HE HAD THE VEH TOWED TO COMMUNITY CHEV THIS MORNING. CUST STATED THE STEERING WHEEL LOCKED UP LAST YR WHEN VEH WAS PARKED. CUST WANTS TO SPEAK W/ AVN TO INFORM THIS IS A SAFETY ISSUE. CRM INFORMED CUST CRM WILL TALK TO SVC MGR AT DLR TO GET MORE INFO AND TO SEE IF THEY WERE ABLE TO DIAGNOSE VEH. CRM GAVE CUST REQ#. CRM WILL CALL CUST BEFORE 3:30PM PT AT WORK 818 843 3940. SAMANTHA KNEPPER PDX CAC; 0; 361134766
2001-06-11

CRM CALLED COMMUNITY CHEV 818 843 2200. CRM WAS INFORMED THE SVC MGR MATT WAS NOT AVAIL. CRM WILL TRY BACK LATER. SAMANTHA KNEPPER PDX CAC; 0; 361135213
2001-06-11

CRM CALLED COMMUNITY CHEV 818 843 2200. CRM SPOKE W. SVC MGR MATT. HE STATED THERE ARE SEVERAL CODES SHOWING. HE STATED IT IS THE SECURITY SYSTEM. HE STATED HE WILL LOOK MORE INTO IT AND FIND OUT WHAT PART IS CAUSING IT. HE STATED IT IS A SAFETY CONCERN. MATT REQUESTED FOR CRM TO CALL BACK ABT 2 PM PT IF SO. CRM WILL DO SO. SAMANTHA KNEPPER PDX CAC; 0; 361139242
2001-06-11

CRM CALLED COMMUNITY CHEV 818 843 2200. SVC MGR WAS NOT PICKING UP THE PAGES. CRM WILL TRY BACK LATER. SAMANTHA KNEPPER PDX 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 PULLED OUT. HE STATED THE CUST COULD ONLY MOVE AFT 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
2001-06-11

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

CRM 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 EXPRESS TO MATT THE STEERING WHEEL WAS TURNING WHEN IT LOCKED UP. CRM INFORMED CUST THE FILE 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 STATING THAT THE VEH IS AT DLR AND THEY SAID THAT THEY WERE NOT ABLE TO DUPLICATE BUT TX 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. CRM 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
2001-06-13

CRM 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/PDX.; 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 SAMANTHA KNEPPER..LAMIRACLE MANNING ATX; 0; 361407460
2001-06-15

CUST STATES HE WOULD LIKE TO TALK TO SHAWN SPINDLES, CRM ADV CUST CANNOT TRANSFER CALLS. CUST SEEKS RESOLUTION OF VEHICLE PROBLEM AFTER PARTS HAVE BEEN REPLACED IS NOT COMFORTABLE DRIVING VEH, ADIMENT ABOUT SPEAKING TO SHAWN SPINDLE. CRM ADV CUST THAT I WOULD FORWARD REQUEST TO SHAWN SPINDLE AND HE SHOULD HEAR SOMETHING BY 16TH OR 19TH. DON MORRIS/CAC/ATX; 0; 361499511
2001-06-18

CUST INSISTS ON SPEAKING TO CRM SPINDLES CRM ADVISED CUST THAT MR. SPINDLE HAS NEVER ADDED ANY WORK TO THIS FILE AND THAT IS WHY HE PROBABLY DID NOT CALL THE CUST BACK WHEN THE PREV CRM NOTIFIED HIM. CUST STATES HE DID INFACR SPEAK TO MR SPINDLE AND WOULD LIKE TO WORK WITH HIM AGAIN AS HE HAS FURTHER CONCERNS. CRM ADVISED WOULD TRANSFER FILE BACK TO MR SPINDLE AND ASK HIM TO CONTACT CUST ASAP. CHARLES WILSON/PDX/CAC; 0; 361770803
2001-06-19

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

WLD HANDLE CASE FOR CUST. CUST STATES HE JUST FEELS A LITTLE UNSAFE DRIVING VEH, SINCE WAS UNABLE TO DUPLICATE THE LOCKING PROBLEM W/ THE STEERING COLUMN, AND WOULD LIKE TO SPEAK W/ AN AVM.

CRM ADVED SVC COULD ADDRESSED CUST CONCERN AND OFFERED TO CONTACT SVC MGR FOR CUST, CUST ACCEPTED. CRM SPOKE W/ SVC MGR 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

CONVERSATION FOR A FEW MINUTES, AND GEORGE HANDLED CUST CONCERN.
BRIAN GIRARD/CAC/PDX; 0; 361820607
-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 PDX 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. SAMANTHA KNEPPER PDX CAC; 0; 362017519

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

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: 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:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:
DEALER BAC:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HAMPTON , VA

CASE NUMBER: 04419807 VIN: 1G1YY12G3X5122787
MODEL YEAR: 1999
DATE OPENED: 2001-06-04 SERIES: Corvette
DATE CLOSED: 2001-09-06 MILEAGE: 13415
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CASEY CHEVROLET BUICK
BRC PARENT: DEALER ADDRESS: 11700 JEFFERSON AVE, NEWPORT NEWS, VA, 23606, USA

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

A12 Miscellaneous - Not Classified Other
0 REPAIR ATTEMPT(S) wants buyback

M01 Steering General Inoperative
1 REPAIR ATTEMPT(S) PART RPL

C07 Window Broken
3 REPAIR ATTEMPT(S) MOTOR RPL TWICE, INTERFACE MODULE

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\Iexplora.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplora.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.html]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

cust sts that veh has been in dlr for numerous xprs. cust seeks buyback. crm advised cust that vin is needed. cust will get vin and call back. rbauerlein/cac/atx; 0; 160534000
2001-06-04

****CUST NK NUMBER ****, 0
2001-06-04

CUST STS HE DID NOT HAVE HIS VIN # AND CALLING BACK TO ADD TO FILE. CUST STS HIS VEH HAS BEEN TO SHOP 4 TIMES SINCE PURCHASE---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 DRIVING-NEW PART INSTALLED(CASEY CHEV); 4/9/01 WINDOW AND LIGHTS/GAUGE PROBLEM--WINDOW MOTOR AND INTERFACE MODULE BOTH REPLACED(FREEDOM CHEV); 3/29/01 SPEAKER REPLACED(FREEDOM CHEV); 2/22/01 PRIOR TO DELIVERY, WINDOW WAS NOT OPERABLE/CUST REQ'D WINDOW BE FIXED-DLR REPLACED MOTOR FOR WINDOW(HUTCHENS CHEV-WHERE PURCHASED) CUST STS HE FEELS THE VEH TO BE UNSAFE. CUST SEEKS THE VEH TO BE REPLACED. CRM ADVISED CUST THAT AT THIS POINT THE VEH

DOES NOT QUALIFY FOR REPAIR 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

2001-06-04

CRM CONTACTED BILL NEDEL, SVC ADV, AND ADV HIM OF PREVIOUS CONCERNS AND TO PLS CONTACT TAC IF NECESSARY. CRM ADV MR. NEDEL 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 ADVISED THAT IF PREV CRM DOES NOT CONTACT CUST SHE WILL CONTACT CUST ON TUE 6/12/01 @ 7-9AM. CRM FORWARDING 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 LUNCH. 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 WORKING NOW BUT STILL DOES NOT WANT TO KEEP THE CAR. CUST STS HE FEELS LIKE THE STEERING COLUMN LOCK IS A SERIOUS SAFETY CONCERN. CUST FEELS LIKE THAT WOULD QUALIFY FOR AS A SERIOUS SAFETY 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/ATX/CHEV; 0; 360871587

2001-06-12

CRM UPDATING FILE*****AVM STS HE IS LOOKING INTO CUST CONCERN. 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 WITHIN A 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 WHETHER 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 WHETHER HE HAS HEARD FROM THE AVM. CRM CONTACTED DLR. SVM, BILL NEDEL IS OUT UNTIL MONDAY 6/18. CRM CONTACTED ASST SVC MGR, ED, AND ADV THE AVM HAS NOT UPDATED THE FILE OR 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.***AWAITING AVM RESPONSE*** IF CUST CLE PLS TAKE OWNERSHIP. FILE WILL BE ASSIGNED BUT CUST MAY CALL PRIOR TO REASSIGNMENT. KELLYHUBBARD/ATX/CHEV; 0; 361839830

2001-06-19

CUST WORK NUMBER**

2001-06-21

CUST STATES THAT HE IS WAITING TO HEAR BACK FROM THE GEN. MGR. CUST SEEKS TO HEAR BACK FROM THE AVM AND HAS BEEN WAITING FOR A MONTH NOW. CRM ADVISES SHE MUST RESEARCH WHERE THIS IS IN THE PROCESS AND THEN CALL CUST BACK AT WORK TOMORROW. 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 FIXED 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 CUST. CUST STATES OK HE WILL BE TRYING TO HEAR AT WORK, AND IF HE DOES NOT HEAR BACK TO LEAVE HIM A MSG. G.
ARAGON/ATK/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 WORK 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 ORIGINAL OWNER OR THE 2ND OWNER? CRM EXPLAINED ON CUST VOICE MAIL THAT WE DO NOT HAVE EXTENSIONS, SO HE WILL NEED TO INFORM THE NEXT CRM AND SHE OR HE WILL NEED TO DOCUMENT THIS INFO AND THEN CAN ASSIST OR FORWARD FILE BACK TO ME.

NEXT CRM*****PLEASE DOCUMENT 1.) WHERE CUST HAD REPAIRS PERFORMED.
2.) PLEASE DOCUMENT WHERE CUST PURCHASED VEH, AND 3.) PLEASE DOCUMENT IF CUST IS THE ORIGINAL OR 2ND OWNER OF THIS VEH. G. ARAGON/ATK/CARS; 0; 362010239
2001-06-21

CUST STATES: CAR CAME FROM HUTCHINS CHEVROLET IN NEWPORT NEWS VIRGINIA; SERVICED AT THREE SEPARATE DLRS; 1. CASEY CHEVROLET 2. HAMPTON CHEVROLET 3. FREEDOM CHEVROLET; CUST IS SECOND OWNER OF THE CAR.
CRM ADVISED CUST: CRM WILL TRANSFER REQES TO ARAGONM.
KYU CHOI/CRM/PDX/CAC; 0; 362012320
2001-06-26

CUST STS HE HAS NOT BEEN CONTACTED BY AVM LLOYD WISMER JR. CUST SEEKING REPURCHASE DUE TO STEERING 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 AGO WITH NO ANS. SVC ADV STATED 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 HOLTHE/CAC/PDX; 0; 362445915
2001-06-27

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 VME STATING WILL RETURN CALL 6-28-01 12-2 PM PST. 3-5 PM EST LISA HOLTHE/CAC/PDX; 0; 362610919
2001-06-28

*****CONT CRM NOTE***** CRM WILL LET CUST. KNOW WHETHER ED COLTON HAS CONTACTED CAC REGARDING AVM. LISA 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 VME SETTING CALLBACK FOR 7-2-01 1-2:30 PM PST 4-5:30PM EST. LISA HOLTHE/CAC/PDX; 0; 362698554
2001-06-29

CRM TRIED TO CONTACT ED COLTON WAS UNABLE TO CONTACT. THIS CRM WILL TAKE OVER CASE AND CONTINUE WORKING W/ 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 WILL CALL BACK CUST 7-2-01 1-2:30PM PST. LISA HOLTHE/CAC/PDX; 0; 362708765
01-07-02

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 TH 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
2001-07-02

CRM LEFT VME FOR AVM LLOYD WISMER. WAITING FOR RESPONSE. CRM WILL CALLBACK CUST AS SCHEDULED
7-9-01 12-2PM PST 3-5PM EST. LISA HOLTHE/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 WEEK AND WILL SPEAK W/ THE CUST HIMSELF. HE WILL CONTACT CUST NEXT WEEK AND
THEN CONTACT CRM. CRM LEFT VME LETTING HIM KNOW AVM WILL CONTACT HIM. CRM WILL CALLBACK 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 WISMER HAS CONTACTED HIM. CUST STATES LLOYD
CONTACTED HIM THIS MORNING AND THAT HE IS WORKING W/ CUST. LISA HOLTHE/CAC/PDX; 0; 363825145
2001-07-16

AVM RESPONSE: FINALLY SPOKE WITH CUST, THE REASON FOR DELAY WAS A PENDING BULLETIN THAT AVM
WAS AWARE OF. A RECALL WAS RELEASED THURS AM. WILL INVESTIGATE THE RECALL, & CALL CUST BACK.
THERE IS NO REASON FOR REPURCHASE, DOES NOT QUALIFY, NOT THE SAME KIND OF COMPLAINT,
THOUGH 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 rec'd contact back from 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 msg 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 asap. CRM l/m for AVM, will submit BBB after contacting cust 8-15-01, 12-3p
PDT Jenn McPherson/pdx/cac; 0; 366388825
2001-08-15

****CUST WORK NUMBER IS [REDACTED] ***CRM l/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 attempt
again tmw 8-16-01 8-10a PDT. Jennifer 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 advised cust that he would need to file with bbb in order to obtain
that package. crm advised cust of bbb hotline #.
kisma ally/atx/cars; 0; 366761016
2001-08-15

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

AVM responded: 8-17-01 12:15p, stated has tried to attempt to reach Cust 2x, 1x 8-16, 2x 8-17 12n, states has l/m for Cust, states Cust veh is at dlr Hutchinson w/ oil pressure gauge not working, engine is fine, it is elec component, states Cust does not qualify for Lemon Law, states Cust purchased veh used, and ok'd a BBB ltr to be sent out. CRM added Notes and reclosing file dissat. Jennifer McPherson/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)
DOMINIE MCCOMAN/SMB/AUSTEX; 0; 367968742
2001-08-29

CRM l/m for Cust to call CAC*****NEXT CRM*****THIS CASE HAS BEEN CLOSED
DISSAT, CUST IS GOING THROUGH BBB,***** advise Cust to continue w/ BBB process, AVM
will not be contacted again. JENNIFER MCPHERSON/PDX/CAC; 0; 367976193
2001-08-30

CRM l/m for Cust to call CAC will send call CAC ltr in 5 days.*****NEXT
CRM*****THIS CASE HAS BEEN CLOSED DISSAT, CUST IS GOING THROUGH BBB,***** advise
Cust to continue w/ BBB process, AVM will not be contacted again. JENNIFER
MCPHERSON/PDX/CAC; 0; 368039823
2001-09-06

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

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

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 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:
TEST DESCRIPTION:
TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER SAC:	
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:	MSRP: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
AGE:	
YEAR:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:
REPLACEMENT VIN:	

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	* BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	

PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
OWNER HAVE POSSESSION OF VEHICLE:
OLUTION SOUGHT:

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

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

Newport News, Virginia

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

1-63-01P07:00 RCVD

48232+5170

04419804

[REDACTED]

June 29, 2001

Attention: General Motors Corporation -- Warranty Department

Reference: 1999 Chevrolet Corvette Hardtop -- File No. 04419807

Gentlemen:

After 6 weeks of pursuing 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: [REDACTED]
Home: [REDACTED]
Mobile: [REDACTED]

If you have any questions or comments, please advise.

Yours truly, [REDACTED]
[REDACTED]

August 15, 2001

[REDACTED]
[REDACTED]
Hampton, VA [REDACTED]

Request: C04419807

Dear [REDACTED]

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/aln

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

PARKER . CO

CASE NUMBER: 04615157 VIN: 1G1YY12G3X5125639
MODEL YEAR: 1999
DATE OPENED: 2001-06-19 SERIES: CORVETTE HARDTOP
DATE CLOSED: 2001-06-29 MILEAGE: 13000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BURT CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 5200 S BROADWAY, ENGLEWOOD, CO, 80110, USA

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

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(S)	Other campaign part delay
S08 Loaner Vehicle Not Provided 1 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 REIMBURSEMENT and follow the reimbursement process.

Request for Reimbursement(FOR RENTAL VEH UNDER WARRANTY TERMS)

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

CUST STATES VEH STEERING COLINE LOCKED WHILE DRIVING. CUST STATES ON 6/08 ROADSIDE ASSIST TOWED VEH TO BURT CHEVROLET AFTER SVC DEPT HAD CLOSED. CUST STATES SALESMAN WOULD NOT PROVIDE CUST W/RENTAL VEH OR EVEN A RIDE HOME. CUST STATES A FRIEND HAD TO PICK CUST UP. CUST STATES NEXT MORNING 6/9 HE RENTED A VEH FROM ENTERPRISE RENTALS. CUST STATES HAD TO HAVE RENTAL FOR 6 DAYS DUE TO PART DELAY AT SVC DEPT. CUST STATES TOTAL BILL CAME TO \$209.98 FROM 6/9-6/16. CUST SAYS RENTAL BILL PAID FOR. CRM ADVISED CUST OF FILE# CRM ADVISED CUST WHILE IN WARRANTY HE/S ELIGIBLE FOR \$30 PER DAY FOR 3 DAYS. CRM ADVISED CUST TO TAKE RECEIPTS TO DLR 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

01-06-21

CRM CLD SVC DEPT AT BURT CHEVROLET. CRM SPOKE TO SVC MGR PAT MC COMBS. CRM EXPLAINED TO SVC MGR THAT CUST IS SEEKING REIM FOR RENTAL VEH. SVC MGR ADVISED TO HAVE CUST BRING HIM THE RECEIPTS & PAPERWORK AND HE'LL LOOK IN TO IT. SVC MGR STATES HE CAN'T GUARENTEE A FULL REIM

BUT AT LEAST FOR THE 3 DAYS WHICH WE IS OFFERED W/HIS CURRENT WARRANTY. CHRISTINE
GRAY/CAC/PDX; 0; 362011570
2001-06-21

CRM CLD CUST AT SET CALL BACK TIME. CRM REC NO ANSWER AND WAS PROMPTED TO VOICE MAIL. CRM LEFT
DETAILED MESSAGE INDICATING FILE# CAC PHONE# CRM WILL ATTEMPT ANOTHER CALL BACK WITHIN SET
CALL BACK 2HRS. CHRISTINE GRAY/CAC/PDX; 0; 362026361
2001-06-22

CRM MADE CALL BACK FOR PREVIOUS CRM FOR SHE IS OUT TODAY. CUST WAS NOT HOME. CRM LEFT VOICE
MESSAGE TO CALL CAC. **NEXT CRM** IF CUST CALLS IN PLEASE FIND OUT IF HE RECVD 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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

VEHICLE 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 VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

PAR STATUS:

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

ORCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

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

COUNT BALANCE:
AL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

July 13, 2001

[REDACTED]

Parker, CO [REDACTED]

Request: C04615157

Dear [REDACTED]

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
GM RESTRICTED

CUSTOMER:

ADDRESS:

TARPON SPRINGS

FL 34688

HOME PHONE:

CASE NUMBER: 01540625

VIN: 1G1YY12G3X5130579

MODEL YEAR: 1999

DATE OPENED: 2000-09-12

SERIES: NOT FOUND

DATE CLOSED: 2000-10-04

MILEAGE: 13000

SOURCE:

DELIVERY DATE:

BRC TYPE: ADR

DEALER NAME: DIMMITT CHEVROLET INC

BRC PART#: 01540624

DEALER ADDRESS: 25405 US HWY 19 N., CLEARWATER, FL, 33763, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

4 REPAIR ATTEMPT(S)

LOCKS-REFURCHASE

J01 Engine

Other

4 REPAIR ATTEMPT(S)

SHUTS OFF

BB CASE CHV 0039184

BARTOW/ADR/TAMPA

CUST SEEKS LEASE TERMINATION

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

crm recieved file from the hbb.; 0; 337652614

2000-09-12

crm called both customer numbers. crm left msg for customer requesting a call back.; 0;

337652700

2000-09-14

cust sts 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 sts they were scarred for there lives when the vehicle shut off and the steering locked while driving on a three lane highway. cust sts the dealer can not fix the vehicle. cust sts the vehicle is used for taking customers to lunch and for pleasure on the weekends. cust sts the vehicle 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

crm called service director dave rutter and left msg requesting he fax the r/o and left msg for office mgr patty requesting a copy of the lease agreement.; 0; 337799134

2000-09-14

crm left msg for avm don reeves tjo advise him of this case.; 0; 337801663

0-09-15

crm spoke customer who sts they are sending in there defect notice at this time. crm advised someone from the legal corr dept would than contact them to set up a final repair. this was [REDACTED] who is a partner in the business who sts she was inthe vehicle at the time when [REDACTED] was driving on a major hwy 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

2000-09-15

crm spoke with avm don reeves about this case yesterday and left him a follow-up msg 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 [REDACTED] 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 U8 19 that they are afraid to drive the vehicle. the other owner of te vehicle [REDACTED] sts she has sent in the paperwork to the bbb last week.

[REDACTED] sts the head technician told her they do not know what is wrong with the vehcile and that they have not been able to fix it. cust sts they want this whole experienc e 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 i 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

[REDACTED] spoke with gm manager tim minnis about this case that the bbb is closing there case. 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

2000-09-29

crm called the customer and left a msg 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 steering 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. crm advised that someone from repurchase department would be in contact with him.; 0; 339454080

2000-10-03

*****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

partment.; 0; 339454547

2000-10-03

TM reviewed file and fwded to REP Ken New/ADR; 0; 339460015

2000-10-04

PRA FORWARDED TO REPURCHASE CRM, BETTY KENNEDY EXT # 58179 SHEILA MOON/TAMPA WORKFLOW; 0;
339523422

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

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: 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:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

SALES TAX:

DEPRECIATION:

GRADE:

TERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

ATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CBBS 9/11/00 3:57 PAGE 1/5 RightFAX
TO:Ron Bartow COMPANY:Chevrolet Motor Division

01540625

To: Ron Bartow
Fax#: 13133810022
From: Amanda Goon
Sep 11, 2000

Re: Chevrolet Motor Division/CHEV0039184
TotalPages: 5

BBB AUTO LINE

September 11, 2000

Re: m09 1718 X 1611 CHV0039184 :Calderon vs Chevrolet Motor Division

Mr. Ron Bartow
Chevrolet Motor Division
Tampa, FL

Dear Mr. Bartow:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* 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 telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you receive 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,

Amanda Goon at Extension 240

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Case Number: CHV0039184

Start Date: 08/11/00

Customer Name: [REDACTED]

State: FL

VIN: 1g1yy12g3c5130579

This claim is ☐ IN Warranty ☐ OUT of Warranty

Is the VIN listed above correct? ☐ YES ☐ NO

If you checked NO, please indicate the correct VIN: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

☐ The customer accepted the offer on ____/____/____

☐ The customer rejected the offer on ____/____/____

☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of net over allowance/negative equity: \$ _____

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible:

To:

Completed by: _____ Date: ____/____/____

BBB AUTO LINE

Future contact: _____

Fax: 703.247.9700

Phone: _____ Fax: _____

Customer Claim Form

Case Number: CHV0039184

Contact Date: 09/11/00

Start Date : 09/11/00

Customer Name Address

TARPON SPRINGS, FL

Day Phone

Fax Number

Evening Phone

E-mail address

Vehicle Information

Name(s) that appear on vehicle title:

Is Vehicle titled to a business: yes

Percentage of time vehicle used for business purposes: 10 %

Transmission Type: Standard

Number of vehicles owned or leased by the business : 2

Make: Chevrolet

Model: Corvette

Model Year: 1999

Current Mileage: 13000

Vehicle Identification Number: 1g1yy12g3c5130579

Servicing Dealer/City/State : Dimmi Ctr,

Selling Dealer/City/State : Dimmi Ctr, Clearwater FL

Insurance Carrier : Allstate

Policy Number:

Has vehicle been in an accident/had body damage? Yes ___ No ☒ Date of accident:

Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: Mileage at purchase:

Lease Date: 09/29/99 Mileage at lease:

Purchased As :

Leased As : New

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name:

Leasing Company's Name: Huntington National Bank

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone:

Phone: () -

Resolution Sought

The customer would like his money refunded, and the lease terminated.

Signature of Owner(s): _____ Date _____

I am authorizing any Lienholder/Lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: [REDACTED]

Case Number: CHV0038184

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering column looks		yes	4			
vehicle shuts off		yes	4			

(Please indicate whether each problem is current)

CBEB
TO:Ron Bartow COMPANY:

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

To: Ron Bartow
Fax#: 13133810022
From: Amanda Goon
Sep 27, 2000

Re: /CHV0039184
TotalPages: 2

BBB AUTO LINE

September 27, 00

Tarpon Springs

Re: [REDACTED] va Chevrolet Motor Division # CHV0039184

Dear [REDACTED]

After careful review of your case, we have determined that your complaint 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 leased in the name of an individual; OR used primarily for personal, family or household purposes. As indicated, your 1999 Chevrolet Corvette is titled to [REDACTED] and 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 Summary*.

While I am sorry 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.

Sincerely,

Amanda Goon at Extension 240

cc: Ron Bartow

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

BALTIMORE

NA

HOME PHONE:

CASE NUMBER: 06636352

VIN: 1G1YY12G6X5110696

MODEL YEAR: 1999

DATE OPENED: 2002-04-02

SERIES: HARD TOP 2 PUERTAS

DATE CLOSED: 2002-05-29

MILEAGE: 38000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: MYRTLE BEACH CHEVROLET, INC.

BRC PARENT:

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

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

H40 Tires

1 REPAIR ATTEMPT(S)

Wear

cust states tires keep going out

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Inoperative

locks up

H60 Parking Brake (including Linkage)

1 REPAIR ATTEMPT(S)

Inoperative

not functioning

Seat Lamber

1 REPAIR ATTEMPT(S)

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

* Listen 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\Iexplore.exe

<http://carsweb/webknowledge/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.htm>]]

(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 car anymore / repurchase"[[Vehicle Repurchase Link

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

<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CRM RESUMED FILE TO CHECK FOR ANY NEW INFORMATION. CRM 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;
389533759
-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 wking 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 Meares 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, WE can review his request for financial assistance but theres 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 MEARES who is doing further research on cust behalf.....HOLLIS SIMMONS,TEAMCARS,TFA; 0;
388940404
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 DIAGNOSTIC 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
-04-02

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

CRM CONTACTED [REDACTED] CUST STATES THAT VEH HAS 38,000 CURRENTLY. MYRTLE 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 NOT PURCHASE ANOTHER GM VEHICLE. CUST STATES VEHIS NOW IN DLR FOR.CUST STATES HIS FINE 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 MYRTLE 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 SEEKING NEW 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 MILES ON HIS VEH. CUST STATES THAT ONE REP TOLD HIM TO SCREW HISSELF. CUST STATES VEH JUMPS IN AND OUT OF..CON; 0; 387747890
2002-04-15

FIRST GEAR. CUST STATES THAT HE BUYS A CORVETTE EVERY 2 YRS. CUST STATES THAT HE WANTS EXTENDED PLAN WARRANTY OR BUY BACK. CUST STATES THERE WAS NO PAPERWORK ON THIS VEH. CUST STATES THAT VEH WOULD JUST SHUT ITSELF OFF. CUST STATES THAT VEH STILL HAS THIS 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. CRM ADVISED CUST WILL RESEARCH. CALL BACK SET FOR 04/18/02 CASE SUSPENDED.
ESTHERBERRY/CAC/ATX; 0; 387748328

2002-04-15

██████ STATES HE WANTS TRANSMISSION REPLACED. CUST STATES HE WANTS WIPERS FIXED. CUST STATES HE WANTS HEADLIGHTS FIXED. CUST STATES THAT HE ALMOST GOT KILLED IN VEH WHEN STEERING WHEEL LOCKED UP. ESTHERBERRY/CAC/ATX; 0; 387748690
2002-04-26

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 EVEN LOOK AT THE VEHICLE UNLESS HE AGREES TO PAY DIAGNOSIS FEE FOR ALL OF THE COMPONENTS THAT HE IS CONCERNED ABOUT. CUST STATES THAT HE DOES NOT FEEL THAT HE SHOULD HAVE TO PAY FOR ANYTHING. CUST STATES THAT THEY HAVE ALREADY SEEKED LEGAL ADVICE; HOWEVER, HE HAS NOT YET RETAINED A LAWYER. CUST SEEKS TO HAVE THEIR VEHICLE REPURCHASED. CRM APOLOGIZED 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 GOODWILL MONEY ON THIS CUST. DLR STATES THAT HE RESERVES HIS GOODWILL DOLLARS FOR HIS CUST. DLR STATES THAT IF THE CUST 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

2-05-08

cust sts that veh has been at dlr for 6 wks. cust seeks to speak to someone today about veh. cust sts veh at dlr 54x for rpr. cust sts he wants veh repur that chevy dlrs put 14000 mi on his veh 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 gupp- and ester berry sts that she would have to talk to someone about it. cust sts he doesn't want gupp but buyback. cust sts that he becomed frustrated and called and talked to crm doreen, doreen didn't call so he called and talked to mearest and she didn't call back. cust sts that veh 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 forwarding file to berrye at cust req. cust dis richardbauerlien/cac/atx; 0; 389709994
2002-05-08

crm unable to trans file to berrye. crm forwarding file to mearest as handling crm. richardbauerlien/cac/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 dlr 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 WILL NOT PAY for a diagnostic fee. Cust will see us in court. Cust disconnected the call. Crm reviewed cust file with TM (La' 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

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

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 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:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

LEASE • BUY-BACK: 0
WAP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
INCH:
AMOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SAPULPA , OK

CASE NUMBER: 06487936 VIN: 1G1YY12G6X5124629
MODEL YEAR: 1999
DATE OPENED: 2002-03-08 SERIES: HARD TOP 2 PUERTAS
DATE CLOSED: 2002-03-08 MILEAGE: 27000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RIVERSIDE CHEVROLET
BRC PARENT: DEALER ADDRESS: 501 STEPHENSON, , ESCANABA, MI, 49829, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) looking up while driving highway speeds

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
2. If dealer has not been able to resolve concern, has dealership contacted TAC?
3. If TAC contacted, what is the TAC number?
4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
5. If needed, contact AVM about vehicle concern.

Dealer unable to resolve vehicle concern.

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

cust states he has owned veh for about 3 months and within that 3 months the veh steering has locked up causing the steering to not move at all. cust states he has to turn veh eqnition off and turn it back on for the steering wheel to work again.
cust seeks to find out if veh can be repurchased and or if veh cn be repaired.
crm advised cust after speaking to svc mgr adam goins to call svc mgr and discuss the details of what is happening
svc 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 could be a totally diff component that is causig concern
crm advised cust to call svc mgr and then take it from there
clowing file satisfied
katherine jimenez/cac/atx; 0; 384453873

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

DR DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT:

NUMBER OF PEOPLE: 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 VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

PRICE:
QUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
BAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
INJURY DETAILS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

FORESTHILL

CA

HOME PHONE:

CASE NUMBER: 06059187

VIN: 1G1YY12G8X5121134

MODEL YEAR: 1999

DATE OPENED: 2001-12-19

SERIES: UNKNOWN

DATE CLOSED: 2001-12-19

MILEAGE: 18000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: GOLD RUSH CHEVROLET OLDSMOBILE

BRC PARENT:

DEALER ADDRESS:

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

T22 CSI Reply

Customer Satisfaction

0 REPAIR ATTEMPT(S)

RCVD

B14 Door (Including Sliding

Other

0 REPAIR ATTEMPT(S)

WONT STAY LOCKED

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

COLUMN DID LOCK 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\Iexplora.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/CWC/SolutionsByComponentCode_Corepoint.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

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

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

2001-12-19

CSI STATES: DLR--THEY DO NOT SEEM TO KNOW ANYTHING ABOUT CORVETTES--THEY STATED THEY SEE 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

ST STATES THAT THEY WERE DISGUSTED W/THE DLR BECAUSE THEY TRIED TO FIX THE CONCERNS BUT CANT GET IT FIXED AROUND 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 DOESNT KNOW ANYTHING ABOUT CUST SVC. CUST STATES THAT THE VEH IS FINE, NO PROBLEMS. CUST SEEKS NOTHING

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

REQUEST CLOSED SATISFIED.

BILL

REID/PDX/CAC; 0; 377629724

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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:

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

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:
AGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

**** Dissatisfied Customer**

Please make any corrections to your name, address or telephone number here:

Perennial CA

Horty telephore

Change to:

Please provide us with your preferred Email address:

Dad

Our records indicate that you had your 1999 Corvette serviced at Gold Rush Chevrolet on August 28, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Gold Rush Chevrolet

Sincerely,

Dawn L. Wright

Director - Customer & Relationship Services

Construct here

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

- ☐ Please check this box if you no longer own/lease this 1999 Corvette, and return the questionnaire.

*** PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON AUGUST 28, 2001, COMPLETE THIS SURVEY. ***

About Your Chevrolet Dealership's Service Department

- How satisfied were you with the convenience of the Service Department's hours?

Completely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not at All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Were services available to you on both an appointment and non-appointment basis?

Yes	No	Does Not Apply/Not Applicable	Don't Know
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. When arriving for service, were you greeted promptly?.....

☒ ☐ ☐

4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

About Your Service Consultant/Advisor

8. How detailed were you that your Service Consultant took enough time to thoroughly understand your service request? . . .

Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Not At All Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

5. Were you offered transportation options?.....

Type	Rate	Does This Apply/Meet Requirement	User's Name
Letter	11	<input type="checkbox"/>	<input type="checkbox"/>

7. How satisfied were you that you were kept informed about the status of your service request?

Completely Reviewed	Very Careful	Good	Not Reviewed	Not Reviewed	Not Reviewed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Was your vehicle ready by the original time promised?.....

Yes	No	No Time Permitted
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[illegible]

About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant?.....

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
 - The ease of getting your vehicle?.....
 - The condition in which it was returned?.....
12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
 - ☒ Work performed did not correct the problem
 - ☐ Service Department could not duplicate problem
 - ☐ Service Department was too busy
 - ☐ Parts not available
 - ☐ I declined repair
 - ☐ Other (please specify) _____
 - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?.....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Gold Rush Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1998 Corvette?.....

19. Do you have any comments/recommendations about your:
- Dealership: *They do not seem to know anything about Corvettes - they state they are more 1940's coupe!*
- Vehicle: *Doesn't stay locked, steering column did lock while driving - DO I HAVE A LEMON?*

20. Are you... ☐ Male ☒ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER!

Please return this questionnaire in the self-addressed, postage-paid envelope for CHEVROLET MOTOR DIVISION, P.O. BOX 19000, TOLEDO, OH 43620-0000

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

309996

CASE NUMBER: 00-0160393 VIN: 1G1YY12GEX5124549
DATE OPENED: 04/10/00 MODEL YEAR: 99
DATE CLOSED: 04/10/00 SERIES: YB CORVETTE
SOURCE: LETTER MILEAGE: 12000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: TX
BUS. PHONE: [REDACTED]

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

CORR RECEIVED 04/10/00... DOC # 001011644...CUST STATES THE STEERING COLUMN LOCKED UP ON 2 OCCASIONS IN TRAFFIC CAUSING POTENTIAL DANGER TO HIM WHEN HE WENT INTO ANOTHER LANE OF TRAFFIC...CUST STATES HE HAD VEH TOWED TO DLR BOTH TIMES AND DLR HAS NOT BEEN ABLE TO LOCATE THE ISSUE...CUST STATES THE "SERVICE COLUMN LOCK" SHOWED ON THE DISPLAY AT THE TIME OF PURCHASE AND DLR SAID NOT TO WORRY ABOUT IT AND THEY WOULD LOOK AT IT WHEN THEY SERVICED THE VEH...CUST SEEKS REPURCHASE IF WE CANNOT REPAIR VEH WITHIN 30 DAYS OF RECEIPT OF HIS CORR...CRM RESEARCH JUDY WELCH/CORR/PORTLAND

CRM SPOKE TO SERVICE MGR- STEVE LLOYD WHO STATES CUST BROUGHT VEH IN TO HIM ON 4/3/00 AND THEY REPLACED THE STEERING COLUMN FUSE, SWITCH AND MOTOR AND THE CUST PICKED THE VEH UP ON 4/6/00...MR LLOYD STATES THIS ISSUE SHOULD BE RESOLVED AT THIS POINT...CRM THANKED SERVICE MGR. JUDY WELCH/CORR/PORTLAND

CRM ATTEMPTED CONTACT WITH CUST...ANSW MACH PICKED UP...FIRST ATTEMPT. JUDY WELCH/CORR/PORTLAND

CRM CONTACTED CUST WHO STATES THAT THE CONCERN TOOK ABOUT 1 MONTH IN BETWEEN SERVICING TO SHOW UP THE LAST TIMES SO CRM ADVISED HIM OF HIS FILE NUMBER, THE 800 # AND TO CALL IN AGAIN IF THE ISSUE ARISES AGAIN BUT SO FAR HE IS SATISFIED. JUDY WELCH/CORR/PORTLAND

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

CDE # DESC	CRM COMMENTS
M41 0	CUST STATES STEERING COLUMN LOCKED UP CONCERN REPAIRED
T04 0	CORR RECEIVED 4/10/00 CASE COMPLETED

**EXPRESS
MAIL**

POST OFFICE TO ADDRESSEE

EJ066887255US

Address Copy



[REDACTED]
Houston, TX [REDACTED]

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, /
[REDACTED]

Enclosures
CERTIFIED MAIL
RETURN RECEIPT REQUESTED



815 Houston Avenue
Houston, Texas 77210
(713) 236-4311
Fax (713) 236-8880
Fax (713) 236-8801

repairs, including any repairs necessary to maintain the vehicle in a proper condition, and I hereby authorize the repair work to be done along with the necessary material and agree you are not responsible for loss or damage to vehicle or vehicle left in vehicle in case of fire, theft or any other causes beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto being payable in HOUSTON, HARRIS COUNTY, TEXAS. I have hereby read the authorization to repair, the disclaimer of warranty and the terms of payment.

AUTHORIZATION TO REPAIR

VEHICLE: IMPACTLY DAMAGED UNREPAIRABLE MAKE

I hereby authorize the repair work to be done along with the necessary material and agree you are not responsible for loss or damage to vehicle or vehicle left in vehicle in case of fire, theft or any other causes beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto being payable in HOUSTON, HARRIS COUNTY, TEXAS. I have hereby read the authorization to repair, the disclaimer of warranty and the terms of payment.

Diagnostic Fee .5 Hours X

LUBRICATION	OIL CHANGE	OIL FILTER	TRANS SERVICE	WHEEL BRG. PACK	ROTATE TIRES	BALANCE TIRE	VALVE WHEELS	TUNE MOTOR	RODIE INSPECTION	REPLACE FUEL FILTER	SVC EMISSIONS SYS	ADJUST ENGINE	OK BELTS & HOSES	OK BRAKES	FLUSH DIFFERENTIAL	WASH STEERING LEAK	TRANSMISSION LEAK	ENGINE OIL LEAK	COOLANT LEAK	POI INSPECTION
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21

INSTRUCTIONS OF WORDS IN THE BOX

PG 1 OF 1

51* PAY TYPE: W
PASS SIDE SEAT BELT WONT PULL OUT

TECH	OPERATION	HRB	OLH
PC	CC	FP	
		AUTH	

52 PAY TYPE: W
DIGITAL DISPLAY SHOWS SERV COLUMN LOCK

TECH	OPERATION	HRB	OLH
PC	CC	FP	
		AUTH	

TECH	OPERATION	HRB	OLH
PC	CC	FP	
		AUTH	

TECH	OPERATION	HRB	OLH
PC	CC	FP	
		AUTH	

RO 76987 *TAG 2915* LIC: TX F17LPX SVC ADV: 119 RICHARD W BRAGUET
99 **VIN: 101YY1208 X5124549**
CHEVROLET CORVETTE COL CD: 11U
HARDTOP 2DR CPE TRIM: 191
LICENSE: SILVER CAR
MFG CODE: 074001 SVC DLR: 074001 SLM: 516
STOCK NUMBER: X5124549
IN-SVC: 072199 SOLD: 072099
ODOMETER: CURRENT: 1112
AVG PGR DAY: PER MONTH:

HOUSTON
TX

HOME:
WORK:

DIST CODE: CHE

MODEL# 1YY37

08/13/99 09:23:37

3 NOTE: WARRANTY JOB

***PROMISED DATE: 08/17/99 TIME: 1700 ***

TAG 2915 **RO 76987** SVC ADV: 119

VIN: 101YY1208 X5124549



IT'S A SNAP



TO DEAL WITH
KNAPP



KNAPP CHEVROLET, INC.

815 Houston Avenue • P.O. Box 4179
HOUSTON, TEXAS 77210
Phone 713-228-4311 • Fax 713-236-8860

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

DISCLAIMER OF WARRANTIES
THE SELLER KNAPP CHEVROLET HEREBY DISCLAIMS ALL WARRANTIES
OTHER, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MER-
CHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND KNAPP
CHEVROLET NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

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

Mr. Goodenough

INVOICE TO		DRIVER/OWNER INFORMATION — INVOICE# 187643	
NAME	TX	NAME	TX
ADDRESS	WORK	ADDRESS	WORK
FOR OFFICE USE		VEHICLE INFORMATION	
TRM 0705	ADN 104 COX, HILL SERVICE, SUITE 100	VIN 1G1YY120812124549	LICENSE NUMBER
PPN 074001	TAX RULES: YRCH INVOICED 02/21/2000 08130454	99 CHEVROLET CORVETTE	HAWTOP 2DR CPE SILVER
ORDERER TIA 10006	DATE: 02/18/00	STOCK# 153124549	SOLD# 072099
DATE: 02/21/00			
DATE IN SERVICE: 072199			
*** R.O. NOT COMPLETE ***			
CONCERN 31	STEERING COLLAPSE IS LOCK / STEERING COLLAPSE LOCK IS ON THE DISPLAY	OPERATION	TECH HOURS
CRUSE	POOR CORN COLLAPSE LOCK MOTOR CORN.	55260	121 .5
CORRECTION	SECURE CORN, CLERT KIMMAGE, OK ATT. USABLE TO FURTHER DNP ATT		
FACTORY	TECH 121 - CRUM MICHONEL		
	FAIL CODE: 6H		
		SUBTOTAL	
		LAB-TECHNICAL 30.40	
		TOTAL CHARGE FOR CONCERN 30.40	
CONCERN 32: ENTERPRISE RENTAL 3 DAY RENTAL		OPERATION TECH HOURS	
CORRECTION			
		SUBTOTAL	
		TOTAL CHARGE FOR CONCERN .00	
SUMMARY OF CHARGES FOR INVOICE 187643		PAYMENT DISTRIBUTION FOR INVOICE 187643	
LAB-TECHNICAL 30.40		TOTAL CHARGE 30.40	
TOTAL CHARGE 30.40		FAC WARRANTY 30.40	

Rental

IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM COX
AT 61 PARTS UNLIMITED FOR 12 MONTHS OR 12000
MILES OR WHICHEVER OCCURS FIRST 10000

GM RESTRICTED

363708

CASE NUMBER: 04660156 VIN: 1G1YY12G9X5117951
 DATE OPENED: 06/22/01 MODEL YEAR: 99
 DATE CLOSED: 06/22/01 SERIES: CORVETTE HARDTOP
 SOURCE: YES MILEAGE: 11000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: [REDACTED]
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] BALTIMORE MD [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04660156 VIN: 1G1YY12G9X5117951
 MODEL YEAR: 1999
 DATE OPENED: 2001-06-22 SERIES: CORVETTE HARDTOP
 DATE CLOSED: 2001-06-22 MILEAGE: 11000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: BOB BELL CHEVROLET INC
 BRC PARENT: DEALER ADDRESS: 7900 EASTERN BLVD, BALTIMORE, MD, 21224, USA

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

M01 Steering General Other
 C REPAIR ATTEMPT(S) 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\Microsoft\Iexplore.exe
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Microsoft\Iexplore.exe
<http://carsweb/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

Vehicle operation or design

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

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

363708

IT 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 ATTEMPT MADE B4 ANYTHING 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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

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: 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:

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

PRICE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

GM R E S T R I C T E D

363708

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

DEALER ADMINISTRATION:
 LEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

DATE:
 % BUSINESS: 0
 DATE OF ACCIDENT:
 DATE OF PURCHASE/LEASE:
 PURCHASE/LEASE AS:

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

363708

*****BEC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4784868	VIN Number:	1G1YY12G8X5122244
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) S/M SEARCH 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 12:55:38 BURKETT - DLR USED VME TO CLOSE CASE.

REPLACED STEERING COLUMN LOCK ACTUATOR.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

LA PALMA, CA

CASE NUMBER: 05888110 VIN: 1G1YY12S115112884
MODEL YEAR: 2001
DATE OPENED: 2001-11-16 SERIES: UNKNOWN
DATE CLOSED: 2001-11-16 MILEAGE: 7000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: NEWPORT BEACH CHEVROLET
BRC PARENT: DEALER ADDRESS: 445 E PACIFIC COAST HWY., NEWPORT
BEACH, CA, 92660, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKS
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) DLR IN CUST AREA

Notification of open campaigns or special policies.

FORM THE CALLER:
Customer will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]
Notification of open campaigns or special policies.

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

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

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

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

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

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

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:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

RECE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
BAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

MENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

PANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5652936	VIN Number:	1G1YY12S125105080
Date Opened:	6/5/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B20214	Mileage:	7989
Address:	RICHARD HIBBARD CHEVCLAREMONT	State:	CA
Dealer 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.

TECH TO ADVISE

ADVISE AVM

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6243634	VIN Number:	1G1YY12S125105518
Date Opened:	2/12/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B24483	Mileage:	10001
Address:	SERVICE CHEVROLET INLAFFAYETTE	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, DLR REMEMBERED ENGINEERING MAY WANT TO LOOK AT THIS VEH.

DLR IS LOOKING FOR FURTHER INSTRUCTIONS.

TAC RECOMMENDATION -

TAC ADVISED DLR OF MESSAGE CHS20030001.

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

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

EA02-031 / GM22C

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.

02/14/2003 16:10:33 [REDACTED] - 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 ADVISED JOHN TO PROCEED WITH NORMAL
DIAGNOSTICS AND CONTACT TAC IF FURTHER ASSISTANCE IS NEEDED. JOHN TO
COMPLY.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 05751330 VIN: 1G1YY128315107458
MODEL YEAR: 2001
DATE OPENED: 2001-10-25 SERIES: UNKNOWN
DATE CLOSED: 2001-11-21 MILEAGE: 4500
SOURCE: BBB Import DELIVERY DATE:
BRC TYPE: ADR No DEALER NAME: DANBURY CHEVROLET OLDSMOBILE CADILLA
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other
5 REPAIR ATTEMPT(S) steering column locks up

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

Received initial ccf from BBB. Called cust - left vme. Called svc mgr, Louis Ocasio. He said they have not heard from cust since TAN was involved in the last repair. Louis said there is a bulletin on this concern for 2000 model Corvettes and TAN had recommended doing the 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 vme from cust. Called him back - left vme.; 0; 373219394
2001-10-29

Called dirshp for sale docs.; 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 when backing 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 (AVM?) 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 vme from avm. Joe said he spoke to svc mgr - they both were unaware that the customer was again having concerns. He asked that cust bring the car back to verify the concern.; 0; 373406389
2001-10-31

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

Called avm - left vme advising that I cannot reach the cust.; 0; 373406585

2001-10-31

Spoke 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 dlrshp 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

2001-11-06

*****Executive Summary*****

Decision - Straight repurchase

Justification - steering column locks

Decision Maker - avm

Followup - complete repurch packet & send to repurch when cust returns in Dec

*****; 0; 373916317

2001-11-06

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

2001-11-07

received vme 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 another 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 he was 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 asks dme to fax sale docs to him.; 0; 374105384

2001-11-21

*****Executive Summary*****

Decision - close file

Justification - cust not pursuing BBB; AVM hadly concerns

Decision Maker - crm, cust; avm

Followup - none at this time

*****; 0; 375230744

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INJURIES:

IS 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: 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:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
PURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADP INFORMATION*****

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 POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

LANBURY**05751330**ATTN: Mary LouFROM: PhilRE: [REDACTED]

FAX TO: _____

MEMO: Buyers OrderSales ContractACV Sheet(6 pg including cover)



CHEVROLET • OLDSMOBILE • CADILLAC

102 Federal Road, P.O. Box 2969

Danbury, CT 06810 • 203-730-5787

www.danburyauto.com • Fax 203-730-5667

NEW**RETAIL PURCHASE ORDER
FOR MOTOR VEHICLE**Date **01/13/2001** Stock No. **15107450**Salesperson **DEREK BERNARDINI**Purchaser's
NameHome
PhoneBusiness
Phone

Address

City

PORT CHARLOTTE

State

FL

Zip

☐ NEW☐ DEMONSTRATOR**2001 CHEVROLET****CONVETTE**

Body/CP

Type

Color

RED

Title

Mileage

PORT TOWN**MODEL**

No.

101VY1EB315107450

D.O.

U.S. No.

Delivered

01/13/02

ALL OUT THE SECTION IF USED ONE OR MORE IS TO BE TRADED IN AS PART PAYMENT AND DO NOT RECALL THE TITLE IS TO BE TRADED IN AS PART PAYMENT FOR THE UNPAID BALANCE AS SHOWN ON THE FRONT OF MY KNOWLEDGE THE LICENSED DEALER STATE THAT THE MILEAGE AS SHOWN ON THE ODOMETER IS THE ACTUAL MILEAGE WHICH THE CAR HAS DRIVEN.

13015

Make & Model

CHEVROLET**CONVETTE**

Color

BLACK**BLACK****YR**Stock No. **101VY20030119000**Allowance **\$ 2,000.00**Balance Owed **\$ N/A**Net Allowance **\$ 1,000.00**

To Whom Owed

☐ NO INSURANCE IS INCLUDED IN THIS ORDER

OTHER CHARGES: ☐ Enter My Order for Insurance as follows:
CREDIT INSURANCE AGREEMENT: The purchase of Accident & Health & Credit Life Insurance is voluntary and not required for credit.

☐ Credit Life **\$ N/A**☐ Accident & Health **\$ N/A**Buyer's
Signature

FOLLOWING SERVICE CONTRACT

☐ IS NOT AVAILABLE AT A COST OF \$ _____ ON VEHICLE BEING PUR-

CHASED FOR _____ MONTHS, WHICHEVER OCCURS
FIRST, COPY GIVEN PURCHASER. ☐ PURCHASED ☐ DID NOT PURCHASE

Buyer's
Signature

My Ins. Co. is

PROGRESSIVE

My Ins. I.D. No. is

Driver's License No.

TERMS OF WARRANTY

☐ THIS MOTOR VEHICLE NOT GUARANTEED

BY DANBURY CHEV OLDS CADILLAC

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF

☐

FOR _____ MONTHS OR _____ MONTHS, WHICHEVER
OCCURS FIRST, COPY GIVEN CUSTOMER.

☐ THIS MOTOR VEHICLE BEING PURCHASED IS A
PREVIOUS RENTAL/LEASE VEHICLE

☐ THE MOTOR VEHICLE IS SUBJECT TO A LIMITED WARRANTY ON THE REMAINDER
OF MANUFACTURER'S ORIGINAL WARRANTY FOR _____ MONTHS OR
_____ MILEAGE AND IS TRANSFERABLE FOR A FEE.

CHEVROLET

AGREES WITH YOU TO THE FOLLOWING:

- ☐ TITLE ON CAR TRADED ☐ C.O.D. ON VEHICLE
☐ CURRENT REGISTRATION IN THE AMOUNT OF:
☐ INSURANCE CARD

FINAL PAYMENT CASH OR CERTIFIED CHECK

Lien **5000**THE MILEAGE AS SHOWN ON THE ODOMETER
OF THE MOTOR VEHICLE TO BE PURCHASED IS: **32**CASH PRICE AT SELLER'S PLACE OF BUSINESS: **40905.00**ACCESSORIES AND EXTRA EQUIPMENT: **N/A**VIN ETCH SERVICE (OPTIONAL) **N/A**CLYER ☐ R NC (INT.)CASH PRICE **40905.00**DEALER PROCESSING FEE **100.00**

THE PROCESSING FEE IS NOT PAYABLE TO THE STATE OF CONNECTICUT

SALES TAX **2357.50**USE FED LITE TAX **435.40**

REG. TRANS. TITLE LIEN

110.00**1. TOTAL CASH PRICE DELIVERED 52298.00****2. DEPOSIT FORWARDED 1000.00****ADDITIONAL DEPOSIT N/A****NO REFUND OF DEPOSIT****NET TRADE ALLOW 1000.00****CASH ON DELIVERY N/A****TOTAL DOWN PAYMENT 1000.00****3. UNPAID BALANCE OF CASH PRICE (1-2) 20798.00****4. Credit Life Ins. N/A****Accident & Health Ins. N/A**

Model No. 151YF55119005 Allowance \$1000.00
 Balance Owed \$ N/A Net Amount \$ 1000.00

To Whom Owed

NO INSURANCE IS INCLUDED IN THIS ORDER

OTHER CHARGES: ☐ Enter My Order for Insurance as follows:
 CREDIT INSURANCE AGREEMENT: The purchase of Accident & Health & Credit Life Insurance is voluntary and not required for credit.

☐ Credit Life \$ N/A ☐ Accident & Health \$ N/A

BUYER'S SIGNATURE

FOLLOWING SERVICE CONTRACT

☐ IS ☐ IS NOT AVAILABLE AT A COST OF \$ ON VEHICLE BEING PURCHASED FOR _____ MILES OR _____ MONTHS WHICHEVER OCCURS FIRST. COPY SENT PURCHASER. ☐ PURCHASED ☐ DID NOT PURCHASE

BUYER'S SIGNATURE

My Ins. Co. is PROGRESSIVE

My Ins. I.D. No. is

Driver's License No.

☐ THIS MOTOR VEHICLE NOT GUARANTEED

BY DOMINIC CHEVY CLERK CONT. OF THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF

FOR _____ MILES OR _____ MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN CUSTOMER.

☐ THIS MOTOR VEHICLE BEING PURCHASED IS A PREVIOUS RENTAL/LEASE VEHICLE

☐ THIS MOTOR VEHICLE IS SUBJECT TO A LIMITED WARRANTY ON THE REMAINDER OF MANUFACTURER'S ORIGINAL WARRANTY FOR _____ MONTHS OR _____ RELEASE AND IS TRANSFERABLE FOR A FEE

CHEVROLET

☐ TITLE ON CAR TRADED ☐ C.O.D. ON VEHICLE
☐ CURRENT REGISTRATION IN THE AMOUNT OF:
☐ INSURANCE CARD \$

FINAL PAYMENT CASH OR CERTIFIED CHECK

Payment Schedule, SEE ENTERPRISE DR		
will be to ROCKY HILL CT 06267		
NUMBER OF PAYMENTS	AMOUNT OF EACH PAYMENT	WHEN PAYMENTS ARE DUE
48	\$ 934.77	12/27/86
1 Final	\$ N/A	DUE ON

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all the payments as scheduled.	The total cost of your purchase on credit, including your down payment of \$ 1,350.00
A.P.R. 8.25 %	\$783.28	\$ 3879.00	\$ 4362.96	\$ 5932.96

I have read the terms and conditions on the back hereof and agree to them as a part of this order the same as if they were printed above my signature. The inc and back hereof comprise the entire agreement effecting this order and no other agreement or understanding of any nature concerning same has been made entered into. I hereby acknowledge receipt of a copy of this order, and certify that I am of legal age.

THIS ORDER IS NOT VALID UNTIL SIGNED BY THE DEALER

Purchaser's Signature:

And I have received a copy of this order

Accepted By *Dominic Capella*

Authorized

Richard D. M...

Date 01/1

Page

VER 81141 BATTERY NOT IN ORDER

☐ YES ☒ NO

ENTJ

CASH PRICE

48993.1

DEALER PROCESSING FEE

189

THE PROCESSING FEE IS NOT PAYABLE TO THE STATE OF CONNECTICUT

SALES TAX

2057.1

US FED LUX TAX

439.4

REG. TRANS. TITLE LIEN

118.1

1. TOTAL CASH PRICE DELIVERED

52590.1

2.	EXCESS QUANTITY	1000.00
	ADDITIONAL DEPOSIT	N/A
	NO REFUND OF DEPOSIT	
	NET TRADE ALLOW	12500.00
	CASH ON DELIVERY	N/A

TOTAL DOWN PAYMENT

13500.00

3. UNPAID BALANCE OF CASH PRICE (1-2)

38790.1

4.	Credit Life Ins.	N/A
	Accident & Health Ins.	N/A
	Vendors Single Interest	N/A
		N/A
		N/A

TOTAL OTHER CHARGES

0

5. UNPAID BALANCE AMT. FNL (3 + 4)

38790.1

RETAIL INSTALMENT CONTRACT

GMAC
FINANCIAL SERVICES**GM**

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and Address (Include County and Zip Code)

Creditor (Seller Name and Address)

PORT CHARLOTTE FL 33948
PORT CHARLOTTE FL
CHARLOTTE CHARLOTTE

PORT CHARLOTTE FL

BARNHUR CHEVY OLDS CADILLAC
182 FEDERAL RD PO BOX 2909
BARNHUR, CT 06810

06810

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The credit 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 Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

Year/Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
		CHEVROLET	CO	161VY12315107458	<input type="checkbox"/> personal <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Annual Percentage Rate	Finance Charge	Amount of Loan	Monthly Payment	Number of Payments	Use for Which Purchased
12.99%	\$1,234.56	\$10,000.00	\$200.00	60	<input type="checkbox"/> personal <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Number of Payments	Amount of Payments	When Payments Are Due
60	\$200.00	Monthly beginning 12/1/85

late charge. If a payment is not paid in full when it is due, you will pay a late charge of 5% of the amount of the payment that is late, with a maximum of \$10.00.

Prepayment. If you pay off all of your debt early you may be entitled to a refund of part of the finance charge.

Additional Information. See the other side of this contract for more information including information about the vehicle being purchased, the creditor's policies, and the terms of the contract.

Amount of Loan	Amount of Payments	When Payments Are Due
\$10,000.00	\$200.00	Monthly beginning 12/1/85

Cash Down Payment \$1,000.00

Amount of Loan \$10,000.00

Amount of Payments \$200.00

When Payments Are Due Monthly beginning 12/1/85

Number of Payments 60

Amount of Loan \$10,000.00

Amount of Payments \$200.00

When Payments Are Due Monthly beginning 12/1/85

Number of Payments 60

Insurance Company: _____ Term: _____
The cost of this insurance is shown in 4A of the illustration above.

Optional Mechanical Repair Insurance. This insurance is not required to obtain credit. If you have chosen this insurance, it is shown in 4B of the illustration above.
Term: ☐ 36 months or 36,000 miles, whichever occurs first

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit. If you have chosen this insurance, it is shown in 4C of the illustration above.
Check the insurance desired: ☐ Life (Buyer) ☐ Co-Buyer ☐ Both ☐ Disability, Sickness and Health (Buyer Only)

Co-Buyer Signature: _____ Date: _____
Total policy coverage for this and any other credit insurance contract is limited to _____

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Do not sign this contract unless you read it or if it contains any blank space. If you are unable to read this contract, ask the dealer to read it to you. If you are unable to read this contract, ask the dealer to read it to you.

Co-Buyers and Other Owners. A co-buyer is a person who is responsible for paying the debt. Another owner is a person whose name is on the title but who does not have to pay the debt. The co-buyer and other owner agree to be jointly and severally liable for the debt.

Assigned with recourse. Assigned without recourse or with limited recourse.

General Motors Acceptance Corporation (GMAC) is the lender. The loan is made under the terms of the GMAC Retail Plan agreement.

A. BACKGROUND INFO	1	NAME (PRINT LAST)				VIN/MODEL OF TRADE OR OTHER CAR				90 Vette			
	2	DATE	MONTH	DAY	TIME	PHONE	INQUIRY	2 DR	WAGON	TRANS	COLOR	4 DR	
	3	ADDRESS				VIN NO.				1G1YV3383345119895			
	4	CITY OR TOWN	Spartanburg			ZIP	29303			MILEAGE			
	5	HOME PHONE	BUS. PHONE			EXT. WAR			ASTPH				
	6	OCCUPATION(S)				SPECIAL EQUIP. COMMENTS				BODY			
	7	VEHICLE OF INTEREST	2001 Z06			2 DR	4 DR	WAG.	TRANS.	GLASS			
	8	STOCK/VIN NUMBER	COLOR			Red			BRAKES				
C. 1ST VISIT SUMMARY	9	GENDER DESCRPT.				10 LENGTH OF VISIT				LEADS			
	10	COUPLE				LESS THAN 1 HR				UP TO 1 HR			
	11	WOMAN				1 HR OR LONGER				12 MANAGEMENT INVOLVEMENT			
	12	MAN				NO				YES			
	13	REASON FOR COMING TO SHOWROOM				REFERRAL				PREV. CUST.			
	14	DEALER AD				WHICH AD?				WHY NOT?			
	15	YES				NO				WHY NOT?			
	16	18 DEMONSTRATION				YES				NO			
17	19 BALANCE				APPT.				HOT				
18	FUTURE				19 SVC. TAG.				YES				
19	WANTS/NEEDS/COMMENTS				FOLLOW UP PLANS				PAY OFF				
20	BAL.				YES				NO				
21	DEFC				YES				NO				
22	DEALER				YES				NO				
23	RETAIL				YES				NO				
24	WAS				YES				NO				
25	AS IS				YES				NO				
26	APPROVAL				1000				1000				



9,000

2000 over

17,500/11,000

11,600

1,000

2000 over

11,600

11,600

12,600

50,885

11,000

9,885

50,885

11,000

15,000

12,000

42,281.0

42,281.0

TECHNICAL ASSISTANCE SYSTEM
GM RESTRICTED

PAGE: 1

329624

CASE NUMBER: 4496311 VIN: 1G1YY12A315107458
DATE OPENED: 01/29/01 MODEL YEAR: 01
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 000323
CUSTOMER: B02041
ADDRESS:
HOME PHONE: STATE: CT
BUS. PHONE:

SYMPTOM ABSTRACT---- COLUMN STEERING A001328 STRG COLUMN ALLEGED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

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

STRATEGY BASED DIAGNOSTICS

1. NUMBER OF TIMES IN FOR THE SAME CONDITION

1. 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)

N (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) S/M SEARCH 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)

N (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

N (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

01/29/2001 12:06:19 HISTORY - STEVENS

CUST ALLEGES STRG COLUMN LOCKED WHILE DRIVING

TECH HAS NOT BEEN ABLE TO DUPLICATE AND A U1000 U1064 IN RFA AS WELL AS A U1064 IN BOTH DOOR MODULES

TECH HAS COME WITH ALL MODULES AT THIS TIME AND DOES SEE KEY IN/OUT INPUT

DISCUSSED PI A001328 WITH TECH

CORRECTION: TO DATE, GM HAS HAD NO VALID CASES OF THE STEERING COLUMN LOCK ENGAGING DURING VEHICLE OPERATION. IF A DEALERSHIP REPORTS AN ALLEGED INCIDENT TO TAC, PLEASE ADVISE THE TECHNICIAN NOT TO ATTEMPT ANY REPAIRS OR DIAGNOSIS & NOTIFY THE YB GM LIAISON. AN ENGINEER MAY BE DISPATCHED TO INSPECT THE VEHICLE IN IT'S ORIGINAL STATE.

IN SOME CASES, THE COLUMN LOCK MAY NOT "DISENGAGE" AT START UP & THE CUSTOMER DOESN'T NOTICE IT UNTIL TRYING TO TURN WHILE BACKING OUT OF

329624

THEIR DRIVEWAY. THE VEHICLE MAY ALSO STALL. THIS WOULD NOT BE AN
EXAMPLE OF ENGAGEMENT WHILE DRIVING AND THE DEALERSHIP SERVICE DEPARTMENT
SHOULD CLARIFY THE COMPLAINT WITH THE CUSTOMER.

TECH TO TALK TO CUSTOMER AND GET MORE DETAIL BEFORE FURTHER DIAG IS
DONE

AND CALL BACK TODAY

01/29/2001 12:42:31 EGGLING

*****DEALER CONTACT NAME AND POSITION*****

ANDY

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

1

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

DEALER QUESTIONED OWNER ABOUT CIRCUMSTANCES AROUND STEERING WHEEL LOCK
WHILE DRIVING.

OWNER STATED TO DEALER HE HAD BACKED OUT OF HIS DRIVEWAY, TURNING WHEEL
TO THE LEFT. STRAIGHTENED OUT BY TURNING TO THE RIGHT, DROVE ABOUT 1.5
MILES AND THE STEERING WHEEL LOCKED.

*****NEW RECOMMENDATIONS*****

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

ANEN P/I IS ON THE WAY BUT HAS NOT BEEN COMPLETED.

01/29/2001 16:00:49 POULOS

*****DEALER CONTACT NAME AND POSITION*****

- ANDY SERVICE TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN 1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN**** 1

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

- ANDY STS THAT ADDED TO PREVIOUS UPDATE THE NO PERSONAL INJURY, PROPERTY
DAMAGE OR ALIGNMENTS IS PRESENT. HE CANNOT FIND DIAG INFO FO 2001 MY.

*****NEW RECOMMENDATIONS*****

- TAC ADVISED DLR AFTER SCANNING 2001 INFO/ NO SYSTEM CK OR DIAG FOR 2001
MY. ADVISED DLR THAT 2001 SERVICE MANUAL ALSO NOT PRINTED.
- TAC ADVISED DLR TO USE 2000MY SERVICE MANUAL PG 2-62 OF SERVICE MANUAL
- FORWARD TO LIAISON DALE BRIGGS FOR SERVICE MANUAL INFO.

01/31/2001 13:20:30 BRIGGS

- LEFT VME FOR BOM ADVISING HIM
OF APPARENT OMISSION OF THE DIAGNOSTIC SYSTEM CHECK, STEERING COLUMN LOCK
DIAGNOSTIC SYSTEM CHECK, STEERING COLUMN LOCK DIAGNOSTIC STATE & STEERING

TECHNICAL ASSISTANCE SYSTEM
GM RESTRICTED

PAGE: 3

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COLLIDED LOCK MALFUNCTION TABLES IN THE 2001 YB PRINTED SVC MAN B1/3.
ALL THESE TABLES ARE PRESENT IN THE 2000 PRINTED MANUAL..

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

CASE NUMBER: 1-38383270 VIN: 1G1YY128525106992
 DATE 10/04/02 MODEL 2002
 DATE 10/17/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 11000.
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: FL
 BUS. PHONE:

G E N E R A L M O T O R S C O R P O R A T I O N
 C H E V R O L E T D I V I S I O N
 G M R E S T R I C T E D

CUSTOMER:
 ADDRESS: Dania, FL
 HOME PHONE:

CASE NUMBER: 1-38383270 VIN: 1G1YY128525106992
 MODEL YEAR: 2002
 DATE OPENED: 2002-10-04 SERIES: Corvette
 DATE CLOSED: 2002-10-17 MILEAGE: 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,

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

M01 General
 0 REPAIR ATTEMPT(S) Inoperative

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

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

contact dlr to discuss 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

1-38383270 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

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

2002-10-16

Created: CAC_RS0006. 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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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:
STATUS:

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

GM RESTRICTED

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
BAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

DOES OWNER HAVE POSSESSION OF VEHICLE:
SOLUTION SOUGHT:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6759564	VIN Number:	1G1YY12SX15110878
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 -

EA02-031 / GM72C

-ADVISED TO PERFORM PI01137 REQUEST FOR CUSTOMER COMPLAINT VEH.ALLEGEDLY EXPERIENCED STRG COL LOCK ENGAGEMENT

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

08/08/2003 11:55:15 HISTORY - RAUCH

08/08/2003 13:02:42 MIKOLAIZIK - VME WITH INFO SENT TO DAVE PEACY

08/11/2003 07:33:28 MIKOLAIZIK - VME SENT TO TOM RAUCH TO VERIFY CONDITION AT TIME OF INCIDENT.

08/12/2003 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.

08/15/2003 15:33:42 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 KEY/LEAVE OUT FOR 10 SECONDS/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 BELIEVE THE CCM IS COMMUNICATING IF A DTC CAN BE DETERMINED AND THAT THE ECM AND/OR THE THEFT CONCERN MUST BE RESOLVED PRIOR TO THIS VEHICLE BEING CORRECTED.

EA02-031 / GM22C

08/16/2003 08:13:24 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.

08/17/2003 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.

08/23/2003 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	VIN Number:	1G1YY12SXX25123388
Date Opened:	8/7/2003	Model Year:	2002
Date Closed:	8/11/2003	Serial:	Corvette
Dealer Code:	C26294	Mileage:	25105
Address:	BELLE GLADE CHEVROLET BELLE 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 P/I: PI01137

SYMPTOM ABSTRACT--- STEERING COLUMN ALLEGED STEERING COLUMN LOCKS

RESOLUTION ABSTRACT- ROD,PARK BRAKE CONTROL - 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

Y Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME: CHRIS ARFER WARD TECH

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

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:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

COUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

W BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

GERMANTOWN

TN

HOME PHONE:

CASE NUMBER: 01334579 VIN: 1G1YY22G0V5108008
MODEL YEAR: 1997
DATE OPENED: 2000-08-22 SERIES: Corvette
DATE CLOSED: 2001-09-18 MILEAGE: 36700
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SERRA CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 1170 CENTER PT RD, BIRMINGHAM, AL, 35215, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
steering colom locked

steering colom locked

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

CUSTOMER STATED... vehicle steering wheel locked up while driving, had to take it in for service was told by service that this was a common problem and that there was a campaign on this, but was then told because he is out of warranty that he will have to pay 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; 335824216
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 lock out. double checked campaign 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 then on. CRM ADVISED... called customer with info advised no goodwill and reasons. customer hung-up. julie cockeram pdx.; 0; 335829744

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

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 VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

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 SERIES: UNKNOWN
DATE CLOSED: 2001-08-24 MILEAGE: 46400
SOURCE: BBB Import DELIVERY DATE:
BRC TYPE: ADR No DEALER NAME: LAFFIN CHEVROLET OLDSMOBILE
BRC PARENT: DEALER ADDRESS: MAIN & WATER ST., SOUTH RIVER, NJ, 08882, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
1 REPAIR ATTEMPT(S) Steering column locked up while driving

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

CRM recieved initial claim from the BBB Case # CHV0175816.

Customer States.....steering column locked up while driving.
Customer 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 Summary.

Pete Locklear/BRC/ADR/Tampa/58351; 0; 367508052
2001-08-24

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

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

This was a heads up to both AVN's.

Pete Locklear/BRC/ADR/Tampa/58351; 0; 367508612
2001-08-24

*****EXECUTIVE
SUMMARY*****

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

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

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: 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:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:

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

LEASE TERM:

DAMAGE:

INTER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

INTERNAL CASE NUMBER: CHEV0175816 DATE:

TITLE NAMES: WASHINGTON RASCOR

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CASE NUMBER: 06837887 VIN: 1G1YY22G0V5109224
 DATE 05/08/02 MODEL 1997
 DATE 05/10/02 SERIES CORVETTE
 SOURCE: YES MILEAGE 38000
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: [REDACTED] STATE FL
 BUS. PHONE: [REDACTED]

G E N E R A L M O T O R S C O R P O R A T I O N
 C H E V R O L E T D I V I S I O N
 G M R E S T R I C T E D

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] STUART, FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06837887 VIN: 1G1YY22G0V5109224
 MODEL YEAR: 1997
 DATE OPENED: 2002-05-08 SERIES: CORVETTE
 DATE CLOSED: 2002-05-10 MILEAGE: 38000
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: IVAN LEONARD CHEVROLET INC
 SAC PARENT: DEALER ADDRESS: 1620 MONTGOMERY HWY, , HOOVER, AL, 35216, USA

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

M41 Steering Column/Lock/Attaching Parts Shudder
 0 REPAIR ATTEMPT(S) Steering locked up
 S13 Reimbursement Requested Customer Satisfaction
 0 REPAIR ATTEMPT(S) \$510.70

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\Plus1\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product
 Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corap
 oint.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

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

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

spoke with toby, svc mgr, who states cust wife authorized repair and veh 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 \$162.68 Labor (5 Hrs) \$325.00
8% Tax \$13.02
Supplies \$10.00
Total: \$510.70

kmeszaros/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 leonard chevy and they tell him veh doesnot qualify under steering lock recall. Crm advsd cust she would research and contacted dlr. Crm spoke to toby hill, svc advar, who states bill 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 advsd 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 advsd 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 advsd cust she would research and contact him back. Crm left fyi for avm and will await his response. crm gave cust file number and will follow up with him; 0; 389734367

2002-05-09

crm contacted cust and got secretary. crm left msg advsg her that crm is still researching and will follow up with cust tomorrow afternoon. kmeszaros/cac/tpa; 0;
389819296
2002-05-10

CUST STATES THAT HE IS WAITING 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 HEARD 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
2002-05-10

SVC MGR BILL PINEGAR CALLED TO UPDATE WHAT IS HAPPENING WITH THIS CASE. BILL IS GOING TO GO AHEAD 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 DAN PASLIN. 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 CUST IS SATIS. CRM FORWARDING BACK TO WORKING CRM: MESZAROK. KRISTIAN BURCH 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 apologized, advsg cust we usually hear back from regional mgr now and that we have to work after the fact if dlr does not assist. cust understood. closing file satisfied. kmeszaros/cac/tpa; 0; 389909744

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

VEHICLE 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:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:

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

LEASE • BUY-BACK: 0
 WRP:

VEHICLE DRIVEABLE:
 BRC WARRANTY DATE:
 NADA: 0
 SALES TAX:

DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:

BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:

LOCATION:

ADDRESS: ,
 CITY/STATE: ,
 PHONE NUMBER:

SEATING POSITION:
 TYPE OF INJURY:
 TREATED:

RESTRAINT:
 IF SO, WHERE:

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

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

DATE:
 * BUSINESS: 0
 DATE OF ACCIDENT:
 DATE OF PURCHASE/LEASE:
 PURCHASE/LEASE AS:

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

NAME:
 COMPANY:
 ADDRESS:

CONTACT NUMBER: 1
 CONTACT TYPE:
 CONTACT PHONE:

GM RESTRICTED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6261598	VIN Number:	1G1YY22G0V5109286
Date Opened:	2/19/2003	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:	B06223	Mileage:	48000
Address:	FRIENDLY CHEVROLET ESCALON	State:	GA
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 B2587 B2582.

TAC RECOMMENDATION -

TAC ADVISED DEALER NOT TO TOUCH VEHICLE AND TO IMMEDIATELY FILE A PRODUCT REPORT AS PER CHS20030001.

TAC ADVISED DEALER OF BULLETIN # 02-00-88-002A WHICH OUTLINES THE

EA02-031 / 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 BQM DAVE
PEACY VIA LOTUS NOTE THIS DATE.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

PORT JEFFERSON

NY

HOME PHONE:

CASE NUMBER: 01617940

VIN: 1G1YY22G0W5107796

MODEL YEAR: 1998

DATE OPENED: 2000-09-19

SERIES: CORVETTE COUPE

DATE CLOSED: 2000-09-20

MILEAGE: 15000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: WILLIAMS CHEVROLET INC

BRC PARENT:

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

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

steering column

steering locked up

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

cust states wife wa driving veh 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 lease veh. cust states he has three months lease left cust states he wants out of lease. crm advises cust that veh has to taken to dealer three times for same repair attempts. crm contacted dealer and spoke with kirk service mgr. dealer had not looked at veh yet.... crm asked kirk to make his avm aware of the situation kirk agreed. crm relays message to cust..... claudetta huggins/austin, texas; 0; 338224861
2000-09-20

cust states that it is unacceptable that gm is not providing cust w/ a loaner veh 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 gm. 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; 0; 338340235

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

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

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****AIR INFORMATION*****

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

GLENDALE, PA

CASE NUMBER: 05016977 VIN: 1G1YY22G0WS111489
MODEL YEAR: 1998
DATE OPENED: 2001-07-23 SERIES: UNKNOWN
DATE CLOSED: 2001-07-30 MILEAGE: 46300
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TOM HENRY CHEVROLET INC
BRC PARENT: DEALER ADDRESS: RTE 8, BAKERSTOWN, PA, 15007, USA

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

M41 Steering Column/Lock/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 Customer's Expectation
- *Using delivery date, establish if vehicle is within any warranty coverage
- *Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumer's responsibility)
- *Review Specific Solutions ([SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/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.htm>])
(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 car anymore / repurchase" ([Vehicle Repurchase Link
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>])

Vehicle repair request - Repair not done

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

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 veh in not covered. CUST seeks the repair to be covered under the campaign. CRM advised CUST that further research will need to be done. CRM set a call back with the CUST for Wed 7-25-01 @ 1:00pm PT. CRM then contacted the SVC MGR/Cory who stated that the repair that needs to be done is the same repair 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 repair has been completed and the CUST paid for it, SVC MGR stated that he wants to seek reimb for the CUST but still needs AVM approval. CRM contacted the CUST and apologized 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
2001-07-30

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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:
STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CASE NUMBER: 06677776 VIN: 1G1YY22G0X5101529
 DATE OPENED: 04/09/02 MODEL YEAR: 1999
 DATE CLOSED: 04/09/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: PA
 BUS. PHONE: [REDACTED]

G E N E R A L M O T O R S C O R P O R A T I O N
 C H E V R O L E T D I V I S I O N
 G M R E S T R I C T E D

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] WALLINGFORD PA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06677776 VIN: 1G1YY22G0X5101529
 MODEL YEAR: 1999
 DATE OPENED: 2002-04-09 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-04-09 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: ROTHEROCK CHEVROLET INC
 SRC PARENT: DEALER ADDRESS: 780 BALTIMORE PIKE, SPRINGFIELD, PA, 19064, USA

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

A01 Open Campaign Other
 1 REPAIR ATTEMPT(S) #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 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/CWC/SolutionsByComponentCode_Cora
 point.html]]
 - * Validate with dealership if necessary
 - * Coordinate with dealership to compare with another vehicle if necessary
 - * Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

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

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

WHITE 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 MALFUNCTIONED DUE TO SOME DESIGN DEFECT. CUST STS NOW HE MUST BE INCONVENIENCED 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
2002-04-09

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/CARS/TPA; 0; 387216809
2002-04-09

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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

VEHICLE 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 VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:

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

ROAD TEST RESULT:
UP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

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:
OTHER:
FINCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

INTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

PURCHASE/LEASE AS:

RESOLUTION SOUGHT:

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

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 01911671 VIN: 1G1YY22G0X5104155
MODEL YEAR: 1999
DATE OPENED: 2000-10-16 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-01-04 MILEAGE: 31000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: TOM JUMPER CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7200 ROSWELL RD., SANDY SPRINGS, GA, 30328, USA

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

N01 Steering General Inoperative
5 REPAIR ATTEMPT(S) column locks

N01 Electrical General Other
5 REPAIR ATTEMPT(S) engine stalls

N02 Battery Other
1 REPAIR ATTEMPT(S) short out

Steering locks up and vehicle dies

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

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 action
CRM has scheduled to call cust Tuesday October 17 on cell [REDACTED]
Katey Maas-Hunsaker/Portland, O; 340556686
2000-10-16

Cust recalled very concerned that CAC was not concerned, CRM explained we were concerned and current CRM would take control of case, cust has had several instances where veh column locked up and ignition quit on veh, resulting in no steering, loss of brakes and all engine power. This day it happened in 4 lanes of freeway traffic.
Cust seeks repair or way out of veh and feeling of safety while driving.
CRM called dlr (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, CRM advised dlr would call again Tues AM to get info, CRM recalled cust to let her know dlr would call her and to have her call dlr to explain what exactly happened. cust agreed took case number and agreed to wait for CAC call 10/17/2000-----jack
ahrndt/pdx, O; 340565889
2000-10-18

CUST CALLED BACK AND REQUESTED TO SPEAK WITH JACK ART WHO WAS HANDLING HER EARLIER. CRM ADV
ST OF SITUATION OF DIRECT EXTENSIONS AND THAT PREVIOUS CRM WILL BE CONTACTED THROUGH OUR
ALARM SYSTEM. CRM RHEA PHILLIPS/ATX, O; 340753074
2000-10-18

CRM called dlr, veh repaired, steering lock motor replaced,
CRM called cust to advise veh ready for pick-up, cust voiced apprehension to do same, she is
afraid of veh again, asked about possible new veh 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
2000-10-19

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 NOTES 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 PEPPERLY...STATES HE WILL CONTACT AS WELL...STATES AVM IS ON VACATION THIS WEEK SO IT WILL BE NEXT WEEK BEFORE CRM GETS A RESPONSE....CRM ASKED IF HE WANTED 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 FOLLOW 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 PEPPERLY....CRM JANIE WILSON MATHIS/TX; 0; 340813667
2000-10-19

CUST SEEKING REPURCHASE....CRM JANIE WILSON MATHIS/TX; 0; 340813828
2000-10-19

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

crm called cust, crm jack ahrndt did not mention AVM to cust, dlr stated GM Manager to her and stated that due to her apprehension about veh he would talk to him regarding repurchase or other solution to steering column concern-----jack ahrndt/pdx; 0; 340915469
2000-10-23

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

crm called Tom jumper Chev, and spoke to Billy, (Quinton at Dentist) Billy states veh in again w/common Corvette problem, Billy states that AVM is coming to dlr today and he will speak to him regarding cust veh, 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 Pepperly, regarding Repurchase, or another satisfactory solution for this cust, cust feels veh is very dangerous, and life or injury threatening-----jack ahrndt/pdx; 0; 341171734
2000-10-23

*****NOTE TO NEXT CRM*****
please notify AHRNDTJ 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 SHE WOULD LIKE TO SPEAK TO PREVIOUS CRM. CRM WILL SEND ALARM. CUST ACKNOWLEDGED. MARGARET BLANCO/ATX; 0; 341178438
2000-10-24

crm called dlr spoke to svc mgr Quinton, svc mgr states Battery had a short in it, and dlr replaced it, it was just a coincidence that this happened, svc mgr has spoken to AVM and is awaiting decision at this time,,,,,svc mgr assures me veh is ok, crm tocall cust.-----
---jack ahrndt/pdx; 0; 341257753
2000-10-24

cust called cust at work [REDACTED] advised of situation, explained that crm believes concern has been addressed, advised that svc mgr at dlr has called AVM and is making a

decision after reviewing case, cust still VERY APREHENSIVE 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
2000-10-24

crm recd return call from the avm. stts that would be at the dlr today 10/24/00 to inspect the veh and repair hist and assist the cust if any way possible.
crm fwded back to crm working file.
stephen schwausch-cars austin; 0; 341276898
2000-10-24

CRM called AVM left msg for Dave Pefferly/ 404082\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

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

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 VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:

PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GM RESTRICTED

377545

CASE NUMBER: 04438425 VIN: 1G1YY22G0X5108514
 DATE OPENED: 06/05/01 MODEL YEAR: 99
 DATE CLOSED: 09/12/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 57793
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] SEMI VALLEY CA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04438425 VIN: 1G1YY22G0X5108514
 MODEL YEAR: 1999
 DATE OPENED: 2001-06-05 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-09-12 MILEAGE: 57793
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: WM L MORRIS-SIMI
 BRC PARENT: DEALER ADDRESS: 1001 COCHRAN ST., SIMI VALLEY, CA, 93065, USA

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

M41 Steering Column/Lock/Attaching Parts Other
 2 REPAIR ATTEMPT(S) LOCKS UP

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 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

C:\Progra-1\Plus1\Micros-1\Iexplore.exe

http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3_1.pdf]

Final Repair Attempt

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

CUST STATES THAT CHEVROLET HAS COVERED THE COST OF REPAIRING HIS VEH W/ THE ISSUE OF THE STEERING WHEEL LOCKING UP WHILE DRIVING. STATES THAT HE HAS SPOKEN W/ A LINNA LANDRY

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

377545

PREVIOUSLY BUT FOR SOME REASON MS. LANDRY IS NOW NOT CONTACTING THE CUST BACK. (LINNA LANDRY 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 CREATED THE CUST A CSR REQUEST AND WILL RESEARCH THIS AND CALL CUST NO LATER THAN 3PM PST ON 6-6 AT HIS WORK NUMBER OR [REDACTED]
CRM DEANNA BOURDONNY/PDX/CAC; 0; 360624649
2001-06-05

CRM TRIED TO REACH THE SVC MGR BUT HE IS AT LUNCH. WILL BE BACK AT APPROX 1:30 PM PST. CRM TO CALL BACK AT THAT TIME.
CRM DEANNA BOURDONNY/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 SEEKING 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 DEANNA BOURDONNY/PDX/CAC; 0; 360629208
2001-06-07

CUST STATES TE DLR CONTACTED HIM AND ADVISED HIM THAT HE MUST PICK UP HIS VEH TODAY OR BE CHARGED STORAGE FEES 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

CRM CALLED CUST AND LEFT VM THAT CRM DID CALL AND LEAVE MSG FOR THE CAM TO CALL THE CUST. CRM SUGGESTED CUST GO AHEAD AND GET HIS VEH 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 9AMPST.
CRM DEANNA BOURDONNY/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.
NEXT CRM: when cust calls please document then send me a quick msg. thank you.
crm deanna bourdonny/pdx/cac; 0; 361129056
2001-06-11

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 GM 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 & why should he pay for future repairs? CRM advised that prev crm, Deanna Bourdonny, plans to follow-up w/cust concerns & CRM will send a quick msg to prev 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.

ANDRA CHRISTENSEN/CARS/PDX; 0; 362015758
2001-06-25

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

377545

CRM CALLED ON BEHALF OF CUST. CRM UNABLE TO PROVIDE DLX 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 PERREQUEST FOR CAM FOLLOW UP PERHAPS SECOND AVM ATTEMPT.

RACHEL FREEMAN/ATX/CAC; 0; 362352352

2001-07-27

CUST CALLED IN AND STATES HE RCV'D A CALL FROM A REP. REGARDING 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 INFORMATION 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; 365133581

2001-07-27

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 CAVITT/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; 365476533

2001-08-03

CRM CALLED CUST L/M ON VM FOR CUST TO CALL IN..*****NEXT REP***** PLEASE INFORM CUST THAT AT THIS TIME THERE IS NO WRITTEN GUARANTEE THAT GM CAN PROVIDE THAT THIS CONCERN FOR THE STEERING COLUMN WILL NOT EVER HAPPEN AGAIN. THE COMPONANT IS COVERED 12/12. COLLETTE CAVITT/CAC/PDX; 0; 365735080

2001-09-12

CUST STATES HE IS CALLING TO FOLLOW UP ON HIS CASE SINCE HE HASNT RECVD A CALL.

CRM ADVSD THE LAST CRM ATTEMPTED AND WASNT ABLE TO REACH HIM/

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

CRM APOLOGIZED AND ADVSD CUST OF LAST NOTES IN FILE.

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

CRM ADVSD IF THE SAME PARTS USED THAT THE DLXREP SHOULD REVIEW FOR REIM ON THAT.

CUST THANKED AND JSUT WANTED TO FOLLOW UP.

TRISHCHAMBERS/PDX/CAC; 0; 369195460

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

DRIVER DESCRIPTION:

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

377545

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:

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:

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

SOURCE:

TRANSACTION:

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:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MERP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

IMAGE:

SER:

BRANCH:

NAME:

ACCOUNT NUMBER:

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

377545

INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

Y: CHEVROLET CASE 990521125 TYPE: G-GENERAL
RE: WATSON CHEVROLET, INC.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: TUCSON STATE: AZ ZIP: [REDACTED]
VIN: 1G1YY22G0X5111753 DELIVERY DATE: [REDACTED]
RESP DEALER: 00000
MILEAGE: 8000 CORPORATE CASE #:
YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 09/24/1999 ORIG OPEN DATE: 09/24/1999
REOPENED: N
LAST ACTIVITY DATE: 10/01/1999 BY: WILLIAM LEE
CLOSE DATE: 10/01/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
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: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: Y
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

NO DATE:
CUSTOMER SATISFACTION: D.
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 09/24/1999
DEALER CLOSED : 09/24/1999

DEALER NUMBER: 39330
NAME: WATSON CHEVROLET, INC.
CITY: TUCSON ST: AZ

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		STEERING LOCKED DURING DRIVING VEHICLE

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE
CASE CLOSED BY SYSTEM

ENTERED DATE/TIME: 10/01/1999 00:00:01

GM 1241

GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X 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

No Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME:

COMPANY:

ADDRESS:

CITY: TUCSON

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: AZ

HOME PHONE:

EXTENSION:

DATE:

DATE:

ZIP:

Injured Parties

No Injured Party Data available for this case.
Repurchase

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:

WOODSTOCK

GA

HOME PHONE:

CASE NUMBER: 03360242 VIN: 1G1YY22G0K5127287
DATE OPENED: 2001-03-02 MODEL YEAR: 1999
DATE CLOSED: 2001-03-13 SERIES: CORVETTE COUPE
SOURCE: Phone MILEAGE: 25000
BRC TYPE: DELIVERY DATE:
BRC PARENT: DEALER NAME: NORTHPOINT CHEVROLET INC
DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) steering column locked-up for the 3rd time

STEERING COLUMN LOCKED

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

Cust states that he works at this GM dealership. Cust states that he was leaving work on Saturday, and while backing out...the steering column locked up. Cust states that this has happen to him twice before, and is scared 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 mgr for further info on the vehicle. Crm to call cust back on 3/6/2001 Tuesday.
JMitchell // ATK // 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 // ATK // CARS; 0; 353376305

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

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

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

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

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

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

GM RESTRICTED

373206

CASE NUMBER: 05045098 VIN: 1G1YY22G0Y5108787
 DATE OPENED: 07/24/01 MODEL YEAR: 00
 DATE CLOSED: 08/16/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 14000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CARMEL, IN [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05045098 VIN: 1G1YY22G0Y5108787
 DATE OPENED: 2001-07-24 MODEL YEAR: 2000
 DATE CLOSED: 2001-08-16 SERIES: CORVETTE COUPE
 SOURCE: Phone MILEAGE: 14000
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: DEALER NAME:
 DEALER ADDRESS:

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

M01 Steering General	Inoperative
1 REPAIR ATTEMPT(S)	STEERING LOCKED UP
T19 Campaign Correction Required	Customer Satisfaction
0 REPAIR ATTEMPT(S)	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 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\Iexplore.exe
<http://carsweb/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

Vehicle operation or design

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

373206

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

CUST STS STEERING COLUMN LOCKED UP WHILE DRIVING IN A PARKING LOT CUST STS SHE STOPPED VEH THEN STARTED IT AGAIN PUT IN DRIVE AND REVERSE PUSHED ACCELERATOR AND VEH DROVE. CUST STS WAS ADVSD THIS IS IMPOSSIBLE. CUST STS VEH WAS TAKEN TO DLR AND REPAIRED AND NOW HAS VEH BACK. CUST SEEKS SOME ANSWERS ON WHY THIS HAPPENED AND HOW IT HAPPENED. CRM ADVSD NOT TECHNICAL AND CANNOT ANSWER THAT QUESTION. CUST STS WILL BE TAKING TO MEDIA. ANJEL MATHEWS/CAC/PDX; 0; 364869799
2001-07-24

CRM 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. SVC MGR STS ASST SVC MGR CHAD LOWE WAS IN OFFICE DURING THIS CONVERSATION AND IF NEED TO SPEEK W/ HIM CALL SVC MGR DIRECT 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 MATHEWS/CAC/PDX; 0; 364870680
2001-07-24

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

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 MATHEWS/CAC/PDX; 0; 364949675
2001-07-25

CRM SPOKE 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 MATHEWS/CAC/PDX; 0; 365744533
2001-08-04

FORWARDING FILE BACK TO CRM MATHEWSA. 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 DLRS PERFORMED CAMPAIGN & VEH IS FIXED. IS THIS THE 200144 CAMPAIGN THAT WAS PERFORMED? IF SO, THEN THE VEH HAS BEEN TREATED AS THE CAMPAIGN NOTICE TO CUSTS STATES & THE CAMPAIGN WAS CAREFULLY EXPLAINED TO THE CUST & DLR ASSURED CUST VEH IS FIXED, THERE IS NO NEED FOR BBB LETTER. CRM SHOULD REVIEW FILE & NOTE IF THIS CAMPAIGN WAS EXPLAINED TO CUST. MICHAEL LONG/TM/PDX/CAC.; 0; 365799809

GM RESTRICTED

373206

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 coloumn lock cust sta 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 advsd her it should not start w/ steering coloumn locked cust is dissat w/ that crm 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. FORWARDING FILE TO MATHEWBA TO CLOSE DISSAT. MICHAEL LONG/TM/PDX/CAC.; 0; 366845807
2001-08-16

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

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

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 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:

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

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

373206

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

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	ERC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

INTERNAL CASE NUMBER:	DATE:
FILE NAMES:	
BUSINESS:	% BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:

GM RESTRICTED

373206

DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

SUN PRAIRIE

WI

HOME PHONE:

CASE NUMBER: 05703859 VIN: 1G1YY22G0Y5110670
MODEL YEAR: 2000
DATE OPENED: 2001-10-17 SERIES: UNKNOWN
DATE CLOSED: 2001-11-12 MILEAGE: 12763
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JON LANCASTER INC
BRC PARENT: DEALER ADDRESS: 3501 LANCASTER DR., MADISON, WI, 53718, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) SURVEY

M02 Steering Linkage/Component Parts Broken
1 REPAIR ATTEMPT(S) BEARING BROKEN BY DLR

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) SMART CARE 12/12 LOF-TIRE

5 CAC Resolved With Goodwill CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S) SMART CARE LOF 12/12

803 Comeback Workmanship Customer Satisfaction
1 REPAIR ATTEMPT(S) REP LOW STR CLMN LCK BRG

CSI REPLY - 01 - SAFETY

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

CSI REPLY. SURVEY SCANNED. MSX-VIN FILE. CUST. STATED THAT THE VEH. HAD STEERING AND IGNITION CONCERNS. CUST. SEEKS A RESOLUTION. CRM ADVISED/LEFT THE REQUEST FILE NUMBER AND CAC 800 NUMBER W/THE 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 WHEN HE WAS DRIVING THE VEH OUT HE WAS MAKING A LEFT TURN AND THE VEH KEPT GOING LEFT SO HE TURNED THE VEH BACK AROUND TO GO BACK TO THE DLR AND EACH TIME HE MADE A TURN THE VEH KEPT TURNING IN THAT DIRECTION. CUST SKS 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 BEEN REPAIRED AND THAT HE JUST WANTED FOR GM TO KNOW ABOUT THIS CONCERN. CRM WILL RESEARCH FILE FOR GOODWILL OPPORTUNITIES.; 0; 372209973
2001-10-22

4 CONTACTED THE DLR AND SPOKE TO THE SVC ADV NEAL MERCHANT WHO STS THAT HE WAS THE ONE HANDLING THE CUST CONCERNS ON THAT DAY AND HE REMEMBERS VERY WELL WHAT TRANSPIRED W/ THE REPAIRS. SVC ADV NEAL STS THAT THE CUST HAD THE RECALL PERFORMED 01044 FOR THE ELECTRONIC STEERING COLUMN LOCK AND WHILE THEY WERE REPAIRING HIS VEH THEY DAMAGED THE LOWER STEERING COLUMN LOCK BEARING IN WHICH THEY HAD TO REPLACE AFTER THE CUST PICKED THE VEH UP AND ALMOST WRECKED 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 DLR

BEING NEGLIGENT W/ THE REPAIR THAT 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 FROM THEIR DLR AND THE CUST HAD ONLY BEEN IN ONE TIME SINCE HIS PURCHASE ON 11/15/00 JUST FOR THE CAMPAIGN BUT THE CUST DID MAKE IT KNOWN BEFORE LEAVING THE DLR THAT THIS WOULD BE HIS FIRST 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 SVC VISIT WAS NOT GOOD. CRM WOULD LIKE TO OFFER THE CUST A GMPP SMARTCARE FOR 12/12 FROM THE CURRENT MILEAGE 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 THEN WE ARRIVED HE WAS INCONVENIENCED BECAUSE HE ALMOST WRECKED THE VEH DUE TO DLR NEGLIGENCE OF NOT REPAIRING THE VEH PROPERLY. CUST WAS TOTALLY INCONVENIENCED AND HAS EXPRESSED DISSATISFACTION W/ THE DLR SERVICE PROVIDED AND HAS ALSO MADE THE STATEMENT THAT HE WOULD NEVER TAKE THE VEH TO THAT DLR AGAIN. CRM 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
2001-10-24

IT IS CORRECT. CRM ADV WIFE TO HAVE [REDACTED] CALL IN W/ ACCEPTANCE OF THE OFFER SO THAT WE COULD START PROCESSING THIS CLAIM. ***** NEXT CRM IF CUST CALLS IN PLEASE ADV OF OFFER FOR THE GMPP SMARTCARE FROM CURRENT MILEAGE AND TIME FOR 12/12. PLEASE ADV CUST THAT HE DOESN'T HAVE TO GET THE MAINTENANCE PERFORMED AT THE DLR THAT HE IS DISSATISFIED W/ BUT HE HAS TO GET THE MAINTENANCE DONE AT A CHEVROLET DLR. PLEASE FORWARD FILE BACK TO ME WHEN CUST ACCEPTS.
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 LIAISON 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 FEEDBACK TO SUBMITTING LIAISON/
JOHNSON/LIAISON/ATX; 0; 373230717
2001-10-31

SHERRY

Processed Final Approval.....Closing Request Satisfied.....Goodwill Liaison*/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; 0; 373492985

2001-11-02

LETTER APPROVED/PERCY EDWARDS/AUSTIN/LIAISON.; 0; 373581989
01-11-08

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

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

IS 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: 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:

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

SOURCE: TRANSACTION:
QUEST TYPE:
REPURCHASE REASON:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

About Your Service Consultant/Advisor - Continued

2. How satisfied were you with the explanation you were given of all services performed?.....
18. Overall, how satisfied were you with your Service Consultant?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
 - The ease of getting your vehicle?.....
 - The condition in which it was returned?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

12. Were ALL of your service concerns corrected on this service visit?
- IF NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
 - ☒ Work performed did not correct the problem
 - ☐ Service Department could not duplicate problem
 - ☐ Service Department was too busy
 - ☐ Parts not available
 - ☐ I declined repair
 - ☐ Other (please specify) _____
 - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?..
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Yes	No			
Yes	No	Don't Know/Not Sure		

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Joe Lammeterlee?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 2000 Corvette?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Do you have any comments/suggestions about your:
- Dealership: *Great for service, cars, people - service person, honest, helpful - could have been better to send better value to dealer, after this is done, they are going to be a lot better.*

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☒ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-322-1000

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10042, TOLEDO, OH 43686-0042

01089

November 2, 2001

[REDACTED]
Sun Prairie, WI [REDACTED]

Request: C05703859

Dear [REDACTED]

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 Manager

RS0011-A/pmc

GMPP REQUEST FOR PROCESSING

Motor Insurance Corporation
National Mechanical Service Center
P.O. Box 8854
Chicago, IL 60680-8854

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: [REDACTED]

Request Number: CD5703859

Personal Use: ☒ Commercial Use: ☐

Reason for offering GMPP: concerns w/ dirshp come back workmanship - steering component parts broken by dlr.

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN: 1G14Y2290Y51101670

Year: 2000 In-Service Date: 11/15/99 Mileage: 12,763

Division Dealer Code Information: (Circle one below)

Pontiac - 2-89101

GMC Truck - 8-81784

Oldsmobile - 2-89001

Buick - 4-89001

Chevrolet - 1-70011

Cadillac - 8-89000

Medium Duty Truck - 8-81786

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:

CFM (decision maker):

Calandra Lockett

Plan Selection:

SmartCare 12/12,000

Team Manager/Supervisor:

Mary Mays

Date:

11/1/01

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

GRAND JUNCTION
CO

HOME PHONE:

CASE NUMBER: 05378517 VIN: 1G1YY22G0Y5111074
MODEL YEAR: 2000
DATE OPENED: 2001-08-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-10-10 MILEAGE: 9000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TWO RIVERS CHEVROLET
BRC PARENT: DEALER ADDRESS: 130 CENTER DR., GLENWOOD SPRINGS, CO, 81601, USA

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

809 Discourteous Treatment
0 REPAIR ATTEMPT(S)

Customer Satisfaction
JOHN ELWAY CHEVROLET

A01 Open Campaign
1 REPAIR ATTEMPT(S)

Customer Satisfaction
01044

S86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)

CAC Resolved With Goodwill
maintenance letter for cust inconvenience

Steering Column/Lock/Attaching Parts
REPAIR ATTEMPT(S)

Inoperative
looks up while driving

T44 Maintenance Certificate (Oil Change)
0 REPAIR ATTEMPT(S)

Customer Satisfaction
75.00 maintenance letter

NO SOLUTION FOUND

NO SOLUTION FOUND

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

CUST SEEKS TO EXPRESS HER CONCERN IN REGARD TO HER 2000 CHEVROLET CORVETTE 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 MONTH PRIOR TO APPOINTMENT DATE. CUST STS THAT SHE INFORMED 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 HERSELF 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 NECESSARY TO COMPLETE THE REPAIR. CUST STS THAT SHE WAS NOT GIVEN AN APOLOGY OR ANY OTHER TYPE OF ASSISTANCE FROM DLR. CUST STS THAT SHE DID PURCHASE THE VEH FROM THIS 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 FORWARD.; 0; 367354589
2001-08-22

BUSINESS CASE FOR CONSIDERING GOODWILL IN THE FORM OF A \$100.00 MAINT
CERTIFICATE.....1..... CUST WAS TERRIBLY INCONVENIENCED.....2..... CUST DROVE 4 1/2 HOURS
A SCHEDULED APPT MADE 1 MONTH PRIOR.....3..... DLR HAD OPPORTUNITY TO INFORM CUST THAT
THEY DID NOT HAVE THE PART.....4..... CUST HAS LOST FAITH IN GM THROUGH PAST EXPERIENCES
AT DLR'S BUT HAS CONTINUED TO PURCHASE GM PRODUCTS.....5..... CUST STS THAT NO
COMPENSATION WAS OFFERED OR GIVEN BY DLR.....6..... CUST STS THAT SHE WILL NOT BUY
ANOTHER GM VEH IF DLR'S KEEP TREATING HER THIS WAY.....7..... CRM BELIEVES THAT MAINT
CERT... WILL HELP RESTORE CUST FAITH AND VALUE INTO GM.....8..... CUST IS LOYAL AND HAS

PURCHASED TWO NEW VEH'S WITHIN TWO YEARS....NO FURTHER ACTION TAKEN. DEVIN
BAILEY/CAC/CARS/ATX; 0; 367354917

2001-08-22

TM reviewed file and feels CRM needs to contact dlr 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 PERFORMED. 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 INCONVENIENCED BY THE DRIVE SHE MADE TO HAVE THE REPAIR DONE AND
WAS INCONVENIENCED EVEN MORE BECAUSE THE REPAIR WAS NOT MADE. RICHARD STS THAT HE BELIEVES
CUST DESERVES SOME TYPE OF GOODWILL FOR HER INCONVIENCE DUE 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
2001-08-23

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 WILL 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/ATX/TIER2; 0; 367529219
2001-08-30

Liaison reviewed request for a maint letter in the amount of \$75.00 and will submit to the
queue for approval. Alan Stephenson/Goodwill Liaison/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 SUBMIT 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 WAS MAILED ON 9-6-01. PERCY EDWARDS/AUSTIN/LIAISON.;
0; 369092660

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

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

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

COUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: 1 BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

September 5, 2001

[REDACTED]
Grand Junction, CO [REDACTED]

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

RS0022-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 Z7410, 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	VIN Number:	1G1YY22G0Y5118347
Date Opened:	7/12/2000	Model Year:	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 DRIVE

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1———

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

GM RESTRICTED

348787

CASE NUMBER: 01361340 VIN: 1G1YY22G115101191
 DATE OPENED: 08/24/00 MODEL YEAR: 01
 DATE CLOSED: 10/25/00 SERIES: NOT FOUND
 SOURCE: MILEAGE: 43000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 01361340 VIN: 1G1YY22G115101191
 DATE OPENED: 2000-08-24 MODEL YEAR: 2001
 DATE CLOSED: 2000-10-25 SERIES: NOT FOUND
 SOURCE: Phone MILEAGE: 43000
 SRC TYPE: DELIVERY DATE:
 SRC PARENT: DEALER NAME: BILL HEARD CHEVROLET COMPANY
 DEALER ADDRESS: 3615 MANCHESTER EKVY, COLUMBUS, GA, 31909, USA

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

H72 EBC Module/Harness/Connectors	Inoperative
1 REPAIR ATTEMPT(S)	STATES THE FRONT END OF THE VEHICLE
LOCKED UP ON HIM	
T58 Retention Certificate/Owner Loyalty	Customer Satisfaction
0 REPAIR ATTEMPT(S)	CRM OFFERED CUSTOMER A \$1,500.00 OLC
M01 Steering General	Other
0 REPAIR ATTEMPT(S)	CUST STATES COLUMN LOCK FAILURE

VEH LOCKED UP

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

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 ROADSIDE 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 LOGANVILLE, 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 OPTION TO DO THAT IF YOU FEEL IT IS NECESSARY. ****DETREA WASHINGTON/ATX/CARS****, 0;
 5982171
 2000-08-24

GM RESTRICTED

348787

CUSTOMER 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...

CRM 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 CUSTOMER TO CONTACT HIM REGARDING CONCERN...JOE 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 WANTS 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 REVIEW& SUBMIT...CUSTOMER IS IN THE MARKET TO PURCHASE A NEW VEHICLE.. [REDACTED]
[REDACTED]
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 BACK 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
2000-09-11

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; 338824060

PAMELA

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

GM RESTRICTED

348787

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:

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:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

PURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

GM RESTRICTED

348787

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADDITIONAL INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



Customer Assistance Center

09-29-00P06:04 RCVD

September 11, 2000

[REDACTED]
Riverdale, GA [REDACTED]

RE: CARS01361340

Dear [REDACTED]

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



General Motors Loyalty Certificate

Issued by:
Chevrolet

Certificate No. CARS01361340

Issue Date: August 31, 2000

Issued exclusively for:

Rivardale, GA

Valid through: August 31, 2001

Amount: One Thousand Five Hundred Dollars and no Cents
****\$1,500.00****

Valid only when an eligible new model GM vehicle is purchased. (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 facsimiles are not valid. Only one certificate can be redeemed per new vehicle purchased. NONTRANSFERABLE.

Darwin Wright

General Motors Authorized Signature

Customer Signature _____ Date _____

New Vehicle Identification Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Delivery Date

--	--	--	--	--

Dealer Acknowledgement:

Dealership Name _____ Dealer Code

--	--	--	--

Dealer Signature _____ Date _____

Issued by:
Chevrolet

Certificate No. CAR801361340

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

[REDACTED]
Riverdale, GA [REDACTED]

RE: CARS01361340

Dear [REDACTED]

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

CASE NO: 2483253 VIN: 1G1YY22G1V5100547
DATE OPENED: 08/04/1997 MODEL YR: 97
DATE CLOSED: 08/08/1997 SERIES: YB
SOURCE: MILEAGE: 006005
DEALER CODE: B09401 STATE: OH
ADDRESS: JACK NATION CHEVROLET WORTHINGTON OH CHEVROLET
HOME PHONE: [REDACTED] BUS. PHONE: EXT:

*** REVISED CASE ***

SYMPTOM ABSTRACT: STRG COL LOCK WHILE DRIVE

RESOLUTION ABSTRACT:

UCC CODE 1: M42

UCC-1 DESCRIPTION: STRG COL TILT/TALE

UCC CODE 2: 899

UCC-2 DESCRIPTION: CENTRAL FILE

UCC CODE 3:

UCC-3 DESCRIPTION:

YB/ 97YB

ENG: 5.7 LSI

COMPUTER:

MILEAGE: 006005

ABSTRACT: STRG COL LOCK WHILE DRIVE

CASE #: 02483253

1G1YY22G1V5100547

8/04/97...DLR C/S ESTABLISHED CASE # 2482944...NO LONGER FOUND
IN SYSTEM...DLR STS STEERING COLUMN LOCKED UP WHILE 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...DLR STS HAD MULTIPLE DTCS ALL RELATED TO LOSS OF
COMMUNICATION...DLR STS VEHICLE IS NOW WORKING NORMALLY AND HAS
COLINE APART.

TAM ADV DEALER TO CHECK THE CONNECTION INTEGRITY OF THE CONNECTOR
AT THE STEERING COLUMN LOCK MOTOR 4 PIN CONNECTOR...TAM ADV DLR TO
COMMAND THE MOTOR ON AND OFF W/TECH 2 AND LOOK FOR FEEDBACK AND
MONITOR VOLTAGE DROP...TAM ADV DLR TO INSPECT IGNITION SWITCH
CLOSELY AS THE CONDITION WOULD ALMOST APPEAR AS IF THE IGNITION
KEY WAS TURNED OFF FROM THE STORDED LOSS OF DATA CODES...TAM LEFT
LEFT MESSAGE FOR SONY KILGCO (S) 281-8194...DLR TO ADVISE...REV

8-5-97... [REDACTED] AT DLR C/S...STS UNABLE TO DUPLICATE LOCKED
STEERING COLUMN WITH VEH RUNNING AND IN GEAR...STS HAS USED TECH
2 TO COMMAND STEERING COL LOCK MOTOR ON/OFF AND INT IS LOSING B+
TO C207 FOR LOCK MOTOR...STS HAS VERIFIED NO OPEN OR STG ON CMT
AND FUEL LOSS OF B+ IS THROUGH BCM...NO DTC IN DIC...I
SUGGESTED DLR GO AHEAD AND REPL BCM DUE TO LOSS OF B+...DLR TO
ADVISE...BAP

08/06/97...TAM RETURNED VRU MESSAGE FROM SONY KILGCO...SONY
ADVISES HAVN'T HEARD OF THIS CONDITION BEFORE AND AGREED TO
P/U SCHEDULE THIS AFTERNOON...REV

08/08/97...REC'D C/FROM REK STRUGGLE PLATFORM RELEASE ENGINEER WHO
ADVISES HAS INSPECTED THE VEHICLE A FEW DAYS AGO....TAM
PARTICIPATED IN CONFERENCE C/AT TECH CENTER....ENGINEERS AGREED W/U...BRV

* 08/12/97...RETURNED VRU MESSAGE FROM SONNY KILGO AT THE
CORVETTE ACTION CENTER....SONNY ASKED ABOUT CURRENT STATUS
OF SITUATION AS HE LEARNED VEHICLE HAS BEEN BOUGHT BACK...TAM
ADV SONNY NO RECENT UPDATES SINCE PREVIOUS CONFERENCE C/W REK
STRUGGLE PLATFORM RELEASE ENGINEER. SONNY ADVISED HE WOULD
ATTEMPT TO REACH HIM AND T/U...BRV

CASE NO: 2463253 VIN: 1G1YY22G1V5100547
DATE OPENED: 08/04/1997 MODEL YR: 97
DATE CLOSED: 09/09/1997 SERIES: YB
SOURCE: MILEAGE: 006005
DEALER CODE: B02401
ADDRESS: JACK HAXTON CHEVROLET WORTHINGTON CHEVROLET
HOME PHONE: [REDACTED] BUS. PHONE: EXT:

*** REVISED CASE ***

SYMPTOM ABSTRACT: STEERING COL. LOCK WHILE DRIVE
RESOLUTION ABSTRACT: VEHICLE REPURCHASED
UCC CODE 1: E42
UCC-1 DESCRIPTION: STEERING COL. TILT/TELE
UCC CODE 2: S99
UCC-2 DESCRIPTION: CENTRAL FILE
UCC CODE 3:
UCC-3 DESCRIPTION:

TS/ 97YB CASE #: 02463253
ENG: 5.7 L81
COMPTYPE: 1G1YY22G1V5100547
MILEAGE: 006005
ABSTRACT: STEERING COL. LOCK WHILE DRIVE

08/04/97...DLR C/STS ESTABLISHED CASE # 2462944...NO LONGER FOUND IN SYSTEM....DLR STS STEERING COLUMN LOCKED UP WHILE 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...DLR STS HAD MULTIPLE DTCS ALL RELATED TO LOSS OF COMMUNICATION...DLR STS VEHICLE IS NOW WORKING NORMALLY AND HAS COLUMN REPAIRED.
TAN ADV DEALER TO CHECK THE CONNECTION INTEGRITY OF THE CONNECTOR AT THE STEERING COLUMN LOCK MOTOR 4 PIN CONNECTOR...TAN ADV DLR TO COMMAND THE MOTOR ON AND OFF W/TECH 2 AND LOOK FOR FEEDBACK AND MONITOR VOLTAGE DROP...TAN ADV DLR TO INSPECT IGNITION SWITCH CLOSELY AS THE CONDITION WOULD ALMOST APPEAR AS IF THE IGNITION KEY WAS TURNED OFF FROM THE STORED LOSS OF DATA CODES...TAN LEFT LEFT MESSAGE FOR SONY KILGO (S) 261-8184...DLR TO ADVISE...BRV

8-5-97... [REDACTED] AT DLR C/B....STS UNABLE TO DUPLICATE LOCKED STEERING COLUMN WITH VEH RUNNING AND IN GEAR....STS HAS USED TECH 2 TO COMMAND STEERING COL. LOCK MOTOR ON/OFF AND INT IS LOSING B+ TO C207 FOR LOCK MOTOR....STS HAS VERIFIED NO OPEN OR STG ON CRT AND FUEL LOSS OF B+ IS THROUGH BCM....NO DTC IN DIC....I SUGGESTED DLR GO AHEAD AND REPL BCM DUE TO LOSS OF B+....DLR TO ADVISE...BAP

08/06/97...TAN RETURNED VCU MESSAGE FROM SONY KILGO...SONNY ADVISES HAN'T HEARD OF THIS CONDITION BEFORE AND AGREED TO V/U SOMETIME THIS AFTERNOON...BRV

9/08/97...REC'D C/FROM REX STRUGGLE PLATFORM RELEASE ENGINEER WHO
DIVISION HAS INSPECTED THE VEHICLE A FEW DAYS AGO....TAN
PARTICIPATED IN CONFERENCE C/AT TECH CENTER....ENGINEERS AGREED F/U..BRV
END

* 08/18/97...RETURNED VEU MESSAGE FROM SONNY KILNGO AT THE
CORVETTE ACTION CENTER....SONNY ASKED ABOUT CURRENT STATUS
OF SITUATION AS HE LEARNED VEHICLE HAS BEEN BOUGHT BACK...TAN
ADV SONNY NO RECENT UPDATES SINCE PREVIOUS CONFERENCE C/W REK
STRUGGLE PLATFORM RELEASE ENGINEER. SONNY ADVISED HE WOULD
ATTEMPT TO REACH HIM AND T/U...REV

09/09/97....TA-95 REC'D....VEHICLE REPURCHASED....BRV

300203

CASE NUMBER: 3283400 VIN: 1G1YY22G1V5104517
DATE OPENED: 06/17/99 MODEL YEAR: 97
DATE CLOSED: 01/24/00 SERIES: YB
SOURCE: CHEVROLET MILEAGE: 019100
CUSTOMER: [REDACTED]
ADDRESS: ED RINKE CHEVROLET CCENTER LINE MI
HOME PHONE: [REDACTED] STATE: MI
BUS. PHONE: [REDACTED]

SYMPTOM ABSTRACT---- COLUMN INOPERATIVE INTERMITTENT LOCK STEERING
RESOLUTION ABSTRACT- COLUMN ASSEMBLY, STEERING - R&R

UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 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_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _Y_ (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
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR FI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _Y_ (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 INTERMITTENTLY INACCURATE AND INOP. TECH HAS MONITORED THE 1602, 1601 AND THE 1603 CIRCUITS FOR ANY CONCERNS. TECH HAS ALSO REPLACED THE BCM AND NO THE CONDITION WON'T REPEAT ITSELF BUT THE CUSTOMER HAS ALLEGED IT HAPPEN BEFORE HE LEFT THE PARKING LOT. TECH HAS PERFORMED A BULLETIN SEARCH TO NO AVAIL.....

I ADVISED THE TECH AFTER FOLLOWING THROUGH THE SERVICE MANUAL 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 BEFORE HE DOES THAT. TECH WILL CALL BACK IF ANY FURTHER ASSISTANCE IS NEEDED.....EBC

06/18/1999 08:47:30 [REDACTED] - DEALER (JEFF) STATES THEY HAVE REPLACED THE STEERING WHEEL LOCK MOTOR 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 STEERING COLUMN LOCKED WHILE DRIVING SLOWLY IN PARKING LOTS BOTH TIMES. DEALER AND CUSTOMER A

300203

SATISFIED WITH THE REPAIR SINCE THEY ARE UNABLE TO DUPLICATE THE CONCERN. DEALER STATES THE BCM CONNECTIONS ARE GOOD AND HAS 25 MV ON GROUND 201 AND 202. CUSTOMER NOT COMFORTABLE WITH THE VEHICLE SINCE NO SURE REPAIR HAS BEEN MADE. ADVISED DEALER I WOULD FORWARD TO TEAM LEADER FOR ANY OTHER IDEAS AND CALL HIM BACK.

06/18/1999 11:59:59 MILLER - ADVISED (JEFF) TO CHECK FOR COMMUNICATION WITH ALL MODULES. CHECK THE EBCM FOR WATER INTRUSION AND CORROSION AT THE CONNECTOR. CHECK THE HARNESS OVER THE PCM BRACKET FOR CHAPPING AND CHECK THE GRAY CONNECTOR BEHIND THE BATTERY FOR VERTICAL POSITION AND CORROSION. IF VERTICAL REPOSITION TO HORIZONTAL.

DEALER TO REPORT RESULTS.

06/18/1999 14:40:25 MILLER - DEALER (JEFF) CALLED I AND STATES HE HAS PERFORMED THE PREVIOUSLY REQUESTED CHECKS AND NO CONCERNS WERE FOUND. ADVISED TEAM LEADER AND WILL REPORT BACK TO DEALER WITH THE NEXT STEP.

06/18/1999 16:31:59 MILLER - CALLED DEALER BACK BUT JEFF WAS UNAVAILABLE. LEFT MESSAGE FOR HIM TO CALL.

DEALER NEEDS TO CHECK GROUND 201 AND 202 AT THE RIGHT AND LEFT A PILLARS. DEALER TO PUT A WRUNCH ON EACH GROUND AND IF HE GETS ANY MOVEMENT WHEN TIGHTENING REMOVE BOLTS AND INSTALL STAR WASHERS. DEALER ALSO NEEDS TO PIN DRAG PIN A4 AT THE BCM AND B7 AT THE INSTRUMENT PANEL ELECTRICAL 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 SLEMAN - SPOKE WITH JEFF HORN.

REQUESTED 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: 1997

DATE OPENED: 2001-10-01

SERIES: UNKNOWN

DATE CLOSED: 2001-10-03

MILEAGE: 31000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: COURTESY CHEVROLET-CADILLAC INC

BRC PARENT:

DEALER ADDRESS: 1220 E STONE DR., KINGSPORT, TN, 37660, USA

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

M41 Steering Column/Lock/Attaching Parts

Inoperative

0 REPAIR ATTEMPT(S)

steering column locked while in reverse

T04 General Information

Customer Satisfaction

0 REPAIR ATTEMPT(S)

no open campaigns or special policies at

this time

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customer's 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 Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Correspondent.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

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

cust states while in reverse steering column locked. cust states dlr advised cust that there is a recall on similar veh's but not hers and that they can repair veh with a kit that is used to perform the recall. cust seeks why her veh is not included in campaign. crm advises of campaign 01044 and that her veh is not included and why veh not included. crm advises there are no campaigns or special policies at this time. crm advises of request number. crm advises that there is since veh is out of wty and veh is not included in campaign, then there is nothing chevy can do. cust seeks who lawyer should call to discuss this. crm advises cannot advise what cust tells lawyer. crm advises again that due to veh being out of wty repair cannot be paid for. crm closing file dissatisfied. daniel kincheloe/cac/atx; 0; 370809673

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
DRIVER DESCRIPTION:

DRIVER AGE:

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 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:
WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
TRADE:
TERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

AMOUNT BALANCE:
PAID:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BEC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

375461

CASE NUMBER: 05445406 VIN: 1G1YY22G1W5104356
 DATE OPENED: 09/04/01 MODEL YEAR: 98
 DATE CLOSED: 09/06/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 45000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] EUSTIS, FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05445406 VIN: 1G1YY22G1W5104356
 DATE OPENED: 2001-09-04 MODEL YEAR: 1998
 DATE CLOSED: 2001-09-06 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 45000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: VANN GANNAWAY CHEVROLET INC
 DEALER ADDRESS: 2200 E. HURLEIGH BLVD., EUSTIS, FL, 32726, USA

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

M41 Steering Column/Lock/Attaching Parts Broken
 0 REPAIR ATTEMPT(S) LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owner's manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
<http://carsweb/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

Vehicle operation or design

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

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

375461

● 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 CAMPAIGN AS CUST MISSED BREAKPOINTS BY 2 DIGITS.

CRM CONTACTED DLR @ 352 343 2400 AND SPOKE W/ DAN PODGORSKI 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 ADDTL RESEARCH HAD TO BE DONE AND ALSO ADVISED USUALLY TAKES W/N 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 0638. CRM AGREED AND PROVIDED DIRECT EXT 57688 FOR CONTACT.

CRM LEFT DETAILED MESSAGE FOR AVM RANDY JORDAN REQ CONSIDERATION FOR COVERAGE ON CAMPAIGN # 01044A. CRM WILL AWAIT RESPONSE.

SDAVID/T02/TPA; 0; 368471553
2001-09-04

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. CM ADVISED OF INCENTIVE OFFICE AND CUST REQ TO BE CONNECTED.

CRM CONTACTED AND SPOKE W/ CRM IDA WHO REQ FOR CUST 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 SEND PARAMETERS FOR CUST. ALSO DAN THE SVC MGR IS AWAITING RETURN CALL FROM CUST AS VEH WAS TO BE TOWED OVER TO DLR AND HAS NOT MADE ARRANGEMENTS W/ SVC DEPT.

CRM ALSO RECD VME FROM CUST REQ RETURN CALL.

CRM RETURNED CALL, [REDACTED] HOWEVER NO ANS. MESSAGE STATES NEXTEL SUBSCRIBER NOT AVAIL. CRM ALSO ATTEMPTED VIA LISTED HOME NUM, LEFT MESSAGE FOR RETURN CALL AND ALSO DIRECT EXT 57688.

SDAVID/T-2/TPA; 0; 368569994
2001-09-06

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

375461

RESUMED AGAIN TO PROVIDE CUST W/ INFO RETAINED. CRM WAS CALLING INCORRECT CELL #,
CORRECT [REDACTED] CRM ADVISED CUST OF INFO RETAINED AND ADVISED NO COVERAGE FOR
REPAIRS.

CUST UNDERSTOOD AND THANKED CRM FOR CALLING. CRM WILL CLOSE AS CONCERN RESOLVED.
SDAVID/T-2/TPA; 0; 368650811

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:

GM RESTRICTED

375461

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

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

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 COMP GREENVILLE	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---

06/07/1999 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) SM 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'S, 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 P1629 U1016. AFTER TROUBLE TREE DIAG NO

CONCERN RESOLVED.

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

08/10/1998 14:40:52 CRUMB

- VME CLOSING

MAKE: CHEVROLET CASE 000135922 TYPE: G-GENERAL
NAME: BUDDY HUTCHINSON CHEVROLET, IN
YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: ORANGE PARK STATE: FL ZIP: [REDACTED]
VIN: 1G1YY22G1W5114983 DELIVERY DATE: 01/14/1998
RESP DEALER: 00000
MILEAGE: 37452 CORPORATE CASE #:
YEAR/MODEL: 1998/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 03/23/2000 ORIG OPEN DATE: 03/23/2000
REOPENED: N
LAST ACTIVITY DATE: 03/23/2000 BY: SONYA ALDRICH
CLOSE DATE: 03/23/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
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)
REIMBURSED OWNER:
WARRANTY CODE: O

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOFF:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 03/23/2000
DEALER CLOSED : 03/23/2000

DEALER NUMBER: 26115
NAME: BUDDY HUTCHINSON CHEVROLET, IN
CITY: JACKSONVILLE ST: FL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		STEERING COLUMN LOCK

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. SEEKS TO HAVE CONCERN TAKEN
CARE OF UNDER WARRANTY. CRM SPOKE TO SVM AND THE VEHICLE IS NOT USUALL
Y MAINTAINED AT THIS DEALERSHIP, BUT JUST TAKEN IN FOR WARRANTY WORK,
THEREFORE, THERE MIGHT NOT BE ASSISTANCE OFFERED FROM DEALERSHIP ON CO
NCERN. 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 STEERING COLUMN. VEHICLE IS IN SH
OP NOW AND CUSTOMER IS AWAITING A CALL FROM CRM JORGE AT
[REDACTED] CUSTOMER CAN BE REACHED AT THAT NUMBER UNTIL 1130 AM T
HIS 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
MESSAGE TO MR. GARCIA AND THIS CRM WILL CHECK STATUS OF UPDATE
THIS AFTERNOON. SONYA ALDRICH/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/24/2000 13:46:30
CRM ACTION: CHECKED FILE; PREVIOUS CRM UNABLE TO F/U YET.
CRM CONTACTED 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

GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X 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

Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: ORANGE PARK

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION: [REDACTED]

DATE:

DATE:

Injured Parties

● Injured Party Data available for this case.
● Purchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

●

●