

EA02-031

G M

11-27-03

Attachment 4D

Book 4 of 22

Part 2 of 2

CHEVROLET CASE 000147508 TYPE: G-GENERAL
OWNER: STEVE MOORE, INC.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER:
ADDRESS:

CITY: LOKAHATCHEE
VIN: 1G1YY22G1X5106979
RESP DEALER: 00000
MILEAGE: 26000
YEAR/MODEL: 1999/CORVETTE

STATE: FL ZIP:
DELIVERY DATE: 11/09/1998
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 04/03/2000 ORIG OPEN DATE: 04/03/2000
REOPENED: N
LAST ACTIVITY DATE: 04/07/2000 BY: MARYANN MOSIER
CLOSE DATE: 04/07/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
LETTER 99-05, SEATING SYSTEM & SEAT COMPONENT

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: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00
RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER: (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 04/03/2000
DEALER CLOSED : 04/03/2000

DEALER NUMBER: 26343
NAME: STEVE MOORE, INC.
CITY: BELLE GLADE ST: FL

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
C21	0		DRIVERS SEAT LOCKS AND WONT GO BACK SOMETIMES
C24	0		WANTS PASNGR SEAT CHECKED FOR WEAR
	0		ROOF LEAKS ON DRIVERS SIDE TOWARD FRONT OF W/
	0		ENGINE STALLS
M01	0		STEERING COLUMN LOCK

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/03/2000 09:39:18
CUSTOMER STATES HE BOUGHT THIS VEHICLE NEW AND HE HAS HAD CONCERNS WITH THE VEHICLE SINCE LAST JUNE. CUSTOMER STATES THE VEHICLE HAS SEVERAL CONCERNS THAT NEED TO BE ADDRESSED BEFORE THE WARRANTY RUNS OUT. CONCERNS ARE:

1. STEERING COLUMN LOCKS AND THE VEHICLE DIES
2. ROOF LEAKS ON DRIVERS SIDE BY W/S
3. DRIVERS SEAT IS HARD TO ADJUST AND HE HAS TO FORCE WITH HIS FEET
4. CUSTOMER WANTS FRONT SEAT CHECKED FOR WEAR

CRM CALLED DLR AND THE SVC ADVISOR NOT AVAILABLE SO CRM LEFT MESSAGE AND WILL CALL DLR LATER.

MARYANN MOSIER/AUSTIN

CRM SPOKE TO YOLANDA/SVC ADVISOR AND INFORMED OF ALL THE VEHICLE CONCERNS THE CUSTOMER HAD AND SHE STATED SHE WOULD CHECK THEM OUT. CRM CALLED CUSTOMER AND LEFT VM STATING DLR ADVISED OF ALL CUSTOMER CONCERNS AND THEY WILL TRY TO ADDRESS THEM ALL AND IF CUSTOMER HAD ANY FURTHER CONCERNS HE COULD CALL CAC BACK.

MARYANN MOSIER/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 04/07/2000 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

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]

MOBILE: [REDACTED]

ADDRESS: [REDACTED]

CITY: LOXAHATCHEE

STATE: FL ZIP: [REDACTED]

AGE: 000 [REDACTED]

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION: [REDACTED]

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

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.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 00511130 VIN: 1G1YY22G1X5106979
MODEL YEAR: 1999
DATE OPENED: 2000-06-02 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-07-11 MILEAGE: 29294
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: STEVE MOORE CHEVROLET
BRC PARENT: DEALER ADDRESS:

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

C21 Seat Track/Adjuster/Rail/Anchor Bolts	Other
2 REPAIR ATTEMPT(S)	seat adjuster will not work
M41 Steering Column/Lock/Attaching Parts	Other
3 REPAIR ATTEMPT(S)	steering column locks while driving
N30 Instrument Cluster	Inoperative
1 REPAIR ATTEMPT(S)	do not work

BE ASSIGNED TO LOUISE GENTILE IN LEGAL CORRESPONDENCE, PLEASE DIRECT ALL CALLS TO
1-800-231-1841 x 58150

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

customer filed defect notification stating steering column locks up, seat will not go back
and memory (instrument panel) does not work. crm contacted customer's wife and was advised
steering column lock up at least 3x's. other concerns per warranty information was 1-2
times. crm will contact dealer on tuesday for further information. louise gentile/legal
corres/tampa 58150; 0; 329099981
2000-06-06

crm received vm from customer requesting crm call him back crm tried to reach him at
[redacted] and mobile phone [redacted] left vm on last phone#. louise gentile/legal
corres/tampa 58150; 0; 329164332
2000-06-06

crm spoke to customer and was advised he has had vehicle in shop at least 5x's for steering
column. customer states the seat has been corrected. crm advised sm will be contacted to set
up final repair attempt. will call customer back on thursday after speaking to sm. louise
gentile/legal corres/tampa 58150; 0; 329176150
2000-06-13

crm spoke to sm charles howell. sm states to have customer call and speak to yolanda bateson
about setting up appt. crm spoke to customer and advised. customer will contact ms. bateson
for appointment. crm will call back dealer on monday 6/19 for update. louise gentile/legal
corres/tampa 58150; 0; 329764669
0-06-23

CRM CONTACTED DLRSHP ON BEHALF OF CRM LOUISE GENTILE. CRM SPOKE WITH YOLANDA BATESON. CRM
INQUIRED IF CUST HAS MADE ANOTHER APPOINTMENT TO BRING HIS VEHICLE IN. YOLANDA ADVISE THAT
CUST WAS SUPPOSED TO COME IN LAST WEEK, BUT CANCELLED. YOLANDA ADVISE CUST HAS NOT YET MADE
A FOLLOW UP APPOINTMENT. CRM THANKED AND ADVISE WILL DOCUMENT.
JOHN WILLIS/TAMPA/LEGAL CORR/58908 FOR LOUISE GENTILE/TAMPA/LEGAL CORR/58150.; 0; 330638079

2000-06-26

● contacted customer and was advised he was suppose to bring in vehicle last tuesday but family emergency and had to cancel. customer states he spoke to yolanda at dealer's today and set up and appointment for tomorrow. crm will contact sm on wednesday for update. louise gentile/legal corres/tampa x58150; 0; 330900317
2000-06-29

crm spoke to sm and was advised they replaced a bcm module for the steering and vehicle is working fine now. sm also stated customer has pick up vehicle. crm contacted customer to verify and customer states he has not pickup vehicle and had been advised by yolanda service advisor they were replacing a seat cover he was concerned about. crm called back dealer and left message for sa to call back in order to verify they still have vehicle. will wait for call back. louise gentile/legal corres/tampa x58150; 0; 331165188
2000-06-30

crm contacted yolanda bateson service advisor. sa states vehicle still at dealer's because they had to put another part in it but customer could pick it up this evening. crm called customer and advise crm will call customer on monday to verify vehicle is working ok. louise gentile/legal corres/tampa x58150; 0; 331252809
2000-06-30

customer called and stated his wife went to pick up vehicle but could not drive it home. customer states when she tried to adjust the seat the steering wheel would move in and out. customer states wife had to leave vehicle at dealer's and customer now has decided he does not want the vehicle. customer states he has been having to many concerns with vehicle and does not trust driving it anymore. customer states he also has a leak in the vehicle and the windows don't work right plus some other concerns he has not addressed. crm advised customer avm will need to be contacted to try and resolve concern or see if there is any distance that can be given. crm will leave vm for avm on monday. avm is on vacation this week. louise gentile/legal corres/tampa x58150; 0; 331257569
2000-06-30

crm contacted yolanda service advisor and she stated customer could not take vehicle because the bcm module was not working correctly. sa states they will have to repair it. crm advised sa of customer calling and stating he does not want the vehicle now because of the concern. sa wanted to know what would happen if customer does not pick up vehicle because they have given them a rental vehicle. crm advised her crm will have to contact avm but that customer would most likely have to return rental once vehicle is repaired and if he still does not want vehicle he will need to file with autoline if avm does not want to assist. louise gentile/legal corres/tampa x58150; 0; 331257951
2000-07-03

customer called and stated he would like to know the phone# for arbitration. crm advised him of the phone# in the back of the warranty booklet. customer states he did call that number and they referred him to another number so he was just checking to make sure he had the right one. crm advised customer of avm being on vacation and will not be able to contact him until 7/11. customer stated he spoke to yolanda at dealer's and should have his vehicle back near end of this week. crm will call customer on wednesday 7/12 after speaking to avm. louise gentile/legal corres/tampa x58150; 0; 331497956
2000-07-11

customer has filed with bbb and file is now in adr #00850783 & 00850784, crm left message for avm advising of customer already filing with bbb. louise gentile/legal corres/tampa x58150; 0; 332184857

● *****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

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:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

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:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

REMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

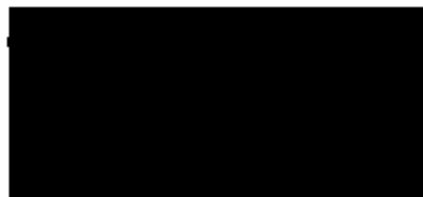
NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
CHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
PAGE 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:



RR 377 817 889 US

Lot A Hatcher FLA



0900

U.S. POSTAGE
LONGVIEW, FL
\$7.58
990515-02



USA

05-31-00P01:44 RCVD

RETURN RECEIPT
REQUESTED

Chevrolet Motor Division
P.O. Box 33170
Detroit MI 48223-5170

0511130

ORIGINAL

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
☒ 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) steering column lock does not
go back + memory does not work when it does not work at all
at time + then say steering column lock does not key out for 10 sec.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.) key again -

Vehicle Make Chevrolet Model Corvette Year 1999
VIN 1G111Y1X1212811X1511016191719 Date of Delivery 11/02/98 (08)
Name and City/State of selling dealer or leasing company (if applicable) Steve Moore Belle Glade, F.

Name and City/State of authorized service agent(s) attempting previous repairs Steve Moore Chev.
5757 Lake Worth Road - Green Acres FLA 33466

Consumer

Address

Laxa Latchae FLA

Home phone

Work phone

Signature

Date Mailed

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/98)

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

ROCKY MOUNT

NC

HOME PHONE:

CASE NUMBER: 04891308 VIN: 1G1YY22G1X5114418
DATE OPENED: 2001-07-12 MODEL YEAR: 1999
DATE CLOSED: 2001-07-16 SERIES: CORVETTE COUPE
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SALE CHEVROLET, BUICK, PONTIAC
BRC PARENT: DEALER ADDRESS: 1053 HWY 258 W., KINSTON, NC, 28504, USA

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

M01 Steering General Other
3 REPAIR ATTEMPT(S) steering collum locked

T28 Possible Lemon Law Customer Satisfaction
0 REPAIR ATTEMPT(S) seeking new vehicle

A01 Open Campaign Product Campaign Claim
0 REPAIR ATTEMPT(S) campaign 01044

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

Vehicle repair request - Repair not done

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

T states vehicle is at the SVC DEPT. CUST states that on two occasions the vehicle steering collum has locked up while the vehilce was moving, both times this happened in a parking lot and there were no injuries and no damage done and the vehicle wastowed both times to a SVC DEPT. CUST states that the steering collum has locked up three times while the vehicle was parked. CUST states that there have been multiple repairs trying to correct this at two different dealerships CUST states that there are other multiple repairs as well.

CUST states that he has lost confidence in the vehicle, and he refuses to pick the vehicle up from the dealership.

CUST is seeking a new vehicle or repurchase of his vehicle.

*****CONT****; 0; 363820551

2001-07-12

*****CONT**** The second dealership is LBJ Chev 252-459-2162, CRM attempted to contact the SVC MGR at LBJ, Mr Phillips however he will not be available until later today. CRM contacted SVC MGR Mr Burroughs at SALL Chev who stated that there had been a battery acid leak which caused low voltage in the vehicle which he states creates a multitude of problems in the vehicle computer possible creating other concerns. Mr Burroughs states that the vehicle has been repaired and will contact the CUST today.

CRM reviewed the warranty history and can find no indication of prior tearing column concerns. CRM will consult with TM. CRM to contact CUST on 07/13/01 in-between 10:30am and 12:30pm est

Garrett Bates-CRM/CAC/PDX Pilot Team; 0; 363821153

2001-07-13

CRM left a VM for AVM Marjorie Duff, CRM awaiting AVM response, CRM will contact CUST on 07/17/01 in-between 10:30am and 12:30 pm est.

Garrett Bates-CRM/CAC/PDX Pilot team; 0; 363891975

2001-07-13

AVM MARJORIE DUFF STATES GM CAME OUT WITH A CAMPAIGN FOR THE STERING LOCKING UP AND PARTS HAVE BEEN ORDERED THAT WILL FIX CUST CONCERN. AVM ADVISED VEH DOES NOT QUALIFY FOR REPURCHASE. CRM FORWARDING TO PREV CRM. TIM MADDEN/TAMPA AVM TEAM; 0; 363907674

2001-07-13

CRM contacted and advised CUST as to the AVM decision as per the last work history notes.

CUST states he is dissatisfied with this decision and will never purchase another GM vehicle and is going to pursue this matter further with the BBB.

CRM consulted with TM Ann Burton and received over the shoulder authorization to close this request dissatisfied and this CRM will generate a BBB letter.

Garrett Bates-CRM/CAC/PDX Pilot Team; 0; 363919456

2001-07-16

GL REVIEWED FILE AND SENT LETTER MH00001(BBB LETTER) TO MSX FOR PRINTING

NICOLE REW/GL/PDX/CARS; 0; 364189944

2001-07-18

AVM MARG DUFF STATES THAT AS PER SVC MGR, CUST DID PICK UP VEH ON MONDAY 7/16, WAS REASSURED BY SVC MGR THAT REPAIR WOULD PREVENT STERING FROM LOCKING UP AGAIN, AND CUST WAS SATISFIED. AVM SEEKS DOCUMENTATION. CRM ADVISED THAT ARB LETTER WAS SENT ON 7/16. AVM ACKNOWLEDGED. KATHY MANOUGIAN, AVM TEAM, TAMPA; 0; 364338136

*****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:
PURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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:

64891308

July 13, 2001

[REDACTED]
Rocky Mount, NC [REDACTED]

Request: C04891308

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,

Garrett Bates
Customer Relationship Manager

MN0001-P

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

LOUISVILLE

KY

HOME PHONE:

CASE NUMBER: 04609842 VIN: 1G1YY22G1X5124768
MODEL YEAR: 1999
DATE OPENED: 2001-06-19 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-26 MILEAGE: 41000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: BACHMAN CHEVROLET-OLDSMOBILE, INC.
SRC PARENT: DEALER ADDRESS: 9650 BLUEGRASS PKWY., LOUISVILLE, KY, 40299, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKED UP
A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) FOR REPAIR

STEERING COLUM LOCKED UP

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

cust called in and she was very upset. her 99 corvettes steering colum locked up while she was backing out of her parking spot. cust then shut off veh as it instructed and then once again it was in lock and would not unlock. cust then called us. crm gotcusts info and while she was going out to get her vin number the steering colum unlocked. crm at this point suggested that she get veh into dealer for this concern as there was no telling if it might happen again. cust was hesitant as she feels it is very exspensive to have work preformed at the dealer. crm advised there is a good possibility as the time and milage she is at that we could offer cost assistance for her. cust was still hesitant. CONT.; 0; 361838589
2001-06-19

crm called dealer after getting off the phone with cust. crm spoke to Mark Alcorn the svc manager who advised that cust come in for concern and he said they would probably just empower it being as shes only 5k miles over and has had a previous concern with her steering colum locking up. crm thanked svc manager and then called custs cell and got V/M. crm left a descriptive message and will try again in a few min to contact cust otherwise will leave a next crm note with option of forwarding to me to seek resolution.
August Devine/pdx/cac; 0; 361839106
2001-06-19

crm called cust and advised of the information received after i last spoke with her and also provided the roadside number to see if a reimb might be possible for towing she had last year on the same concern under warranty. crm once again strongly advisedgetting veh into dlr for any needed repair on the vehs steering colum. crm will call next tuesday at 2pm pst to check up on cust and see if she might need any further assistance. suspending file until then.

ust Devine/pdx/cac; 0; 361839794
1-06-26

crm called for an update and found that custs veh has been at the dlr since last thurs and due to the amount of vehs they currently have in they would not be able to work on it till tomorrow. cust thanked crm for follow up and ended call.
August Devine/pdx/cac; 0; 362449777

*****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:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
MADA: 0
SALES TAX:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
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:

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5905847	VIN Number:	1G1YY22G1X5130425
Date Opened:	9/20/2002	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B11530	Mileage:	6068
Address:	BILL STASEK CHEVROLEWHEELING	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK MESSAGE AFTER 01044 A001872

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/20/2002 16:51:39 SBD TEMPLATE - SAVOY

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ 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) TODD POSITANO TECH

CUSTOMER CONCERN - CUSTOMER STATES THAT THERE IS AN OPEN CAMPAIGN ON THIS VEHICLE.

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

TODD SAYS THAT HE HAS INSTALLED THE RELAY PER CAMPAIGN AND SAYS THAT THE COLUMN LOCK ACTIVATED WHEN THE VEHICLE WAS BACKED OUT OF THE STALL. TODD SAYS THAT HE HAD NO CONCERNS BEFORE THIS WAS REPLACED AND SAYS THAT HE WAS CALLING FOR ADVISE.

TAC RECOMMENDATION -

ADVISED;

TAC ADVISED DEALER TO CHECK RELAY OPERATION ALSO CHECK FOR LOOSE TERMINALS AND OR INCORRECT INSTALLATION.

EA02-031 / GM22C

TAC ADVISED DEALER TO VERIFY THAT THE KEY IN IGNITION SIGNAL ACTIVATED IN THE BCM.

TAC ADVISED DEALER TO ALSO REMOVE THE BATTERY CABLES AND HOLD TOGETHER TO CLEAR PREVIOUS ECLM INFORMATION.

09/20/2002 16:51:38 HISTORY - SAVOY

09/23/2002 12:50:12 HALLER -CALLER'S NAME (FIRST, LAST, AND POSITION)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STS HE REPL THE BCM, REMOVED THE FUSE 25 FOR 30 SEC, AND DISCONNECTED AND TOUCHED BATT CABLES WITH NO CHANGE.

NEW RECOMMENDATIONS - TAC ADV DLR OF PI A001872 TO VERIFY CONNECTIONS AN PROPER INSTALL OF HARNESS, ADV TO VERIFY CORRECT HARNESS AND WAS CORRECTLY INSTALLED, AND TO REPL RELAY IF ALL OTHER OK.

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

HOUSTON , TX

CASE NUMBER: 01644688 VIN: 1G1YY2ZG1Y5123136
MODEL YEAR: 2000
DATE OPENED: 2000-09-20 SERIES: Corvette
DATE CLOSED: 2000-10-23 MILEAGE: 4800
SOURCE: Phone DELIVERY DATE:
SRC TYPE: DEALER NAME: STRICKLAND CHEVROLET INC
SRC PARENT: DEALER ADDRESS: 5719 BROADWAY ST., PEARLAND, TX, 77581, USA

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

L05 Fuel Pump Other
1 REPAIR ATTEMPT(S) REPLACED

B12 Roof Other
1 REPAIR ATTEMPT(S) CENTER ROOF SUPPORT

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) REPAIRED

J01 Engine Other
1 REPAIR ATTEMPT(S) TRANSMISSION

N15 Headlamp Wiring/Switch Other
1 REPAIR ATTEMPT(S) NOT RAISING

H01 Brakes Squeak
1 REPAIR ATTEMPT(S) SQUEAK

WHITE MAIL

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

CUST DISSATISFIED. CUST WANTS A REPURCHASE. CRM WILL CONTACT AVN. CHERIE
VARIES/ADSTIN/CARS; 0; 338348336
2000-09-25

cust states that he was driving vehicle and the steering colum locked up and he couldnt
steer vehicle cust states that the vehicle cut off and he couldnt move vehicle in the middle
of traffic cust states that steering colum has been replaced 3x cust states in the last 5
moths vehicle has been into the dlrship 15 times cust states that he has had multiple
problems w/ vehicle and is not very happy w/ srvc he has gotten cust states that vehicle is
now at strickland chevy and he has had some work done @ bill hears cust seeks to get rid
of vehicle

crm advised cust i would research matter and call cust back in 1 hour
darrelle king/cac pdx; 0; 338751244
2000-09-25

called stricland chevy 281-4851495 spk w/ srvc mngr charles charles states that the
steering wheel is locked up and they cant move vehicle srvc mngr states that the steering
wheel locking up is not a normal occurance but since they have not looked at vehicle yet
they cannot explain why or what made it happen crm to call srvc mngr back later this
afternoon to see if they were able to look at vehicle
darrelle king/cac pdx; 0; 338751923

2000-09-25

called bill heard chevy 281-491-9000 to spk w/ service mangr he was not available crm
call srvc mgr back today... crm to call cust @ work #
darrelle king/cac pdx; 0; 338752274
2000-09-25

crm called cust to let him know still waiting to spk w/ srvc mgrs crm also advised cust
that i would call him back 9/26 w. resolution crm to call cust @ wrk#
darrelle king/cac pdx; 0; 338752897
2000-09-26

crm called srvc mgr at strickland chevy Charles he states that the steering column
actuator shorted out and he replaced it for cust crm called srvc mgr at bill heard he was
not available crm left a message for srvc mgr re: matter crm called cust at work # and
gave him a partial update crm advised cust i would call him back at work asap when i heard
any info from the srvc mgr over at bill heard
darrelle king/cac pdx; 0; 338839176
2000-09-26

CUST: SEEKING UPDATE WITH FILE. CUST WANTED TO EXPRESS CONCERN WITH NOT WANTING TO DRIVE
VEHICLE EVEN THOUGH IT HAS BEEN FIXED. CUST STATES THAT HE WILL PICK UP HIS KEYS AND
BELONGINGS OUT OF CAR BUT WILL LEAVE IT AT DLRSHP. CUST SEEKS RENTAL VEH. CRM ADVISED CUST
THAT GM WILL NOT PROVIDE RENTAL CAR WHEN VEH HAS BEEN REPAIRED, THAT WILL BE CUST
RESPONSIBILITY. CRM ADVISED CUST THAT CRM WILL NOTIFY OTHER CRM AND LET THEM KNOW OF CUST
CONCERNS AND THAT HE WANTS AN UPDATE. RANEYT-PDX; 0; 338845534
2000-09-26

*****NOTE TO NEXT CRM PLEASE READ PREVIOUS NOTES SRVC MGR HAS BEEN CONTACTED TO TRY TO
RESOLVE THIS MATTER*****I AM WAITING TO HEAR FROM SRVC MGR**WHEN CUST CALLS BACK IN PLEASE
ADVISE NOTES THEN INFORM CUST*****
DARRELLE KING/CAC PDX; 0; 338846562
2000-09-26

CUST [REDACTED] CALLED IN FOR UPDATE, WOULD LIKE LOANER VEH FOR 24 MORE HOURS O THAT
BUYBACK SOLUTION CAN BE MADE. ADV THAT DARRYL LEONARD IS SVC MGR & HIS CELL PHONE # IS 281-
851-2099, CUST [REDACTED] HAS JUST SPOKEN W/ HIM. CUST [REDACTED] ADV, PLEASECALL BY 4:00-4:15 @
979-849-0897 & ADV WHETHER OR NOT LOANER FOR 1 MORE DAY IS AVAIL.. CRM ADV WILL ADV
PREVIOUS CRM & CONTACT BACK. *** AVM CONTACT MAY BE NEEDED FOR APPROVAL OF LOANER FOR 1
MORE DAY. KATT EDWARY/PDX; 0; 338855736
2000-09-26

CRM SPK W/ SRVC MGR HE STATES THAT THE STEERING COLUMN HAS NEVER BEEN REPLACED IN CUST
VEHICLE AND ALL THAT THEY HAVE DONE TO THE STEERING COLUMN WAS TO TAKE IT OUT TO LUBRICATE
THE GRAMITE TO CURE THE SQUEALING NOISE NOISE AND THEY PUT THE SAME ONE BACK IN SRVC MGR
ALSO STATES THAT THEY HAVE NOT AND ANY COMPLAINTS ABT THE STEERING COLUMN FROM CUST DARRYL
LEONARD STATES TO DLRSHP'S KNOWLEDGE CUST HAS NO GROUNDS FOR REPURCHASE OR TRADE CRM WILL
CALL CUST [REDACTED] RE: DECISION CRM CALLED CUST [REDACTED] CELL PHONE AND ADVISED HIM OF NO
REPURCHASE OR TRADE BECAUSE COMPONENT THAT CAUSED PROBLEM HAS NOW BEEN REPLACED, VEHICLE
DOESNT HAVE A HISTORY OF STEERING COLUMN PROBLEMS, AND AS FAR AS DLRSHP KNOWS RECENT
PROBLEM SHOULD NOW BE FIXED
DARRELLE KING/CAC PDX; 0; 338857541
2000-09-26

*****NOTE TO NEXT CRM IF CUST CALLS BACK IN ADVISE HIM OF INFO IN PREVIOUS NOTES****ALL
INFO NOTED***I ALREADY SPOKE W/ CUST [REDACTED] ON THE CELL PHONE # [REDACTED] *****OWN THE
VEH [REDACTED] *****
DARRELLE KING/CAC PDX; 0; 338857670
2000-10-11

CORR REC'D 10/11/00. CUST STATES HE HAS HAD MANY PROBLEMS W/HIS VEH. CUST STATES HE DOES
NOT WANT THE VEH ANYMORE. CUST SEEKS HELP IN FINDING OUT WHAT TO DO W/THIS VEH BECAUSE HE
HAS BEEN INCONVENIENCED W/VEH BECAUSE OF ALL THE PROBLEMS CUST HAS HAD W/VEH. CUST ALSO

SEES 4 NEW TIRES FOR HIS INCONVENIENCE FOR RECEIVING USED TIRES ON THE FRONT OF HIS VEH. CRM WILL CALL CUST & REFER TO PREVIOUS CRM'S NOTES THAT NO ASSISTANCE WILL BE AVAILABLE (PURCHASE) DUE TO THE VEH IS REPAIRABLE. KRIS LUCERO/PDX; 0; 340156188
0-10-12

CRM CALLED TO DLRSHP TO SEE WHAT THE STATUS OF CUST CONCERNS ARE & IF THEY RECEIVED THE LETTER HE SENT TO THEM. SPOKE W/CHARLES, SVC MGR WHO STATES THEY DID RECEIVE THE LETTER & CUST HAS AN APPT W/SOMEONE FROM CHEV SOMETIME NEXT WEEK. CRM THANKED CHARLES. KRIS LUCERO/PDX; 0; 340240459
2000-10-12

CRM CALLED TO CUST WHO WAS N/A SO L/W INFORMING HIM WE DID RECEIVE HIS DOCUMENTS THAT WERE SUBMITTED TO US & WE ATTACHED THEM TO HIS FILE. CRM INFORMED HIM OF HIS FILE # & STATED IF HE HAS ANY MORE QUESTIONS TO GIVE US A CALL OTHERWISE THE PERSON HE WILL BE MEETING W/FROM CHEV WILL GET THESE DOC'S. KRIS LUCERO/PDX; 0; 340240543

*****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:

IF 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:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

NAME:
INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

PLACEMENT 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:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:



HOUSTON, TX

CHEVROLET CORP. OFFICE
P.O. Box 33170
DETROIT, MI. 48232



09-19-00A09:38 RCVD

48232+3170

01044688

[REDACTED]
Houston, Texas
[REDACTED]

September 1, 2000

Edward Heard
13115 S.W. Freeway At Highway 90A
Sugarland, Texas 77487-0530

Dear Mr. Heard,

I am a very dissatisfied owner of a vehicle purchased from your dealership, not only by the performance of the vehicle, but also the unprofessional actions of your service department. On January 28, 2000 I ordered a 2000 Corvette from Bill Heard Chevrolet in Sugarland, Texas. Joe Daughtery, one of your Corvette specialists at Bill Heard, your dealership, assisted in helping me purchase the car.

When I arrived at the dealership, on March 22 to take delivery, to my dismay it was on the showroom floor with handprints all over the entire car. My car was not washed for me, and the general manager was too involved in his ice cream cone to even be concerned of my needs. I took the car anyway, tired and frustrated with the inconsiderate and unprofessional treatment from the dealership. That was just the beginning of all of the problems that were soon to come.

On April 7, 2000, I made my first trip to the service department. The engine had an extended crank when starting, the fuel pump had to be replaced, and the center roof support had to be replaced due to warping. Just three days later, on April 10, 2000, I had to return the car again for the extended crank, and also the driver's side top molding was warped and the weather stripping distorted. On May 1, 2000, I once again returned the car to the service department for the extended crank, and did not receive a printout for work done. On June 14, 2000, my car was in the service department for a number of reasons: the gap on the hood was different from side to side, the steering column was not properly working, water was leaking on the passenger side from the top, the weather stripping was again replaced, fuel light would come on saying there was no gas and then the needle would suddenly rise to 1/8 of a tank, the hatch was not closing, and both floor mats were unraveling at the edge. Again on July 20, 2000, the fuel pump was replaced again and the passenger side was still leaking from the top, along with the tire pressure monitor system malfunctioning. On August 22, 2000, the most recent time my car has been in the service department, the engine light was not working, the brakes squeaking, driver's side headlamp not raising, transmission slipping, and the steering column once again not properly working. The car is only five months old, and already has had this many problems. I have accumulated over 1,500 miles from making these trips into the service department.

On July 20, I arrived to pick up my car after being serviced for the problems listed above and discovered that your employees in the service department had scratched the rear bumper, scratched and dented the front passenger rim, gouged the center console and the lug nut lock key was missing. I contacted Daryl Leonard at the service department and explained what happened. He told me to bring it back in and they would repair it. While it was in the service department being repainted, it once again got scratched, this time underneath the driver's side door. After I picked the car up, I noticed the chip underneath the door, and the painting of the rear bumper unsatisfactory. At this time, neither problem has been resolved. I never received an invoice for damages occurring while in the service department.

I feel like every time my car is in the service department for warranty covered products, not enough detail is taken and more problems occur as a result.

Every customer should be treated equally, no matter the expense of the vehicle. The way I have been treated, I will never buy another car from your dealership.

Obviously, by all the problems I've stated above, you can see that I am not happy with my vehicle and Bill Heard. I would like to know what actions will be taken to raise my customer satisfaction to standard. What I would like is either my money back or a new vehicle. If I am not contacted within 30 days, I will seek legal council.

Sincerely,



Houston, TX

16-05-UUP01:10 RCVD

|||||
Chevrolet Corporate Office
P.O. Box 33170
Detroit, MI 48232

6000 PM HOUSTON, TX 77001-1111 OCT 1 1964

[REDACTED]
Houston, Texas
[REDACTED]

September 1, 2000

Edward Heard
13115 S.W. Freeway At Highway 90A
Sugarland, Texas 77487-0530

Dear Mr. Heard,

I am a very dissatisfied owner of a vehicle purchased from your dealership, not only by the performance of the vehicle, but also the unprofessional actions of your service department. On January 28, 2000, I ordered a 2000 Corvette from Bill Heard Chevrolet in Sugarland, Texas. Joe Daughtery, one of your Corvette specialists at Bill Heard Chevrolet, assisted in helping me purchase the car.

When I arrived at the dealership, on March 22, to pick up my car, to my dismay it was on the showroom floor with handprints all over the entire car. My car was not washed for me, and the general manager was too involved in his ice cream cone to even be concerned of my needs. I took the car anyway, tired and frustrated with the inconsiderate and unprofessional treatment from your dealership. That was just the beginning of all of the problems that were soon to come.

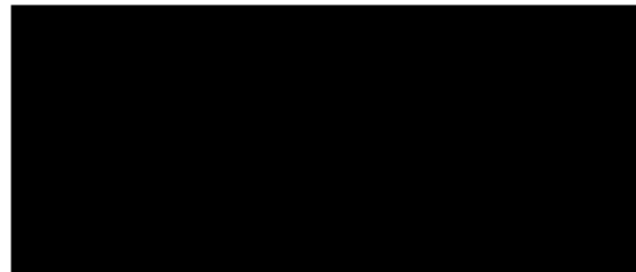
On April 7, 2000, I made my first trip to the service department. The engine had an extended crank when starting, the fuel pump had to be replaced, and the center roof support was replaced due to warping. Just three days later, on April 10, 2000, I had to return the car again for the extended crank, and also the driver's side top molding was warped and the weather stripping torn. On May 1, 2000, I once again returned the car to the service department for the extended crank, and did not receive a printout for work done. On June 14, 2000, my car was in the service department for a number of reasons: the gap on the hood was different from side to side, the steering column was not properly working, water was leaking on the passenger side from the top, the weather stripping was again replaced, fuel light would come on saying there was no gas and then the needle would suddenly rise to 1/8 of a tank, the hatch was not closing, and both floor mats were unraveling at the edge. Again on July 20, 2000, the fuel pump was replaced once more and the passenger side was still leaking from the top, along with the tire pressure monitor system malfunctioning. On August 22, 2000, the most recent time my car has been in the service department, the engine light was not working, the brakes squeaking, driver's side headlamp not raising, transmission slipping, and the steering column once again not properly working. The car is only five months old, and already has had this many problems. I have accumulated over 1,500 miles from making these trips into the service department, not to mention the huge amount of time it has taken away from my job and schooling to deal with these problems.

Another important fact to mention is on July 20, when I arrived to pick up my car after being serviced for the problems listed above, I discovered that your employees in the service department had scratched the rear bumper, scratched and dented the front passenger rim, gouged the center console and the lug nut lock key was missing. I contacted Daryl Leonard at the service department and explained what happened. He told me to bring it back in and they would repair it. While it was in the service department being repainted, it once again got scratched, this time underneath the driver's side door. I felt the painting of the rear bumper unsatisfactory. To this day I have never received an invoice for damages occurring while in the service department.

I feel like every time my car is in your service department for warranty covered products, not enough detail is taken and more problems occur as a result.

Obviously, by all the problems I've stated above, you can see that I am not happy with my vehicle or Bill Heard Chevrolet. I would like to know what actions will be taken to raise my customer satisfaction to standard. At this time, I would never purchase another vehicle from your dealership. I am counting on you to change my mind. My feeling is I would like my money back or a new vehicle. I would appreciate you contacting me in the next 30 days.

Sincerely,



PB/gm

cc: Chevrolet Corporate Office
Better Business Bureau
Akins Army
Houston Chronicle

[REDACTED]
Houston, TX [REDACTED]
[REDACTED]

September 24, 2000

Edward Heard
Bill Heard Chevrolet
13115 S.W. FWY at HWY 90A
P.O. Box 530
Sugarland, TX 77478-0530

Dear Mr. Heard,

This is my second letter to you regarding the problems I am experiencing with my 2000 Chevrolet Corvette, purchased at your dealership. I received a phone call from Todd Heights, a representative of Bill Heard Chevrolet a few days ago. He told me that your dealership was concerned about resolving the issues previously stated in my first letter to you. He also told me that he would be sending me a check for \$500.00 for my inconvenience, and thought that should clear up the matter. I told him that while I appreciated his offer, it was unsatisfactory.

The problems that I have experienced have not only taken valuable time from my schooling, they have also taken time away from my job, resulting in lost wages. Not to mention that my father has suffered the same problems, because of him having to pick me up from the dealership, due to you not providing me with a rental vehicle. Both my father and I have also incurred costly expenses on traveling to and from your dealership as well. It is 54 miles one way from my father's house to your dealership, and 26 miles one way from mine. Since I purchased the vehicle from your dealership, I have had it in the service department 15 times to be exact. Obviously, the problems I have experienced with my car are not a normal situation. Therefore, the reconciliation and reimbursement to resolve this matter won't be either. Your offer of \$500.00 is unacceptable. While I can't put a price on the mental toll this car has put on me and my family, I can, however, put a price on what it has cost me and my father out of pocket, due to major malfunctions and trips to the service department. If you are unfamiliar with the specific problems this car has had, please reference my earlier letter to you, as it lists the detailed instances.

I mentioned in my previous letter that I would like a refund of my purchase price and to return the vehicle to you. That is what I am asking for. I would appreciate you contacting me in the next ten days, as I want to resolve this matter immediately.

It is also important to mention that earlier today, I have experienced yet another problem, a life threatening one. My steering column has locked while I was driving the vehicle.

So again, I have to have my car towed to the service department to get this problem fixed. I have work and school tomorrow, and do not have a ride. What do I have? A 2000 Chevrolet Corvette that does nothing but inconvenience me. I wish no longer to own it.

Sincerely,



jb/pb

Cc:
Chevrolet Corporate Office; Detroit, MI
Better Business Bureau
Akins Army
Houston Chronicle
Marvin Zindler, Channel 13

Houston, TX

September 24, 2000

**C. L. Strickland
Strickland Chevrolet
5719 Broadway
Pearland, TX 77581**

Dear Mr. Strickland,

I am the owner of a 2000 Chevrolet Corvette purchased at Bill Heard Chevrolet earlier this year. On April 17, 2000, my car was towed to your dealership to be repaired from an accident, as I was told your service department was a very reputable one. The car was returned to me from your service department on April 28, 2000. The things your service department repaired included:

- 1. Replace Front Passenger, Front Driver and Rear Driver Chrome Rims**
- 2. Replace Front and Rear Driver Side Tires**
- 3. Align Driver Side Headlamp Door, and Repaint**

When I picked up my car, I took it home and examined it very closely. I noticed there were several things wrong with the work that was done. All three of the rims that were replaced had major scratches on them. Both of the tires that were replaced had been used. I confirmed this with a representative at Firestone, Chris Conoway, at their 2904 West Bay Area Blvd. Location. He told me that the tires were not new, and had been used for quite some time. In fact, they were manufactured in 1998. If you should feel the need to contact him, he can be reached at 281.992.9391. The headlamp was repaired but the hood of my car was not aligned properly.

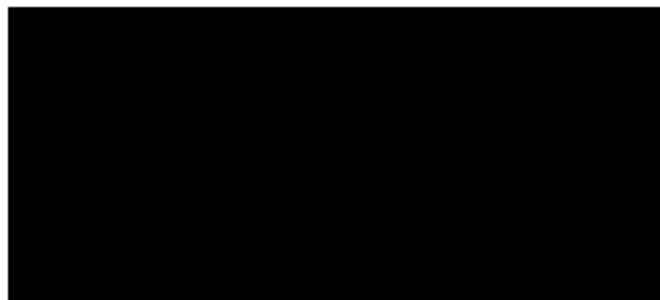
On May 4, 2000, I returned my car to your service department. I spoke with Charles Cozel. I took him through the list of things I did not feel were repaired to my satisfaction. He agreed that the work done was shoddy, and made a commitment to me that all items listed above would be fixed under his personal supervision. He also made a detailed list of what was to be repaired, which I have enclosed a copy of for your reference.

Mr. Cozel has not been very helpful in getting these problems resolved. As of today, September 24, 2000, I still am waiting for one more chrome rim, and two new tires. Mr. Cozel said he would contact me when the rim came in but he has not. I have contacted him on numerous occasions, and am not making any progress. Now I am bringing it to your attention in the hopes that you can resolve this matter, and we can put closure on this entire issue.

I am asking you to contact me within the next 15 days. I want a new rim and four new tires for my car. Four tires you say? Yes, four. Because of me receiving two used tires, and my other tires that I already had were new, I am unable to rotate them, as it would cause the car to become unbalanced.

Thank you for your attention to this matter. I look forward to hearing from you.

Sincerely,



jb/pb

Cc:
Chevrolet Corporate Office; Detroit, MI
Better Business Bureau
Akins Army
Houston Chronicle
Marvin Zindler, Channel 13

(5/4/00) (4:50 PM)

Inspection of 2000 Lincoln Town Car
Beatty V0016144224145123134
Both Left Wheels (Which Were Replaced)
Left Front - 3 Areas on Outside Lip of
Dented

Left Rear - Several Faint In Outlets
Lip of Wheel (The Dented)

Left Headlamp Door Not A Centered
Scratch Front of Car Cause Insides of

Right Front Wheel Damaged From
Not Replaced Check for the Supplement

Was Told By Remington That Tires
Were Not New

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6487422	VIN Number:	1G1YY22G2V5104011
Date Opened:	5/21/2003	Model Year:	1997
Date Closed:		Series:	Corvette
Dealer Code:	B19405	Mileage:	28818
Address:	SEAVIEW CHEVROLET IN LYNNWOOD	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK OPERATION COLUMN LOCKED AND STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/21/2003 12:09:30 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 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 MARTIN TECH

CUSTOMER CONCERN - COLUMN LOCKED AND STALLED WHILE DRIVING

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

DLR HAS NOT BEEN ABLE TO DUPLICATE CONCERN. WHEN HAPPENED FOR CUST, A
MESSAGE READ "REMOVE KEY FOR 10 SECONDS- SERVICE COLUMN LOCK". THEN THE
COLUMN LOCKED AND VEH STALLED. DLR STS THAT THERE ARE NO CODES PRESENT.
DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - BULLETIN #01-02-35-008 FOR 97-98 YB COLUMN LOCK
CONCERNS. ALSO SUGG CHS20030001 LISTED BELOW.

05/21/2003 12:09:30 HISTORY - RICKETTS

CHS2003000 WHICH STS:

GM SERVICE AND PARTS OPERATIONS IS REQUESTING YOUR ASSISTANCE. WE ARE
LOOKING FOR ANY 1997-2003 MODEL YEAR CHEVROLET CORVETTE THAT ALLEGEDLY
HAS EXPERIENCED STEERING COLUMN LOCK ENGAGEMENT DURING VEHICLE
OPERATION. IF YOU HAVE A CUSTOMER COMPLAINT ALLEGING THAT THE STEERING
COLUMN LOCK ENGAGED DURING VEHICLE OPERATION, PLEASE SUBMIT A FIELD
PRODUCT REPORT (FPR) IMMEDIATELY. SEE SERVICE BULLETIN 02-00-89-002A

EA02-031 / GM22C

PRODUCT REPORT (FPR) IMMEDIATELY. SEE SERVICE BULLETIN 02-00-89-002A
FOR FPR INSTRUCTIONS.

WE ARE INTERESTED IN KNOWING ABOUT ANY CORVETTE THAT HAS ALLEGEDLY HAD
THIS OCCUR. IT IS VERY IMPORTANT THAT THE VEHICLE NOT BE DISTURBED
ONCE THE CONDITION IS REPORTED. DO NOT INSERT THE KEY INTO THE
IGNITION LOCK CYLINDER. THE IGNITION LOCK CYLINDER MUST REMAIN IN THE
'OFF' POSITION. THE VEHICLE SHOULD BE TRANSPORTED VIA FLAT BED TRUCK
TO THE DEALERSHIP AND AN FPR SUBMITTED. GM PERSONNEL MAY WISH TO VISIT
YOUR DEALERSHIP TO INSPECT THE INVOLVED VEHICLE.

WHEN SUBMITTING YOUR FPR PLEASE MAKE SURE TO PROVIDE YOUR NAME, THE
DEALERSHIP'S NAME, LOCATION AND A TELEPHONE NUMBER WHERE YOU CAN BE
CONTACTED ALONG WITH THE VEHICLE IDENTIFICATION NUMBER (VIN) OF THE
SUBJECT VEHICLE AND A BRIEF DESCRIPTION OF ITS CONDITION.

YOU WILL BE CONTACTED WITHIN 24 HOURS TO ADVISE YOU HOW TO PROCEED AND
OF OUR INTENTION TO VISIT YOUR DEALERSHIP.

WE GREATLY APPRECIATE YOUR ASSISTANCE.

05/22/2003 11:21:35 WEBER

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

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

JOHN STATES THAT HE HAS INSTALLED A RELAY INTO THE CIR.

JOHN STATES THAT WHILE OBSERVING THE DATA IN THE BCM THE STEERING COLUMN
LOCK FEEDBACK READS ACTIVE.

JOHN STATES THAT HE HAS INSTALLED HIS DVOM INTO THE CIR, THE CIR WAS
BEING PULLED LOW, NO CHANGE IN THE DATA WITH THE TECH 2.

NEW RECOMMENDATIONS

ADVISED JOHN TO START A FPR FOR THIS CONCERN.

ADVISED JOHN TO REPLACE THE BCM.

SYMPTOM ABSTRACT---- COLUMN LOCK OPERATION COLUMN LOCKED AND STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

EA02-031 / GM22C

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/21/2003 12:09:30 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 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 MARTIN TECH

CUSTOMER CONCERN - COLUMN LOCKED AND STALLED WHILE DRIVING

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR HAS NOT BEEN ABLE TO DUPLICATE CONCERN. WHEN HAPPENED FOR CUST, A

MESSAGE READ "REMOVE KEY FOR 10 SECONDS- SERVICE COLUMN LOCK". THEN THE

COLUMN LOCKED AND VEH STALLED. DLR STS THAT THERE ARE NO CODES PRESENT.

DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - BULLETIN #01-02-36-008 FOR 97-98 YB COLUMN LOCK

CONCERNS. ALSO SUGG CHS20030001 LISTED BELOW.

06/21/2003 12:09:30 HISTORY - RICKETTS

CHS2003000 WHICH STS:

GM SERVICE AND PARTS OPERATIONS IS REQUESTING YOUR ASSISTANCE. WE ARE
LOOKING FOR ANY 1997-2003 MODEL YEAR CHEVROLET CORVETTE THAT ALLEGEDLY
HAS EXPERIENCED STEERING COLUMN LOCK ENGAGEMENT DURING VEHICLE
OPERATION. IF YOU HAVE A CUSTOMER COMPLAINT ALLEGING THAT THE STEERING
COLUMN LOCK ENGAGED DURING VEHICLE OPERATION, PLEASE SUBMIT A FIELD
PRODUCT REPORT (FPR) IMMEDIATELY. SEE SERVICE BULLETIN 02-00-89-002A
FOR FPR INSTRUCTIONS.

WE ARE INTERESTED IN KNOWING ABOUT ANY CORVETTE THAT HAS ALLEGEDLY HAD
THIS OCCUR. IT IS VERY IMPORTANT THAT THE VEHICLE NOT BE DISTURBED
ONCE THE CONDITION IS REPORTED. DO NOT INSERT THE KEY INTO THE
IGNITION LOCK CYLINDER. THE IGNITION LOCK CYLINDER MUST REMAIN IN THE
'OFF' POSITION. THE VEHICLE SHOULD BE TRANSPORTED VIA FLAT BED TRUCK
TO THE DEALERSHIP AND AN FPR SUBMITTED. GM PERSONNEL MAY WISH TO VISIT
YOUR DEALERSHIP TO INSPECT THE INVOLVED VEHICLE.

WHEN SUBMITTING YOUR FPR PLEASE MAKE SURE TO PROVIDE YOUR NAME, THE
EA02-031 / GM22C

WHEN SUBMITTING YOUR FPR PLEASE MAKE SURE TO PROVIDE YOUR NAME, THE DEALERSHIP'S NAME, LOCATION AND A TELEPHONE NUMBER WHERE YOU CAN BE CONTACTED ALONG WITH THE VEHICLE IDENTIFICATION NUMBER (VIN) OF THE SUBJECT VEHICLE AND A BRIEF DESCRIPTION OF ITS CONDITION.

YOU WILL BE CONTACTED WITHIN 24 HOURS TO ADVISE YOU HOW TO PROCEED AND OF OUR INTENTION TO VISIT YOUR DEALERSHIP.

WE GREATLY APPRECIATE YOUR ASSISTANCE.

05/22/2003 11:21:35 WEBER -

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

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

JOHN STATES THAT HE HAS INSTALLED A RELAY INTO THE CIR.

JOHN STATES THAT WHILE OBSERVING THE DATA IN THE BCM THE STEERING COLUMN LOCK FEEDBACK READS ACTIVE.

JOHN STATES THAT HE HAS INSTALLED HIS DVOM INTO THE CIR, THE CIR WAS BEING PULLED LOW, NO CHANGE IN THE DATA WITH THE TECH 2.

NEW RECOMMENDATIONS

ADVISED JOHN TO START A FPR FOR THIS CONCERN.

ADVISED JOHN TO REPLACE THE BCM.

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

180040
OT74580 PAGE #: 1
J01-014 M01-015

CASE NO: 99-0398804
DATE OPENED: 08/20/1999
DATE CLOSED: / /
SOURCE: PHONE
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G1Y122G2W5100736
MODEL YR: 98
SERIES: TB CORVETTE
MILEAGE: 035500
STATE: FL
BOCA RATON FL [REDACTED]
BUS. PHONE: 561 967 2000 EXT:

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

7/20/99****

ORIG/O/OF LEASE VEH C/REQ REPURCHASE...O/STS NO EXT SERV CONTRACT & NO LOYALTY...O/STS THE VEH STEERING WAS LOCKED UP 2X'S PREV...O/STS THE ENGINE LOOSES POWER WHEN ACCELERATING... O/STS HIS WARR IS ALMOST UP & DOES NOT WANT THE BUY WILL GO INTO ANOTHER CORVETTE...O/STS HE "KNOWS LINCOLN LAW" BUT DOES NOT WANT TO MAKE A LEGAL ISSUE " JUST WANTS CHEV TO SIT DOWN W/HIM & MAKE A DEAL" CO LCK & ADV O/REQ WOULD BE REV' AS UNUSALL B/C OF HIS WARR IS FOR 3/35 & THE WARR DOES HAVE PROVISIONS FOR CHEV TO BUY A VEH B/ BUT THE IS FOR CHEV TO RPR A VEH...CO/MADE NO GARANTIES...CO DCC SNGR DOW & L/A DETAILED BSG ADV'ING OF O/REQ... FILE#,VIN#, NAME...CO ADV SNGR OF CRC 800+ CO'S NAME & EXT...CO ADV O/ THAT SNGR W/A & HIS REQ WOULD NEED FURTHER REV B/4 UPDATE COULD BE PROVIDED...CO ADV O/OF FILE# & PURPOSE...NOTE: IF SNGR/C/E/PLS GHT DO INFO IF/ O/C/E/PLS ASST ACCORDINGLY*****THANKS
JOYCE SMITH 7282

8/2/99****

O/C/E/REQ ASST W/VEH REPURCHASE...O/STS NEVER REC'D C/E/FROM PREV...O/ STS HAS ON GOING SAFETY CONCERN...O/STS VEH STEERING LOCKS UP B/C VEH LOOSES POWER SOMETIMES IF EVE GOES OVER SENG...CHE APOLOGIZED FOR CONCERN & NO C/E...CHE DCC WAS ADV S,OR W/A FOR NO HIST...CHE LEFT MESSAGE FOR SNGR TO C/CRM B/...CHE ADV O/WILL CAL BACK AFTER SPEAKING W/ENGINE...O/ACK THANKED CHE...CHE THANKED O/...

RYAN KACIR, 4142

08/05/99****

OWNER CALLED BACK STARTED FILE #...OWNER STATES SOMEONE WAS TO CALL BACK WITH INFORMATION ON REQUEST...CO REVIEWED FILE...CO ADVISED OWNER SERVICE MANAGER HAS NOT CALLED BACK BUT ADVISED WILL TRY TO CONTACT HIM AGAIN...OWNER VENTS...CO ADVISED OWNER TRYING TO ASSIST HIM...CO ADVISED OWNER WILL TRY TO CONTACT DEALER AGAIN...OWNER

ADVISED CO CALL HIM BACK...CO ACKNOWLEDGED & APOLOGIZED FOR
CONCERN...OWNER THANKED CO...CO THANKED OWNER...
WICKOLE CANNON, 4030 TROY SITE

08/05/99*****

CO CALLED SERVICE MANAGER CHARLES HOWELL...CHARLES ADVISED CO
FOLLOWING NO INFORMATION FOR REQUEST...

***DATE RO MILEAGE

07/12/99 99662 33981

07/14/99

CONCERN: STEERING LOCKING UP WHEN DRIVING

REPAIR: REPLACED STEERING LOCK SHAFT

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

OT74580 PAGE #: 2

***DATE RC MILEAGE
05/11/98 W39587 15291
05/21/98
CONCERN: STEERING LOCKING UP
REPAIR: ELB COLUMN LOCK CONTROL MODULE REPLACED

***DATE RC MILEAGE
04/20/98 W38586 13928
04/24/98
CONCERN: POWER LOSS OF VEHICLE
REPAIR: REPLACED TAC MODULE-TAC # 87-55-15

***DATE RC MILEAGE
04/09/98 W35298 13513
04/10/98
CONCERN: POWER INDICATOR COMING ON
REPAIR: SEN TRACK CLEANED & CONNECTOR TERMINALS

***DATE RC MILEAGE

04/06/98 W34748 11384
04/08/98
CONCERN: REDUCE POWER INDICATOR COMING ON
REPAIR: THROTTLE CONTROL MODULE REPLACED

SERVICE MANAGER ADVISED CO VEHICLE OUT OF SERVICE FOR 76 DAYS...
CO TO CALL OWNER BACK & ADVISED STILL REVIEWING FILE FOR REQUEST...
NICKOLE CANNOY, 4030 TROY SITE

05/06/99***

I LEFT VEH ON LAST CAC SPECIALIST & EXPLAINING I WAS CLOSING THE FILE
AND RETURNING TO CAC. THE O/ HAS DEFECTS BUT THEY HAVE NOT CAUSED
ANY ACCIDENTS, INJURIES, OR PROPERTY DAMAGE FROM WHAT PAR READ OF
CAC COMMENTS.

JERRY KIELTSEWSKI--GM PAR TEAM #248-596-4957

8/6/99***

OWNER CALL STATES WOULD LIKE ANY UPDATES ON FILE..CRM ADVISED AS OF
8/8/99 CMD WAS ABLE TO OBTAIN NEEDED REPAIR INFO NO REVIEW OWNER
REQUEST..CRM ADVISED WILL CONTINUE TO REVIEW OWNER REQUEST AT THIS..
CRM NO HISTORY & ADVISED OWNER AT THIS X WILL BE FORWARDING FILE TO
ANOTHER DEPT FOR FUTURE REVIEW..CRM ADVISED AT THISX THERE STILL ARE
NO GUARANTEE CMD WILL REPURCHASING VEH..CRM OWNER SHOULD REC'D A CALL
W/IN 2-3 BUSINESS ADVISING HOW CMD PALMS TO PRECEED W/OWNER REQUEST..
OWNER ACKNOWLEDGE & THANKED CRM, CRM THANKED OWNER..
JERRI FAULK, TROY SITE CRM FORWARD FILE TO CAG REVIEWER

08-09-99

MANAGER REVIEWS CASE...MANAGER NOTES EXCESSIVE DAYS OUT OF SERVICE..
MANAGER SENT CASE TO CAG FOR ADDITIONAL REVIEW.....

DANIELLE TWYNOX

OWNERSHIP FILE OF KEITHA MOYE

CAG

FOR DEALER USE ONLY 1-800-CHEV-007 X5262

FOR CUSTOMER USE ONLY 1-800-CHEV-007 X5262

ZONE USE ONLY 8-366-4991

8-10-99....CO C/ ASM T. SCOTT...ASM W/A...CO LEFT DETAILED MSG
REQ'ING C/H...CO TO F/UP W/ O/ AFTER HEARING FROM ASM...

KEITHA MOYE CAG X4991

8-11-99...CO REC'D C/ FROM ASM T. SCOTT...ASM SYS CMD TO CONTINUE
TO WORK UNDER THE TERMS OF THE WARR...CO ACK...CO C/ O/...CO ADV
O/ CMD POSITION...O/SYS HE WOULD PURSUE SIT OUTSIDE OF CMD....
CO ACK...

KEITHA MOYE CAG X4991

8/11/99***

CUST CALLED BACK REQUESTING DETERMINATION OF REQUEST FOR REPURCHASE...
CRM REVIEWED FILE...CRM ADVISED CUST AS PER CAG CHEV WILL CONTINUE TO
WORK UNDER TERMS OF ANY EXISTING CHEV WARRANTIES TO INSURE CUST NOT
INCUR OUT OF POCKET EXPENSE FOR ANY MANUFACTURE DEFECT...CUST REQUESTS
CHEV PROVIDE EXTENDED WARRANTY TO COVER ANY FUTURE CONCERNS OF VEH...
CRM ADVISED NO OFFER OF EXTENDING WARRANTY WAS MADE BUT CRM ADVISED OF
12/12 PARTS WARRANTY & POSSIBILITY REVIEW FOR G/W ASST...CUST STATES W
WILL THEN PROCEED WITH LEGAL ACTION OUTSIDE CHEV...CRM ADVISED CUST
INTENTION NOTED...CUST THANKED...CRM THANKED...
MARIAHNE GELSAVAGE,TROY BITH

CHD RCVD NVDN ON 8/3/99 SENT G510B LETTER
ASSIGNED TO SHEILA LAUER X7862

08-23-99 *****

CO REC'D DEFECT NOTIFICATION TODAY...CO FILED IT IN DEFECT
BOOK...CO TO FOLLOW UP AS X PERMITS...
SHEILA LAUER REC/ADR

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

CODE # DESC	CODE COMMENTS
J01 0	O/SYS VEH IS LOSING POWER SEE CMTS
J57 0	COMPUTER PROBLEMS
T01 0	NO PAR INVESTIGATION NEEDED NO PAR CRITERIA CITED BY CAC
T28 0	CHD RCVD. NVDN ON **8/20/99**

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

OT74580

PAGE 4: 4

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

SCHAUMBURG

IL

HOME PHONE:

CASE NUMBER: 06726688 VIN: 1G1YY22G2W5104754
MODEL YEAR: 1998
DATE OPENED: 2002-04-17 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-17 MILEAGE: 51000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKED WHILE DRIVING

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\Microsoft\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\Microsoft\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\Microsoft\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STATES THAT HE IS HAVING THE SAME CONCERN AS THE RECALL THAT HE HEARD ABOUT FROM HIS
DEalership. CUST SEEKS TO KNOW WHY HE WAS NOT NOTIFIED ABOUT THIS CAMPAIGN. CRM ADV TO CUST
THAT IT WAS PROBABLY BECAUSE HIS VEH DOES NOT FALL WITH IN THE VIN BREAKPOINTS, BUT CRM WILL
DOC A FILE FOR HIM. REQUEST CLOSED DISSAT NO BBB ON TM APPROVAL/MARCIA ALAJOKI. TIFFANY
WETTERBERG/CAC/PDX; 0; 387897615

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
VEHICLE 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:
FAR STATUS:

*****FAR 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:
TRADE:
RESERVED MARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID:

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 NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

CHASE/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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

RIVERDALE

GA

HOME PHONE:

CASE NUMBER: 05324819 VIN: 1G1YY22G2W5109923
MODEL YEAR: 1998
DATE OPENED: 2001-08-15 SERIES: UNKNOWN
DATE CLOSED: 2001-08-17 MILEAGE: 44010
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TERRY CULLEN SOUTHLAKE CHEVROLET
BRC PARENT: DEALER ADDRESS: 1250 BATTLE CREEK RD., JONESBORO, GA, 30236, USA

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

A01 Open Campaign Product Campaign Claim
0 REPAIR ATTEMPT(S) POLICY 01044
M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) STEERING LOCKED. POLICY 01044

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

Be 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 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*****

CUST STATES THAT HIS STEERING WHEEL LOCKED AND HAD TO HAVE VEH TOWED TO DLR. CUST SEEKS THE TOWING REIMB. CRM CALLED DLR AND IS SEEKING THIS FOR CUST. CRM WILL CALL DLR AFTER VEH IS
CLOSED. KATE ANDRES/CAC/PDX; 0; 366743188
1-08-15

RICHARD BROOKS, SVR MGR STS CUST HAS 1998 CORVETTE W/ STEERING COL LOCK-UP. SVR MGR SKS IF VIN IS IN CAMP 01044. CRM ADV THIS CUST VIN DOES NOT FALLL WITHIN PARAMETERS OF CAMPAIGN.
MARLA THREADGILL/ATK/CARS; 0; 366745491
2001-08-15

██████████ CALLED TO LOG HIS FORMAL COMPLAINT AGAINST GM. BECAUSE HIS VETTE IS EXPERIENCING SAME PROBLEMS AS IN THE RECALL, BUT HIS IS NOT COVERED. ~ I CONFIRMED THIS INFO THRU CAMPAIGN BULLETIN (01044) VIN BREAKPOINTS. ~ I ADV. ██████████ THAT I HAVE LOGGED HIS COMPLAINT AGAINST GM. AND ADV. HIM OF HIS REQ. # IF HE SHOULD NEED TO CALL BACK IN THE FUTURE. - DAN WATKINS / TXCARS ?; 0; 366746185
2001-08-15

CUST STATES THAT HE VEH HAS SAME CONCERN AS CAMPAIGN BUT IT DOES NOT FIT IN THE CAMPAIGN BREAKPOINTS. CUST WAS UNDER THE ASSUMPTION THAT WHEN HE BOUGHT VEH IN THAT HE WOULD NOT HAVE TO PAY BECAUSE THE ADVISED TOLD HIM THAT THERE WAS A CAMPAIGN ON VEH. WHEN HE CAME TO PICK UP VEH THEY ADVISED HIM THAT IT DID NOT FIT AND HE HAS TO PAY FOR THE REPAIR. CRM ADVISED CUST THAT UNLESS IT FITS WITH IN THE GUIDELINES IT WOULD BE CUST PAY. HE CAN SPEAK WITH THE SRV MGR AT THE DLR TO SEE IF HE CAN WORK OUT ANY TYPE OF RESOLUTION BECAUSE HE DID NOT KNOW HE WAS GOING TO HAVE TO PAY FOR THE REPAIR BUT IT STILL UP TO THE CUST TO PAY FOR THE REPAIR. KATHLEEN LINDER/PDX; 0; 366747230
2001-08-15

CUST CALLED AND STATES PART PUT IN VEHICLE IS NOT THE SAME AS ORIGINAL PART. CUST SEEKS TO HAVE VEHICLE COVERED UNDER CAMPAIGN 01044. CRM ADVISED NOT ABLE TO COVER UNDER CAMPAIGN IF VIN DOES NOT FIT. CRM LOOKED AT CAMPAIGN BULLETIN AND AGAIN VERIFIED THAT CUST VEHICLE IS NOT INVOLVED IN THIS RECALL. CRM ADVISED UNABLE TO ASSIST. KACI ROBISON/PDX/CAC; 0; 366752552
2001-08-15

*****EXEC HANDLING REQUEST*****CHAS GRIFFITH, EXEC CAC*****
CUST CALLED IN STATING THAT HE PURCHASED VEHICLE USED ABOUT THREE WEEKS AGO. CUST STATES THAT WHILE DRIVING THE VEHICLE LOCKED UP ON HIM. CUST STATES THE VEHICLE WAS TAKEN TO THE DLR. CUST STATES HE WAS ADVISED THAT THE REPAIR WAS COVERED UNDER THE CAMPAIGN AND WHEN HE WENT TO PICK UP THE VEHICLE HE WAS OUTSIDE OF THE PARAMETERS BY ONE VIN #. CUST STATES HE ALREADY PAID FOR THE CONCERN. CUST STATES DEALER CHARGED HIM \$130 FOR THE PART AND THEY BILLED APROX \$245 FOR LABOR. CUST IS SEEKING FOR GM TO COVER THE COST. EXEC ADVISED CUST THAT HE WOULD NEED TO CONTACT THE SVC MGR AND WOULD CONTACT HIM BACK.. EXEC LEFT A VME FOR SVC MGR, SCOTT HUNTER, TO CONTACT EXEC. EXEC SUSPENDING FILE TO CONFIR WITH TL AND PENDING SVC MGR, CONTACT. CHAS GRIFFITH, EXEC CAC; 0; 366756482
2001-08-15

SCV MGR, RICHARD, CALLED IN STATING THAT HE COVERED THE COMPLETE COST FOR THE LABOR AND DID PERFORM THE MOST CURRENT TSB ON VEHICLE. RICHARD ADVISED THAT HE COVERED THE LABOR EVEN THOUGH THE CUST PURCHASED VEHICLE USED, DID NOT PURCHASE A GMPP, DID NOT PURCHASE THE VEHICLE FROM HIS DLR, HE HAS NEVER SEEN CUST BEFORE AND THE VEHICLE WAS MADE 13432 VEHICLES PRIOR TO THE CAMPAIGN TAKING EFFECT (APROX 95 DAYS BEFORE THE RECALL DATES). EXEC LEFT A VME FOR CUST TO CONTACT EXEC. CHAS GRIFFITH, EXEC CAC; 0; 366763183
2001-08-16

EXEC LEFT A VME FOR CUST REQUESTING TO CONTACT CAC. CHAS GRIFFITH, EXEC CAC; 0; 366834514
2001-08-17

EXEC LEFT MESSAGE WITH ADULT FEMALE AT CUST # TO CONTACT EXEC. CHAS GRIFFITH, EXEC CAC; 0; 366912592
2001-08-17

EXEC CONTACTED CUST ON CELL 770-480-1410. EXEC ADVISED CUST THAT NO OTHER ASSISTANCE WOULD BE PROVIDED. SEE PREVIOUS WORK HISTORY FOR BUSINESS REASONS. EXEC CLOSING FILE SATISFIED. CHAS GRIFFITH, EXEC CAC; 0; 366916819

*****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:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER RAC:
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
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEMON ADMINISTRATION:

RELEASE:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

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:

AGE AT PURCHASE: 0

PURCHASE/LEASE AS:

IS 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: 01157339 VIN: 1G1YY22G2W5111560
MODEL YEAR: 1998
DATE OPENED: 2000-08-08 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-01 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: PARAMUS AUTO MALL CHEVROLET-GEO INC
BRC PARENT: DEALER ADDRESS: 194 RTE 17, PARAMUS, NJ, 07652, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
1 REPAIR ATTEMPT(S)	WHEEL LOCKED
M23 Brake Rotors	Other
2 REPAIR ATTEMPT(S)	CUT TWICE

Cust states that Corvette Owners should have priority treatment because of the amount of money a cust spends on their vehicle

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

Cust feels Corvette owners should be treated like a Cadillac owners, considering money spent on vehicle

Katey Maes-Hunsaker/Portland; 0; 334617877
2000-08-08

Cust states that there has been a scheduling concern, dlr could not get veh in until next week, Cust states that power steering was locked up and veh could not be driven, cust feels that this is an emergency situation.

Katey Maes-Hunsaker/Portland; 0; 334618002
2000-08-08

Cust states that he has been a GM owner since he was 17, cust is now 32. Cust states that he does not see exceptional service General Motors anymore.

Katey Maes-Hunsaker/Portland; 0; 334618265
2000-08-28

Exec crm Eugene Mann: Recieved letter addressed to Mr. Smith dated 8/09/00.
The cust states the rotors were cust twice within the 25,000 miles, states the dlr advised this is a maint item and the cust is responsible for the necessary repairs. The cust states her son owns a veh, which the steering colum locked while driving (the son owns a 1999 model), states when she was backing out of the driveway w/ her veh the steering wheel locked up, states the veh was towed. The cust states she as a Corvette owner she should get better treatment from the dlr. The cust states she seeks to purchase another Corvette, states it will depend on the assist offered. Exec crm to contact the listed dlr for further review.

Eugene Mann Executive Offices...; 0; 336350328
0-08-29

Exec crm contacted the dlr @ 201-261-7100 or mgr Mr. Jim Tiricheillo, was not avail. Exec crm left the cust's infor. Exec crm to await a call back. Eugene Mann Executive Offices...; 0; 336432136
2000-08-30

Exec crm recieved call back from the svr mgr Jim. Jim states the cust was in the dlr once w/ concerns to resurfacing the brakes @ 21,000 miles. Jim states this was the first time the veh seen & last. Exec crm left detail message for second dlr Breakness @ 973-835-5050 svr Mr. Tom Prudy. Exec crm to await a call back, then contact cust to advise.; 0; 336520471 2000-08-31

Exec crm left second message for the svr mgr Mr. Tom Prudy. Exec crm requested a call back on 9/01/00. Exec crm to make contact w/ the cust after speaking w/ svr mgr.; 0; 336595105 2000-09-01

Exec crm was contacted by svr mgr Mr. Tom Prudy. Tom advised the veh was svr five times, 2 oil changes, machine rotors, ABS light wheel sensor, steering wheel. Exec crm contacted the cust (the wife), & asked the cust was the steering column repaired. The cust advised yes, advised no further concerns w/ steering. The cust wanted to know what was causing the rotors to need resurfacing twice. Exec crm advised the cust exec crm is not technical. Exec crm advised there are many variables which may cause the rotors to need resurfacing. The cust asked if exec crm could contact her husband at work [REDACTED] Exec crm contacted the cust left detail message w/ the same infor. Exec crm advise if any other ???'s please contact the office. Exec crm closing pending cust's contact.; 0; 336689608 2000-09-01

Exec crm was contacted by the cust to advise the purpose of the letter. The cust states the point of his letter was to advised both Mr. Smith & Mr. wagoner that the svr recieved at the dlrs is no longer the same, states he was advised by two dlrs that the veh would not be repaired for approx a week, advised rental is only provided for three days 2 \$30.00 per day. The cust states he is the owner of an Audi states although he spends an extra \$20.00 per month on his lease its worth it to recieve quality svr. The cust states point two he does not understand how GM can compete w/ the other companies when the veh cannot be repaired correctly, states his rotors have been resurfaced twice when his son's 1999 Corvette has never had the rotors resurfaced. The cust states the third point is GM needs to know it is a shame to see how GM is failing on there svr, states the American veh industry is suffering. Exec crm apologized to the cust, & advised the cust exec crm is not technical & cannot offer any assist w/ regards; 0; 336695491 2000-09-01

to advising on the resurfacing of the rotors. Exec crm advised the cust the svr mgr will be to advise the reason's for the wearing or heating that is effecting the life of the rotors, Exec crm advised the cust all comments are entered into our data base for upper management to review & take into consideration w/ any future changes within GM's Corporation. Exec crm thanked the cust for the feedback and advised this is how changes are brought forth, advised as an example the three days of rental perhaps within that region could be increased due to the increased sales and the need to accomodate both maint work within the dlr along w/ warranty work. Exec crm advised should any future concern arrive or any changes that effect his veh, he will be contacted. The cust was pleased w/ the info, states he would not mind being contacted by someone from GM. Exec crm advised there are no guantees he will be contacted however his infor is on file. The cust was satisfied w/ the infor. Eugene Mann Executive Offices....; 0; 336695883

*****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*****

FORCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

COUNT BALANCE:
AL:

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:

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

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

Wayne, New Jersey



08-23-00P01:17, RCVD

General Motors Corporation
Attn: Rick Wagoner
PO Box 300
300 Renaissance Center
Detroit, Michigan 48243

48243-3461 US



01157339

Dup

General Motors Corporation
Attn: Jack Smith
PO Box 300
300 Renaissance Center
Detroit, Michigan 48243

August 9, 2000

RECEIVED

AUG 16 2000

Dear Mr. Smith;

G.R. WAGONER, JR.

I leased a 1998 Corvette two and a half years ago. My son [redacted] bought a 1999 Corvette a year later. We both love our Corvettes but we have had some problems.

Although my car only has about 25,000 miles on it, the routers had to be cut twice at my expense. The service rep told me that I was either doing a lot of highway driving or a lot of around town driving to cause this condition. Short of an attempted Lunar Landing I can't think of any other kind of driving there is - can you??

Just last month my son was on his way into NYC to take a scheduled Series 7 test to qualify him in finance. His steering wheel locked and would not unlock. My husband and I were on vacation and he was able to use his dad's car, which would not have been so readily available had we been at work.

Yesterday I was backing out of the garage when MY steering wheel locked. Oh, happy days! Here we go again! My car had to be flatbedded to the dealer. But of course MY dealer was way to busy to even give me an estimated time as to when it would be fixed. "I can look at it some time next week," says he. LOOK AT IT! So, we call another dealer who had it towed and said it might be done maybe next week. Considering today is only Wednesday next week is a long way off. So does GM provide a car for us Corvette owners who pay a small fortune in lease payments a month (my son paid cash) especially if the defect is your fault? Ha! Who do I think you are, the local Audi dealer? GM will pay only 3 days on a rental and considering no one can even look at my car for 7 days I'm already in a hole. So now I make a \$610 payment per month and I have to shell out \$30 a day on a hunk of junk rental while your service department gets around to "looking at my car".

We as a family have owned GM cars all our lives. My first car 32 years ago was a 1968 blue metallic Camaro then a 1972 orange Camaro. We've bought in our 30 years of marriage a Grand Prix, a Cadillac Cimarron, a 1987 Corvette, countless Eldorados my husband used for business (one a diesel when they were all the rage) a Coupe de Ville and a Grand Am. When my children turned 17 my daughter purchased the Cavalier and my son a Camaro. I loved the Camaro so much I bought a '96 black convertible. Each and every car was brand spanking new.

Then I leased my C5. I love my Corvette but I'm not happy with the problems and most of all the service is not up to an acceptable standard. My husband bought an Audi last year. They give him a car when they change his oil. Not only do they change his oil at no charge; they wash his car to boot! The next day we receive a phone call from Audi asking if we like the service, was it done in a timely manner, are we happy and satisfied. I'm surprised they don't take us out for dinner while they're at it.

I love my Corvette. My lease is up this December and the Porsche Boxster is looking real good to me. Not because I like it any better but I know I will get excellent service, a cheerful smile, I won't get blown off, I'll have something to drive while mine is in service. My car will come back clean and complaints won't fall on deaf ears.

So, what are you going to do to convince me to buy that Navy Blue Corvette Convertible I've been dying to get my hands on for a year now? I'll be waiting for your reply. By the way your customer service rep told my husband you review complaints quarterly. I hope my letter gets to you before I'm forced to buy that Navy Blue Boxster convertible that needs to be ordered in the next three weeks for me to get it in December when my lease runs out.

Sincerely Your,

Cc: Rick Wagoner, GM

Wayne, New Jersey



08-23-00P01:17 RCVD

General Motors Corporation
Attn: Jack Smith
PO Box 300
300 Renaissance Center
Detroit, Michigan 48243

RECEIVED

AUG 18 2000

J. R. SMITH, JR.

August 9, 2000

General Motors Corporation
Attn: Jack Smith
PO Box 300
300 Renaissance Center
Detroit, Michigan 48243

Dear Mr. Smith;

I leased a 1998 Corvette two and a half years ago. My son [redacted] bought a 1999 Corvette a year later. We both love our Corvettes but we have had some problems.

Although my car only has about 25,000 miles on it, the routers had to be cut twice at my expense. The service rep told me that I was either doing a lot of highway driving or a lot of around-town driving to cause this condition. ~~Short of an attempted Lunar Landing I can't~~ think of any other kind of driving there is...can you??

Just last month my son was on his way into NYC to take a scheduled Series 7 test to qualify him in finance. His steering wheel locked and would not unlock. My husband and I were on vacation and he was able to use his dad's car, which would not have been so readily available had we been at work.

Yesterday I was backing out of the garage when MY steering wheel locked. Oh, happy days! Here we go again! My car had to be flatbedded to the dealer. But of course MY dealer was way to busy to even give me an estimated time as to when it would be fixed. "I can look at it some time next week," says he. LOOK AT IT! So, we call another dealer who had it towed and said it might be done maybe next week. Considering today is only Wednesday next week is a long way off. So does GM provide a car for us Corvette owners who pay a small fortune in lease payments a month (my son paid cash) especially if the defect is your fault? Hal Who do I think you are, the local Audi dealer? GM will pay only 3 days on a rental and considering no one can even look at my car for 7 days I'm already in a hole. So now I make a \$610 payment per month and I have to shell out \$30 a day on a hunk of junk rental while your service department gets around to "looking at my car".

We as a family have owned GM cars all our lives. My first car 32 years ago was a 1968 blue metallic Camaro then a 1972 orange Camaro. We've bought in our 30 years of marriage a Grand Prix, a Cadillac Cimarron, a 1987 Corvette, countless Eldorados my husband used for business (one a diesel when they were all the rage) a Coupe de Ville and a Grand Am. When my children turned 17 my daughter purchased the Cavalier and my son a Camaro. I loved the Camaro so much I bought a '96 black convertible. Each and every car was brand spanking new.

Then I leased my C5. I love my Corvette but I'm not happy with the problems and most of all the service is not up to an acceptable standard. My husband bought an Audi last year. They give him a car when they change his oil! Not only do they change his oil at no charge; they wash his car to boot! The next day we receive a phone call from Audi asking if we like the service, was it done in a timely manner, are we happy and satisfied. I'm surprised they don't take us out for dinner while they're at it.

I love my Corvette. My lease is up this December and the Porsche Boxster is looking real good to me. Not because I like it any better but I know I will get excellent service, a cheerful smile, I won't get blown off, I'll have something to drive while mine is in service. My car will come back clean and complaints won't fall on deaf ears.

So, what are you going to do to convince me to buy that Navy Blue Corvette Convertible I've been dying to get my hands on for a year now? I'll be waiting for your reply. By the way your customer service rep told my husband you review complaints quarterly. I hope my letter gets to you before I'm forced to buy that Navy Blue Boxster convertible that needs to be ordered in the next three weeks for me to get it in December when my lease runs out.

Sincerely Your,



Cc: Rick Wagoner, GM

GM RESTRICTED

CASE NUMBER: 06824424 VIN: 1G1YY22G2W5111672
 DATE OPENED: 05/06/02 MODEL YEAR: 1998
 DATE CLOSED: 05/07/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 57000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] ROUND LAKE BEACH, IL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06824424 VIN: 1G1YY22G2W5111672
 MODEL YEAR: 1998
 DATE OPENED: 2002-05-06 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-05-07 MILEAGE: 57000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: WOODFIELD CHEVROLET, INC.
 SRC PARENT: DEALER ADDRESS: 1100 E GOLF RD., SCHAUMBURG, IL, 60173, USA

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

M41 Steering Column/Lock/Attaching Parts Other
 0 REPAIR ATTEMPT(S) STEERING WHEEL LOCK

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_Core 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

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

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

CUST STATES THAT SHE IS THE ORIGINAL OWNER OF A 1998 CHEV CORVETTE W/ MILES. CUST PURCHASED VEHICLE FROM WOODFIELD CHEV IN SCHLAUNBURG, IL. CUST STATES THAT VEHICLE STEERING WHEEL LOCKED UP WHILE SHE WAS DRIVING, BUT THERE WAS NO ACCIDENT OR INJURY. CUST STATES HOWEVER THAT SHE IS CONCERNED ABOUT THE SITUATION AND VEHICLE IS NOT DRIVEABLE. CUST STATES THAT SHE IS HAVING THE VEHICLE TOWED TO THE DLR. CRM CONTACTED WOODFIELD CHEV BUT SM WAS NA, CRM THEN SPOKE W/ MIKE GALLINGER SLS MGR @ WOODFIELD AND CONFERENCED W/CUST TO GET THE PERTINENT INFORMATION. CRM WAS UNABLE TO OBTAIN THE VIN # FROM CUST OR SLS MGR. CRM THEN ADVISED CUST TO CONTACT INSURANCE COMPANY TO OBTAIN THE VIN. CRM THEN ATTEMPTED TO CONTACT CUST NOT CUST WAS NA. CRM LM CRM DET CB FOR 5/7/2002@2-4PM EST. CRM SUSPENDING FILE. GIRALDA MERKMAN/CARS/TPA; 0; 389556264
2002-05-06

CUST STATES.. CUST HAS VIN FOR FILE....CUST SEEKS....TO UPDATE FILE WITH VIN.....CRM ADVSD CRM UPDATING FILE AND CUST WOULD LIKE TO SPEAK TO PREV CRM CUST CAN BE REACHED AT [REDACTED] CRM ADVSD THAT CRM CANNOT GUARANTEE A CB FOR TODAY....CRM TRANSFERRING FILE.....VERONICAPEREZ.CAC.ATX; 0; 389557077
2002-05-06

CRM RESUMED FILE TO CONTACT CUST. CRM CONTACTED CUST WHO STATED THAT SHE WAS TAKING HER VEHICLE TO THE DLR TO REPAIR HER VEHICLE. CRM ATTEMPTED TO SPEAK TO SM BUT SM WAS NA AND CRM WAS LEFT ON HOLD CRM LM FOR SM RICK GERARDI. CRM SUSPENDING FILE. GIRALDA MERKMAN/CARS/TPA; 0; 389562192

*****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:

INSPECTORS NAME: INSPECTION DATE:

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

WHERE WAS INSPECTION DONE:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER RAC:

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:

INTERMARKET:

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:

OPERATED:

IF SO, WHERE:

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

1

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

CLE:

FERC CONTACT INFORMATION

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GM RESTRICTED

373265

CASE NUMBER: 05051005 VIN: 1G1YY22G2W5114247
 DATE OPENED: 07/25/01 MODEL YEAR: 98
 DATE CLOSED: 08/28/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 30500
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MERRILLVILLE IN [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05051005 VIN: 1G1YY22G2W5114247
 DATE OPENED: 2001-07-25 MODEL YEAR: 1998
 DATE CLOSED: 2001-08-28 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 30500
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: DEALER NAME: OLSEN CADILLAC, INC.
 DEALER ADDRESS: 2929 W LINCOLN HWY., MERRILLVILLE, IN, 46410, USA

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

M01 Steering General	Other
0 REPAIR ATTEMPT(S)	locked up while driving veh
F19 Front Wheel Bearings/Hubs/Seal Assembly	Broken
1 REPAIR ATTEMPT(S)	replaced
J42 Engine Throttle Linkage	Inoperative
1 REPAIR ATTEMPT(S)	replaced module
J44 Fuel Pump	Inoperative
1 REPAIR ATTEMPT(S)	sender pump replaced
G22 Axle Shaft and Hub (Front/Rear)	Broken
1 REPAIR ATTEMPT(S)	replaced
T58 Retention Certificate/Owner Loyalty	Customer Satisfaction
0 REPAIR ATTEMPT(S)	olc for 2,000.00 // paid 32k

Final Repair Attempt

CRM INSTRUCTIONS:

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

373265

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/BOGAndPnP/PP/PP3_1.pdf]

Final Repair Attempt

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

cust states that he owns 3 corvettes and a Cadillac dlrship and has had this particular veh into the dlrship 18X total, 3x in the Chev. dlrships. 9X in 5 months. cust states that he is through with this veh and demands a repurchase. cust seeks to start the proceedings for buyback. cust states that he was driving the veh and the steering column locked up. cust states will not drive the veh. cust states that he has owned over 50 corvettes, is the OWNER of this dlrship and if GM is unwilling to work with cust, it WILL go legal. crm advised cust that there is a process which she has to follow. crm called Christenson Chev. Inc. 219-924-3344 and spk with Marty, sm who states that veh was there on:

6/14/01 for hub bearing, 5/22/01 for seat recliner repair (cust paid out on this one). crm called Mark, SM at Carroll Chev. and he states that he is very familiar with this veh and it's prob. Mark states that he spk with cust yesterday, gave him the campaign info regarding this and his veh isn't included.; 0; 364931477

2001-07-25

****cont**** crm will contact the AVM, Michael O'Brien re: this matter and then contact cust when AVM calls back. Teresa Frey/atx/cars; 0; 364931531

2001-07-25

CUST STATES THAT HE RCVD MSG FROM PREV CRM. CUST SEEKS INFO ON CASE. CRM ADVSD CUST THAT AVM WILL BE CONTACTED AND PREV CRM WILL CONTACT ASAP.....TIM

FRANCIS/ATX/CAC; 0; 364950153

2001-07-26

crm tried to cb and cust was not in yet. crm will cb shortly after 9am today. crm did research and found that cust's veh does not qualify for repurchase because:

1. cust is not the original owner of the veh

2. veh is past the 2/24,000

crm left another mess. TERESA FREY/ATX/CARS; 0; 365014870

2001-07-26

CRM CALLED CUST AGAIN AND LEFT MESS THAT SHE NEEDS DOC OF DATES OF THE 18x VEH HAS NEEDED TO BE FIXED, WHAT THE PROB WAS/IS, WHAT CAUSED THE PROB, WHAT THE DLR HAS DONE TO FIX THE PROB, AND THAT CUST NEEDS TO HAVE THE VEH TONED INTO THE CHEV. DLR TO DIAGNOSE THIS LATEST PROB WITH THE STEERING WHEEL. ****NEXT CRM WHO ANSWERS CUST CALL**** PLEASE, PLEASE REQ. THIS INFO. CRM NEEDS THIS INFO PER TM, STEVE S. FOR DOC AND RESEARCH. DO NOT GIVE A NO. CRM CALLED CARROLL CHEV. SPK WITH MARK, HE STATES THAT IF CRM CAN CB AT 2PM TODAY HE WILL GO OVER THE REPAIR HISTORY OF WHAT HE HAS. MARK STATES THAT THE VEH IS AT OLSEN CAD, MARK ADAMS IS SM. CRM CALLED CUST AGAIN, 3X TODAY. TERESA

FREY/ATX./CARS.; 0; 365019911

2001-07-26

CUST STATES: IS HAVING ISSUES WITH VEH...CRM TRIED TO GET INFO FROM CUST AS REQUESTED BUT BECAME IRATE.

GM RESTRICTED

373265

CUST SEEKS REPURCHASE.

DEALER STATES: IT WILL TAKE TWO DAYS TO FIX VEH.

CRM ADV CUST: OF DEALER INFO CUST DEMANDED REPURCHASE BECAME IRATE. CRM LISTENED AND CUST WOULD NOT CALM DOWN....CRM WILL ADV OTHER CRMS TO TREAT THIS GENTLEMAN AS ANOTHER CUST REGARDLESS. FRANKHERRERA/ATX/CARS; 0; 365031329
2001-07-27

CRM CALLED DLRSHIP AND SPK WITH SM JOE ADAMS AND HE REFUSED TO TALK ABOUT BECAUSE HE WAS INSTRUCTED BY CUST NOT TO DISCUSS ANYTHING ABOUT THE VEH. CRM ASKED TO BE TRANSFERRED TO CUST AND HE WAS UNAVAILABLE AGAIN. CRM REQ THAT RECEPTIONIST GIVE MESS TO CUST THAT W/O THE ABILITY TO TALK TO HIS SM ABOUT THE VEH AND BE ABLE TO GET THE INFO REQUIRED, CRM IS UNABLE TO PROCESS HIS CLAIM. ****IF AND WHEN CUST CALLS IN, DON'T BOTHER TRYING TO GET THE NEEDED INFO. JUST LET HIM KNOW THAT CRM TERESA FREY HAS CALLED HIM 4X IN 2 DAYS TO GET MORE INFO AND CANNOT PROCEED UNTIL SHE GETS THIS INFORMATION. THANKS! TERESA FREY/ATX/CARS; 0; 365102592
2001-07-27

CRM CALLED AGAIN TO TRY TO SPK WITH THE CUST. CUST SEEKS AN ASSISTED BYOUT OF THE VEH. CUST IS SEEKING A 2002 CORVETTE. CUST STATES THAT HE CALLED INTO CAC THIS AM AND ASKED TO SPEAK TO STEVE AND WAS TOLD THAT THEY DIDN'T KNOW ANYTHING ABOUT IT. CUST GOT LAST NAME FROM FRANK HERRERA. CUST STATES THAT HE SPK WITH PAULA KNOWLES. PAULA STATES THAT SHE IS GOING TO CONTACT AVM O'BRIEN. CUST GAVE CRM THE PH. #S FOR AVM O'BRIEN. GM LEGAL TOLD HIM NOT MOVE OR TOUCH THE VEH UNTIL THEY CAN LOOK AT THE VEH SO THAT THEIR TECH CAN LOOK IT OVER TO DIAGNOSE IT. BECAUSE THIS IS A POTENTIAL LEGAL ISSUE THIS CRM WILL DOC EVERYTHING AND *****CONT***** TERESA FREY/ATX/CARS; 0; 365108058
2001-07-27

*****CONT***** THESE ARE THE INCIDENCES REFERED TO IN PREV. NOTES.:

1. AT -0- MILES ENGINE FAILURE OCCURRED
2. AT 25,345 MILES THE WIRES WERE REPL. ON 9/26/00
WHILE DRIVING VEH THE EXHAUST SYSTEM FELL OUT AND THE HEADER WAS SHEARED OFF. WHOLE SYSTEM REPLACED ON THE LEFT SIDE.
3. ON 2/23/01 DUAL MUFFLER REPL. AT 26,903, VEH WAS FIXED IN CAD. SHOP, EXHAUST SYSTEM REPL AGAIN AND THE R/R AXLE SHAFT REL DUE TO BEING SHEARED.
4. VEH IS STORED FOR THE WINTER FROM NOV. 1ST TO APRIL 1ST.
5. 5/22/01- 28,332- COMPLETE ELECTRICAL FAILURE AND THE FUEL GAUGE GOES TO -0- DUE TO ELECTRICAL SHORT, LEFT AND FRONT WERE REPL AND PROB STILL EXISTS.
6. 6/14/01- 28,366 MILES, HUB FAILURE AND BEARING R/R- NO PARTS AVAILABLE FOR 2 WKS
7. 7/23/01- STEERING WHEEL LOCKED UP WHILE VEH WAS RUNNING AND IN GEAR. AT THAT TIME THE VEH WAS PUT ON A FLAT BED AND CARRIED OVER TO CUST'S DLRSHIP AND PUT ON BLOCKS. CUST WAS TOLD TO LEAVE VEH THERE AND NOT TOUCH IT OR DO ANYTHING TO IT. CUST STATES THAT THE PREV. WAS A LEASE

3.; 0; 365117774
2001-07-27

CONT** BY MICHAEL C. JEZIAK, GMC LEASE. CUST STATES THAT BEFORE HE GOT THE VEH, IT WAS IN THE SHOP FOR 21 RENTAL DAYS AND THAT HE HAS HAD 9 FAILURES IN 5400 MILES. CRM SENT PAULA KNOWLES A NOTE TO UPDATE THIS CRM. TERESA FREY/ATX/CARS; 0; 365118210
2001-07-27

PREVIOUS CRM...THIS CRM WAS UNABLE TO DOCUMENT IN FILE DUE TO FILE BEING OPEN AT THE TIME CALL WAS MADE TO THE CAC CENTER...CRM ADVISED WOULD CONTACT AVM FOR CUST...CRM REVIEWED HISTORY ON FILE AND ADVISED CUST YOU HAD IN FILE ON 07-25-01 THAT YOU WERE

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

373265

CONTACTING AVM...CRM ADVISED CUST WOULD WAIT FOR PREVIOUS CRM TO GET REPLY...CRM ADVISED CUST WOULD MONITOR FILE FOR CALL BACK...SINCE PREVIOUS CRM DID MAKE CALL BACK THIS CRM NEEDS NOT INTERFERE IN FILE....PAULA KNOWLES/ATX/CARS; 0; 365120270
2001-07-30

CUST CALLED STATING HE HAS NOT HEARD FROM ANYONE. CUST SEEKS TO HAVE AN AVM LOOK AT HIS VEH. CUST IS VERY PERSISTENT AND IS FAMILIAR W/POLICIES AND PROCEDURES. CRM CONTACTED SVC MGR MARK WHO ADVISED THAT CUST PURCHASED VEH AT AN AUCTION, CAN NOT VERIFY PREVIOUS MAINT HISTORY ON VEH SINCE CUST IS SECOND OWNER AND NO MAJOR REPAIRS DONE ON VEH AT DLRSHIP. MAINT HISTORY @ 25,000 MILES REPLACED SPARK PLUGS WIRES, TIRE SENSOR AND KEYLESS ENTRY RECEIVER, @ 26,000 REPLACED CENTER CONSOLE LATCH, ASH TRAY AND ANOTHER TIRE SENSOR, @ 26,900 REPLACED MUFFLER AND @ 27,000 MILES REPLACED OTHER SIDE OF MUFFLER AND CB BOOT. CRM PLACING FIRST ATTEMPT TO AVM. CYNTHIA CABRERA/CAC/PDX; 0; 365368256
2001-07-31

AVM Team received update from AVM, Michael O'Brien via e-mail: " This vehicle is not at Carroll Chevrolet and has not been there since Feb, 2001. Christenson Chevrolet has most recently been working with [REDACTED]. The vehicle is a used vehicle that is owned by the Olsen Cadillac Dealership in Merrillville, Indiana and is not a retail customer vehicle. The vehicle was originally reported as a retail lease on 2/11/98 by James Chevrolet in Mount Clemens, MI. Olsen Cadillac apparently acquired the vehicle through the auction process as an off-lease vehicle. The last time the car was at Carroll Chevrolet it had dealer plates on it and the repair was to replace a muffler and an axle shaft joint kit. Since that time the Christenson Chevrolet repairs were made under Chevrolet policy as the warranty expired on 2/11/01. (Note: GM policy prohibits policy adjustments on used vehicles Ref; PEP 1.2.2 Paragraph L). AVM will counsel with Christenson Chevrolet regarding this issue.; 0; 365456248
2001-07-31

.....Regarding the Corvette "Electronic Column Lock" recall. This vehicle does not fall into the VIN range for the campaign. GM dealer owned used vehicles are not normally considered for customer satisfaction repurchase. The dealer has recourse through the auction process if undisclosed problems are found after dealer buys the vehicle. Suggest lead management and GM personnel review this case and finalize with [REDACTED] >>>>>end of update. CRM forwarding to Cynthia Carera who placed call into AVM. Rebecca Skaggs/AVM Team/Tampa; 0; 365456377
2001-07-31

CRM PLACED SECOND CALL TO AVM FOR FURTHER INSTRUCTIONS AND CLARIFICATION. CYNTHIA CABRERA/CAC/PDX; 0; 365460102
2001-08-01

CRM CALLED LEAD MANAGEMENT AND SPK WITH SCOTT HOWSER WHO STATES THAT THIS IS A CAC PROB ALL THE WAY AND THAT LEAD MANAGEMENT HAS A DIFFERENT DATA BASE. THEY CANNOT ASSIST THIS CUST. CRM CALLED CUST AND LEFT MESSAGE THAT AVM HAS BEEN CONTACTED 2X AND WEARE WAITING ON AN ANSWER. TERESA FREY/ATX/CARS; 0; 365528532
2001-08-01

AVM, [REDACTED] STATES THIS VEH WAS PURCHASED AT AUCTION AND IS OWNED BY THE DLRSHIP. AVM STATES VEH HAS DLR PLATES ON IT. AVM STATES VEH DOES NOT QUALIFY FOR REPURCHASE CONSIDERATION. AVM STATES REPURCHASE IS THERE FOR RETAIL CUSTOMERS AND CAC IS FOR RETAIL CUST. AVM STATES DLR HAS OTHER OPTIONS AVAILABLE TO HIM, BUT CAC IS NOT FOR DLRS. AVM SEEKS TO HAVE FILE DOCUMENTED AND DLR CONTACTED AND CLOSE THIS CASE FILE OUT. CRM WISHED DOCUMENTING FILE AND WILL CONTACT DLR.

CHARL MOORE/AVM TEAM/TAMPA; 0; 365550301
2001-08-01

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

373265

CRM CALLED DLR, BUT [REDACTED] WAS NOT AVAILABLE. CRM LEFT NUMBER AND EXTENSION. MICHAEL MOORE/AVM TEAM/TAMPA; 0; 365550529
2001-08-01

DLR, BRUCE OLSEN, STATES HE IS RETURNING CALL. DLR STATES HE WAS ON THE PHONE W/PETE GEROSI OF GM WHEN CRM CALLED THE FIRST TIME. DLR STATES HE HAS PERMISSION TO DO WORK ON VEH IN HIS DLRSHIP. DLR STATES HIS STEERING COLUMN LOCKED UP AS HE WAS BACKINGOUT OF THE DRIVEWAY. DLR STATES HE NEEDS ONE MORE PART. DLR STATES HE CAN TITLE VEH ANY WAY HE SEES FIT. DLR STATES VEHs ARE IN THE NAME OF DLRSHIP, BUT HE PAID FOR THEM W/HIS OWN PERSONAL CHECK. CRM ADVISED IT IS GOOD THAT DLR IS ABLE TO ADDRESS THE CONCERN. CRM CALLED AVM, MIKE O'BRIAN, AND UPDATED ON THE STATUS OF FILE. CRM IS CLOSING FILE AND WILL ALRM PREVIOUS CRMS THAT THE FILE IS CLOSED AND DLR IS ADDRESSING CONCERN IN HIS OWN SHOP.

MICHAEL MOORE/AVM TEAM/TAMPA; 0; 365556203
2001-08-02

AVM ANN WALROTH STATES THAT AT THIS POINT AVM HAS OFFERED AND CUSTOMER ACCEPTED A OLC FOR 2,000.00 ON A 98 CORVETTE (CUSTOMER ACTUALLY PAID 32,000 FOR VEHICLE) WITH DISCOUNTS {CUSOTMER IS DEALER PRINCIPAL}, VERIFIED CUSTOMERS ADDRESS, SCANNED FOR FILES CUSTOMER HAS HAD HUB REPLACED / ENGINE THROTTLE MODULE / SENDER PUMP / AXLE SHAFT <<<< ALL COMPONENTS REPLACED DUE TO FAILURE. ADVISED AVM I WOULD PROCESS HER REQUEST. MIKO GUTIERRES / AVM TEAM; 0; 365610278
2001-08-02

vehicle is a corvette. niko gutierrez / avm team; 0; 365612120
2001-08-02

TEAM LEAD HAS REVIEWED REQUEST FOR \$2000 OLC. REQUEST FROM AVM MBETS SOG GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING. FRITZANN ALEXANDER/TEAM LEAD FOR AVM TEAM/TAMPA 08-02-01; 0; 365613586
2001-08-03

SHANTA MORRIS/TPA GOODWILL LIAISON -F; 0; 365699244
2001-08-03

TEAM LEAD HAS RECEIVED ELEVATED REQUEST FOR GM BRAND PROCESS MANAGER REVIEW. FRITZANN ALEXANDER/TEAM LEAD/TAMPA; 0; 365729255
2001-08-07

Writer left a vme for Doc Timmons, CAM to gather his input as to contact with Pete Gerosi and if he is agreeable to issue an olc to Bruce Olsen as an individual. Denver
Moye/Tampa; 0; 366070533
2001-08-13

Writer has reviewed with Tom Tyler, RSM Chicago- Doc Timmons, CAM Chicago- Peter Joselyn- Warranty mgr for DCC- Ann Walroth AVM at DCC. Vehicle is beyond 36/36 new vehicle warranty. Vehicle is used as personal use by [REDACTED] It is unusual to issue an olc to a dlrship. Writer agrees to process based on decision made by DCC. Denver
Moye/Tampa; 0; 366566196
2001-08-21

LIAISON PRE-APPROVING REQUEST FOR \$2000.00 OLC. PER BRAND PROCESS MANAGER DENVER MOYE. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 367269561
01-08-21

1ST APPROVAL FOR AN OLC IN THE AMT OF \$2000.. FRAN DUKES/GOODWILL LIAISON/TPA.; 0;
367271134

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

373265

01-08-21

FINAL APPROVAL OLC IN THE AMOUNT \$2000.00 CRAIG KING/TAMPA/GOODWILL LIAISON; 0;
367277470
2001-08-28

OLC#cars05051005 FOR AMOUNT \$ 2,000.00 MAILED ON (08/22/01) Edward J.
Brown II/Goodwill/TPA; 0; 367893065

*****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:

GM RESTRICTED

373265

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

373265

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

OKEECHOBEE

FL

HOME PHONE:

CASE NUMBER: 00410227 VIN: 1G1YY22G2X5113200
MODEL YEAR: 1999
DATE OPENED: 2000-05-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-06-09 MILEAGE: 17500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: GILBERT CHEVROLET COMPANY INC
BRC PARENT: DEALER ADDRESS: 3550 HWY 441 S., OKEECHOBEE, FL, 34974, USA

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

J58 Check Engine Light Service Engine Soon
3 REPAIR ATTEMPT(S) ENGINE FAILURE

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) COLUMN LOCKED UP

M40 Power Windows Motor/Switch/Wiring Inoperative
1 REPAIR ATTEMPT(S) MOTOR REPLACED

Repeated part failure after repair

INFORM THE CALLER:

"General Motors and (XXX Division) work to provide a high quality products that should meet or exceed the customer's expectations, however when dealing with a mechanical part there is always a chance that something might fail. That is something we cannot speculate on, which is why we provide a warranty of 12 months or 12000 miles whichever comes first."

- ENGINE FAILURE 3 TIMES

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

CUST STATES HIS ENGINE LIGHT CAME ON 3 TIMES , ONE WAS FOR A FUSE THAT CONTROLS THE ELECTRONIC FUEL INJECTORS AND TWO CHIPS WERE REPLACED IN THE COMPUTER, THEN THE STEERING COLUMN LOCKED UP WHILE DRIVING, AND THE WINDOW MOTOR WENT OUT. CUST FEELS THIS IS TOO MANY THINGS GONE WRONG WITH THIS KIND OF VEH, STATES THE SVC PERSON AT THE DLR IS AT A LOSS AS TO WHAT TO DO WITH THESE CONCERNS.; 0; 327886529
2000-05-22

CRM CALLED DLR --SVC SHOP CLOSED FOR THE DAY--WILL CALL TOMORROW; 0; 327887304

*****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 SAC:
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:
RELEASE:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
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:

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 REQUEST:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SAN ANTONIO

TX [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 06571080 VIN: 1G1YY22G2K5114136
MODEL YEAR: 1999
DATE OPENED: 2002-03-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-03-26 MILEAGE: 36200
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: THE ANCIRA-WINTON CHEVROLET INC
SRC PARENT: DEALER ADDRESS: 6111 BANDERA AT WURZBACH, SAN
ANTONIO, TX, 78238, USA

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

M41 Steering Column/Lock/Attaching Parts Excessive Play
0 REPAIR ATTEMPT(S) LOCKS WHEN STARTS VEH AND PUTS IN DRIVE
A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) REF TO DLR FOR DIAG

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 OWNER OF 99 CORVETTE; CUST STATES CAMPAIGN RE: STEERING WHEEL LOCKING PREV
DRESSED; CUST STATES VEH NOW HAVING SAME PROB W/ STEERING WHEEL LOCKING WHEN STARTS VEH
AND PUTS IN DRIVE -VEH DIES OUT AND WON'T MOVE; CUST STATES CONTACTED DLR AND INF TO BRING
VEH IN

CUST ASKS TO KNOW WHAT'S WRONG W/ VEH AND SEE IF CAN BE RPRD @ NO COST
CRM ADV CUST WILL NEED TO HAVE VEH DIAG @ DLRSHIP; CRM INF CUST TECH @ DLRSHIP ARE GM TECH
EXPERTS; CRM INF CUST REV ON CASE BY CASE BASIS FOR POSS ASSIST; CRM INF CUST OF NO OPEN
CAMPAIGNS; CRM SET C/B W/ CUST FOR 1/27 BET 1-3PM CST FOR UPDATE; CRM CONF CUST W/ SVC ADV

VICTOR TO SCHED VEH IN (SVC MGR, MARTIN DUFFY)

DENISE MCCLVEREN/CAC/ATK; 0; 385683901
2002-03-26

CRM CALLED DLRSHIP, ANCIRA WINTON (210-681-4900) FOR UPDATE, SVC MGR, MARTIN DUFFY UNAVAIL,
CRM SPOKE W/ SVC DIR HERMAN; SVC DIR STATES CUST NOT IN SINCE 11/01 AND DOESN'T SHOW APPT
FOR CUST TO COME IN

CRM LM ON CUST VMAIL TO CONTACT CAC

*****NEXT

CRM*****

IF CUST CALLS BACK, FIND OUT IF CONCERN HAS BEEN RESOLVED; CUST WAS TO TAKE VEH BACK TO
ANCIRA DLR FOR DIAG BUT DLR SHOWS NO RECORD OF CUST BACK IN OR ANY APPT SET; UPDATE FILE W/
INFO OF CUST APPT DATE/DLR OR IF CONCERN HAS BEEN RESOLVED

THANKS

DENISE MCCLVEREN/CAC/ATK; 0; 386026031
2002-03-26

CUST STATES HE MISSED THE CALLBACK FROM HIS PREV CRM...CUST STATES THE CONCERN WITH IS
CORVETTE IS RESOLVED...CUST THEN ASKED CRM TO PLEASE TELL DENISE THAT HE APPRECIATES
EVERYTHING SHE DID FOR HIM...CRM ADVISED THAT HIS FILE WOULD BE UPDATED...CUST THANKED CRM
AND ENDED THE CALL...TINA CHURCHIN/ATK PILOT; 0; 386026667
2002-03-26

CRM REC'D FILE W/ UPDATE

IN CLOSING FILE SATISFIED SINCE CUST CONCERN RESOLVED

DENISE MCCLVEREN/CAC/ATK; 0; 386027095

*****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:

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

RP:

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:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

NORTH FT. MYERS
FL

HOME PHONE:

CASE NUMBER: 04068252

VIN: 1G1YY22G2X5119739

MODEL YEAR: 1999

DATE OPENED: 2001-05-04

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-05-04

MILEAGE: 50000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BILL BRANCH CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 3980 FOWLER ST., FORT MYERS, FL, 33901, USA

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

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

Other
LOCKS UP WHEN VEHICLE IS MOVING OR TURNING

STEERING WHEEL LOCKS UP

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

CUSTOMER STATES: STEERING WHEEL LOCKED WHILE THE CAR WAS IN REVERSE AND MOVING, HE WAS ABLE
GET IT BACK INTO THE GARAGE W/ OUT CAUSING ANY DAMAGE. SHE SAYS THAT SHE WAS GOING VERY
SLOW. HE HAS AN EXTENDED WARRANTY ON THE VEHICLE, HE HAS ALREADY CALLED ROADSIDE CASE #
00948398 AND THEY ARE TAKING THE VEHICLE INTO BILL BRANCH TODAY.
CUSTOMER SEEKS: DOCUMENT CONCERNS AS THIS MAY BE A SAFETY ISSUE
CRM ADVISES: DOCUMENT AND GIVE FILE #, AS ROADSIDE WAS ALREADY CALLED AND THE DEALER IS
WAITING FOR THE VEHICLE TO MAKE REPAIRS TO IT-----P.TODD/CARS TIER1/TPA; 0; 357837724

*****CAR 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:

INTENANCE 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:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

INTERNAL CASE NUMBER: DATE:
TITLE 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:

GM RESTRICTED

CASE NUMBER: 06259481 VIN: 1G1YY22G2X5129364
 DATE OPENED: 01/28/02 MODEL YEAR: 1999
 DATE CLOSED: 02/01/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 16000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] DETROIT, MI [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06259481 VIN: 1G1YY22G2X5129364
 MODEL YEAR: 1999
 DATE OPENED: 2002-01-28 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-02-01 MILEAGE: 16000
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: LES STANFORD CHEVROLET INC
 PARENT: DEALER ADDRESS: 21711 MICHIGAN AVE, DEARBORN, MI, 48124, USA

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

M01 Steering General	Other
2 REPAIR ATTEMPT(S)	LOCKS
A01 Open Campaign	Customer Satisfaction
2 REPAIR ATTEMPT(S)	STEERING COLUMN
S01 Service General	Customer Satisfaction
2 REPAIR ATTEMPT(S)	OPEN CAMPAIGN

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

Progra-1\Plus\Micros-1\Iaxplore.exe

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

Final Repair Attempt

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

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

CRM LEFT A MESSAGE FOR THE SVC MGR. TIFFANY WETHERBEE/CAC/PDX- 39389; 0; 381355668
2002-01-28

CUST STATES THAT HE HAS HAD HIS VEH REPAIR NUMEROUS TIMES FOR THE SAME CONCERN. CUST STATES THAT HIS STEERING WHEEL LOCKS AND HE DOESN'T FEEL SAFE. CUST STATES THAT IT LOCKED WHILE HE WAS DRIVING OUT OF HIS DRIVEWAY. CUST SEEKS FOR THIS CONCERN TO BE REPAIRED ONCE AND FOR ALL AS HE IS AFRAID TO BE DRIVING THE VEH. CRM ADV WILL HAVE TO CONTACT THE SVC DEPT ON THIS. CRM SET A CALL BACK WITH CUST FOR 1/31/02 1P-3P PST (4P-6P EST) TIFFANY WETHERBEE/CAC/PDX; 0; 381117671
2002-01-31

CRM CONTACTED THE DLRSHIP AND SPOKE WITH GREGG, SVC ADV, WHO STATED THAT THE LAST TIME THE CUST WAS IN WAS IN SEPT OF 2001 AND HAD THE STEERING LOCK PART REPLACED. GREGG STATED THAT CRM SHOULD CONTACT DON SHORT, SVC MGR, AND SPEAK WITH HIM AS HE WOULD BETHE ONE WITH INFO ON WHETHER OR NOT TAC WAS INVOLVED. TIFFANY WETHERBEE/CAC/PDX; 0; 381360244
2002-01-31

CUST C/B IN REGARDS TO MESSAGE LEFT BY CRM. CUST STATES THAT HE DID NOT WANT TO MISS TALKING TO HER, SO HE WAS CALLING BACK. CUST SEEKS TO SPEAK WITH TIFFANY. CRM ADVISED CUST THAT WE CANNOT TRANSFER DIRECTLY, BECAUSE WE DO NOT HAVE DIRECT EXTENSIONS. CRM ADVISED CUST OF C/B APPOINTMENT TIFFANY HAS SCHEDULED. CRM ADVISED CUST THAT SHE WOULD NOTE THE FILE, AND SEND TIFFANY A MESSAGE. MACKINZIE KLEIN/CAC/PDX; 0; 381364854
2002-01-31

CRM CALLED CUST AND LET HIM KNOW THAT THE SVC MGR WAS NOT AVAIL. CRM SET ANOTHER CALL BACK WITH CUST FOR 2/1/02 1P-3P PST. TIFFANY WETHERBEE/CAC/PDX; 0; 381373949
02-02-01

CRM CALLED AND SPOKE WITH DON SHORT, SVC MGR, WHO STATED THAT HE BELIEVES THERE IS A CAMPAIGN ON THE STEERING OF THE CORVETTE. DON STATED TO HAVE THE CUST COME IN AT THE BEGINNING OF THE WEEK TO HAVE THE REPAIR DONE. TIFFANY WETHERBEE/CAC/PDX; 0; 381437803
2002-02-01

CRM RESEARCHED AND FOUND CUST VEH DOES QUALIFY UNDER CAMPAIGN NUMBER 01044A. CRM WILL CONTACT CUST AND LET HIM KNOW. TIFFANY WETHERBEE/CAC/PDX; 0; 381437969
2002-02-01

*****NEXT CRM*****

CRM CALLED AND LEFT A MESSAGE FOR CUST TO CALL CAC.NEXT CRM.....PLEASE INFORM CUST THAT EVEN THOUGH HE HAS NOT YET RECEIVED A NOTICE, THERE IS A CAMPAIGN ON CUST VEH (#01044A) IN REGARDS TO THE STEERING COLUMN. THIS IS WHY CUST IS EXPERIENCING THIS PROBLEM. DON SHORT, SVC MGR, SAID TO LET THE CUST KNOW HE CAN MAKE AN APPOINTMENT FOR THE REPAIR AT THE BEGINNING OF THE WEEK. THANKS. TIFFANY WETHERBEE/CAC/PDX; 0; 381438372
2002-02-01

crm spoke w/cust, informed him of the open campaign. says he will call svc-mgr, and make an appointment.

karmen pettit/cac/atx; 0; 381445017

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

INCIDENT DATE:

INCIDENT TIME:

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

INCIDENT LOCATION:

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:
IDENTIFY 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 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
REP:

DEPRECIATION:

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
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:

CLEARWATER

FL

HOME PHONE:

CASE NUMBER: 05703266 VIN: 1G1YY22G2X5130207
MODEL YEAR: 1999
DATE OPENED: 2001-10-17 SERIES: UNKNOWN
DATE CLOSED: 2001-10-17 MILEAGE:
SOURCE: Phone DELIVERY DATE:
HRC TYPE: No DEALER NAME: GORDON CHEVROLET
HRC PARENT: DEALER ADDRESS: 16414 N DALE MARRY HWY, TAMPA, FL, 33618, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED

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

Vehicle operation or design

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

CUST STATES THAT HIS STEERING COLUMN LOCKED UP WHILE HE WAS DRIVING. CUST STATES THAT HE HAS HAD THE VEHICLE TOWED TO GORDON CHEVROLET (813)-969-2600. CUST STATES THAT HE WAS TOLD THAT THEY MAY BE ABLE TO GET TO HIS VEHICLE TODAY BECAUSE IT IS FIRST COME FIRST SERVE. CUST STATES THAT HE IS VERY UPSET WITH THAT ANSWER. CUST STATES THAT HE WANTS HIS VEHICLE FIXED NOW. CUST STATES THAT HE HAS SPENT TOO MUCH MONEY ON HIS VEHICLE TO HAVE THIS HAPPEN TO HIM. CUST STATES THAT HE DOESN'T FEEL SAFE ANYMORE DRIVING THE VEHICLE. CUST SEEKS FOR HIS VEHICLE TO BE FIXED TODAY, WHAT IS CHEVROLET GOING TO DO FOR HIM, AND A GUARANTEE THAT THIS WILL NOT HAPPEN AGAIN. CRM ADVISED CUST THAT HIS VEHICLE HAS A CAMPAIGN (01044) FOR THE ELECTRIC COLUMN LOCK. CRM TRIED TO CONTACT THE SRVC MGR SKIP GRADNEY BUT HE WAS NOT AVAILABLE. CRM LEFT A MESSAGE WITH HIM. CRM TALKED TO SRVC WRITER AMY AND SHE STATES THAT SHE SPOKE WITH THE CUST THIS MORNING AND HE WAS VERY UPSET. CRM ADVISED CUST THAT HE NEEDS TO SPEAK WITH THE SRVC MGR TO SEE HOW QUICKLY THEY CAN GET TO HIS VEHICLE AND THAT HE WILL CONTACT HIM. CRM ADVISED CUST THAT NOTHING CAN BE GUARANTEED THAT NOTHING WILL EVER GO WRONG WITH HIS VEHICLE. CRM ADVISED CUST THAT OUR FIRST CONCERN IS TO MAKE SURE THAT HIS VEHICLE WAS FIXED. CUST STATED WHAT IF HE WOULD HAVE GOTTEN INTO AN ACCIDENT WHAT WOULD CHEVROLET DO FOR HIM. CRM APOLOGIZED TO THE CUST FOR WHAT HAPPENED TO BUT WE CANNOT DEAL WITH WHAT IF'S. CRM ADVISED CUST THAT WE CAN ONLY DEAL WITH WHAT HAPPENED. CUST STATED THAT HE IS NOT GOING BACK OR CONTACTING THE DEALER ABOUT HIS VEHICLE. CRM ADVISED CUST THAT I WOULD BE HAPPY TO WORK WITH THE DEALER FOR BUT HE NEEDS TO ALSO KEEP IN CONTACT WITH THE DEALER. CRM ADVISED CUST THAT AS SOON AS HE HEARS SOMETHING HE WILL CONTACT THE CUST.....JOHN JONES/ YL PILOT 57635; 0; 99999

2001-10-17

ST STATES HE WANTS TO SPEAK WITH CRM JONESJON. CUST SEEKS TO SPEAK WITH CRM JONESJON. CRM ADVISED CUST WILL CONTACT CRM JONESJON WITH INFORMATION TO CALL CUST. CRM TRANSFERRING REQUEST TO CRM JONESJON. CAROLYN MCKENZIE/CARS/TAMPA. 57876; 0; 372201473
2001-10-17

CRM CONTACTED SRVC MGR SKIP GRAINEY AND HE STATED THAT HE SPOKE WITH THE CUST THIS MORNING. SRVC MGR STATES THAT WHEN THE CUST CONTACTED THE DEALERSHIP LAST NIGHT HE TOLD THE REP THAT THE STEERING WHEEL LOCKED UP AT A GAS STATION THEN THIS MORNING THE CUST STATED THAT IT HAPPENED WHILE HE WAS DRIVING. SRVC MGR STATED THAT THIS ONLY OCCURS WHEN THE VEHICLE IS IN AN OFF POSITION. SRVC MGR STATED THAT HE ADVISED THE CUST THAT HIS VEHICLE WILL BE READY THIS AFTERNOON. SRVC MGR STATES THAT THE CUST VEHICLE IS READY. SRVC MGR NOW STATES THAT THE CUST TOLD HIM AFTER HE CONTACTED HIM THIS AFTERNOON THAT HIS VEHICLE HAS BEEN STALLING. SRVC MGR STATES THIS IS THE FIRST TIME HE IS EVER HEARING THIS. SRVC MGR STATES THAT HIS ASST MGR WILL TEST DRIVE THE VEHICLE TO CHECK FOR THAT CONCERN. CRM CONTACTED CUST TO NOTIFY HIM THAT HIS VEHICLE WAS READY. CUST STATED OKAY THEN HUNG UP. CUST DID NOT SAY ANYTHING ABOUT THE VEHICLE STALLING.....CRM WILL CLOSE THE FILE SATISFIED.....JOHN JONES/
PL PILOT 57835; 0; 372205184

*****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:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

ACCOUNT BALANCE:
FEE:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

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*****

EXTERNAL CASH 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:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

364618

CASE NUMBER: 02981763 VIN: 1G1YY22G2Y5101243
 DATE OPENED: 01/24/01 MODEL YEAR: 00
 DATE CLOSED: 01/24/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 18000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HURST, TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 02981763 VIN: 1G1YY22G2Y5101243
 MODEL YEAR: 2000
 DATE OPENED: 2001-01-24 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-01-24 MILEAGE: 18000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: HUDIBURG CHEVROLET INC
 SRC PARENT: DEALER ADDRESS: 7769 GRAPEVINE HWY., NORTH RICHLAND
 HILLS, TX, 76180, USA

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

M01 Steering General Inoperative
 0 REPAIR ATTEMPT(S) Locks up

INFORM THE CALLER:

"GM is pleased to announce the availability of Trap Resistant Trunk Kits for most 1990 and newer GM family cars. The Trap Resistant Trunk kits have a Dealer price of \$35 and a GM Dealer installed list price of \$50, which includes parts and labor. This price also includes the price of the rear seat tether, if required."

Steering locking up

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

Cust states that Steering is locking up on Vehicle when driving. Cust states that Dealer tried to fix Vehicle 5 times. CRM advised he will call Dealer. Dealer (Ron Boyer-Operation Manager) states that he is authorized to give goodwill. Dealer states TAC (4038844) has been contacted. Dealer states that Vehicle is not in Dealership. Dealer states that Service Manager is Chuck. Dealer states that he will provide alternate transportation. Cust states that he will call roadside assistance tomorrow and have Vehicle towed into Dealership.

Joseph Palser/PDX/CAC; 0; 349232122

364618

*****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:

RE 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:
ENGINE TYPE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:

GM RESTRICTED

364618

LEASE • BUY-BACK: 0
 MSRP:

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:

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: 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

364618

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

LAWRENCEVILLE
GA

HOME PHONE:

CASE NUMBER: 01222095 VIN: 1G1YY22G2Y5102893
MODEL YEAR: 2000
DATE OPENED: 2000-08-14 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-10-09 MILEAGE: 12500
SOURCE: DELIVERY DATE:
BRC TYPE: ADR DEALER NAME: NASH CHEVROLET COMPANY
BRC PARENT: 01222094 DEALER ADDRESS: 630 SCENIC HWY., LAWRENCEVILLE, GA, 30045, USA

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

T28 Possible Lemon Law 0 REPAIR ATTEMPT(S)	Other seeks replacement thru BBB
M41 Steering Column/Lock/Attaching Parts 3 REPAIR ATTEMPT(S)	Other locked up
G01 Axle/Differential/Driveline 2 REPAIR ATTEMPT(S)	Other leak in rear differential
0 Steering Wheel 1 REPAIR ATTEMPT(S)	Rattle noise when turning

filed with BBB

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

received initial ccf from BBB. Spoke to [redacted] customer's wife & driver of the car. she said the only current problem is a whining noise in the steering column when making a turn - the noise was always there, but got worse after the repairs for the "lock-up" problem. Regarding the steering column locking up, she said it actually only happened once, on May 4, when she was pulling out of a parking lot. On 5/5 and 6/12, the light came on, but the column did not lock. There has not been a problem since then. She said she likes the car, but is frustrated because it has been in the shop 8 times, for a total of 21 days - she bought a new car so she wouldn't have the hassles of numerous repairs.

Mary Lou Coates/adr/tampa/x58121; 0; 335117846
2000-08-25

received active ccf from bbb. reviewed with avm, Dave Pefferly. he said he knows about this customer & added that we will probably never make her happy. I suggested offering to buy her out of her lease, if that's the case. she has (roughly) \$4872 innegative equity in the vehicle - that plus usage of approximately \$5480. I will research a little more & get back to him next week.

Mary Lou Coates/adr/tampa/x58121; 0; 336091064
2000-09-05

Spoke to Rick Singer at BBB. He asked for our position - I advised that I will know in a couple of days.

Mary Lou Coates/adr/tampa/x58121; 0; 337047078
2000-09-12

noting file for mary lou coates. received ata, hearing scheduled for 10/5 at 2 pm with arb, frank martinax; 0; 337646709

2000-09-25

Spoke to avm late Friday, 9/22. He agreed that we should offer a trade on this vehicle, even the history of problems with steering wheel lock-up issues. The component that is causing the problem is actually an anti-theft part that prevents the car from starting or the steering wheel from being turned, & does not effect the drivability of the car. This condition has not occurred while a car is moving, to Dave's knowledge. The 2001 Corvettes do not have this component, so I will see if she is willing to do the upgrade. Called customer. She is on her way to work, but will call this afternoon.

Mary Lou Coates/adr/tampa/x58121; 0; 338741447

2000-09-25

Spoke to [REDACTED] She said she would definitely want a trade & I recommended that she go to a 2001 because the part won't be available for the 2000's for 60-90 days, according to the engineers in Detroit. She asked about a 2000 with standard transmission, & I told her I had no information on this. She said she will speak to her husband & call me back.

Mary Lou Coates/adr/tampa/x58121; 0; 338767491

2000-09-29

received vma from [REDACTED] but got no answer when I called her back.; 0; [REDACTED]
2000-10-02

received vma from [REDACTED] to call her after 3:30 at hm#. called dirshp & spoke to Dan Blackwell about sales docs. He said Chip Jones has faxed them 2x, but I advised that they have not come thru. He said he will have Chip call back.; 0; 339364649
2000-10-09

received notice from BBB that customer closed claim

*****Executive Summary*****

Decision - close file

Justification - customer closed claim with BBB

Decision Maker - BBB, crm

Followup - none

*****; 0; 339949216

*****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:
IDENTIFY 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: Automatic
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*****

INTERNAL CASE NUMBER: 0035528 DATE:
TITLE NAMES: [REDACTED]
BUSINESS: Y & BUSINESS: 0
ACCIDENT: Y DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 1 DATE OF PURCHASE/LEASE: 1999-09-13
MILEAGE AT PURCHASE: 1 PURCHASE/LEASE AS: NEW GMAC
DOES OWNER HAVE POSSESSION OF VEHICLE: Y
RESOLUTION SOUGHT: REPLACEMENT

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

NAME: [REDACTED] CONTACT NUMBER: 1
COMPANY: [REDACTED] CONTACT TYPE: [REDACTED]
ADDRESS: [REDACTED] CONTACT PHONE: [REDACTED]
LAWRENCEVILLE, GA [REDACTED]

CBBB 8/10/00 3:50: PAGE 001/4
TO: Mary Lou Coates COMPANY: Chevrolet Motor Division

RightFAX 01222095

To: Mary Lou Coates
Fax#: 13133810022
From: Michael Moore
Aug 10, 2000

Re: Chevrolet Motor Division/CHV0035528
TotalPages: 4



AUTO LINE

August 10, 2000

Re: m01 1718 X 1605 CHV0035528 [REDACTED] Chevrolet Motor Division

Ms. Mary Lou Coates
Chevrolet Motor Division
Tampa, FL

Dear Ms. Coates:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed CCF, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

Michael Moore at Extension 504

Customer Claim Form

Case Number: CHV0035528

Contact Date: 08/10/00

Start Date :

Customer Name Address

LAWRENCEVILLE, GA

Day Phone :

Fax Number:

Evening Phone:

E-mail address :

Vehicle Information

Name(s) that appear on vehicle title:

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Corvette

Model Year: 2000

Current Mileage: 12500

Vehicle Identification Number:

Servicing Dealer/City/State : Nash Chevrolet,

Selling Dealer/City/State : Nash Chevrolet, Lawrenceville GA

Insurance Carrier :

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: 08/13/00 Mileage at lease:

Purchased As :

Leased As : New

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name:

Lending Company's Name:

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone:

Phone: () -

Resolution Sought

Consumer wants the vehicle replaced. The vehicle has been out of service for 21 days.

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: CHW0035528

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
shifter making a noise		no	1			
leak in the rear differential		yes	2			
fuel indicator not working properly		no	1			
steering column locked up		yes	3			
steering wheel makes a noise when turning		yes	2			

(Please indicate whether each problem is current)

CBBS 8/24/00 2:38 PAGE 1/21 RightFAX
TO: Mary Lou Coates COMPANY: Chevrolet Motor Division

To: Mary Lou Coates
Fax#: 13133810022
From: William Clopton
Aug 24, 2000

Re: Chevrolet Motor Division/CHEV0035528
TotalPages: 21



AUTO LINE

August 24, 2000

Re: m08 1715 X 1806 CHV0035528 [REDACTED] Chevrolet Motor Division

Ms. Mary Lou Coates
Chevrolet Motor Division
Tampa, FL

Dear Ms. Coates:

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 resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

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

Sincerely,

William Clopton at Extension 502

Chevrolet Motor Division

MANUFACTURER RESPONSE FORM

Case Number: CHV0035528

Start Date: 08/24/00

Customer Name: [REDACTED]

State: GA

VIN: 1G1YY22G2Y6102883

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 repair, specific dollar figure, 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 any over allowance/negative equity: \$ _____

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

Return this form as soon as possible

To:

Completed by: _____ Date: ____/____/____

BBS AUTO LINE

Future contact: _____

Fax: 703.247.9700

Phone: _____ Fax: _____

GEORGIA MVD - RECEIPT (OFFICE COPY)

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1617282736883 - 2000 CHEV CORVETTE

2000 CHEV CORVETTE
1617282736883
REG 08/24/2000 3016424
CNC

STANDARD TAG FEE 20.00
2000 AD VALUATION TAX 478.06
TOTAL FEES PAID 498.06

PRCH DT:

Tag Number: [REDACTED]
Valuation: 161727 \$14780
Title Number: [REDACTED]
County: 016 District: 23 Mile Rate: 32.250
Farm Vehicle? N GVW:
Classification: PASSENGER CAR/LIGHT TRUCK
Insurance Co: STATE FARM GENERAL INS CO
Policy Number: [REDACTED]
Customer 1 No: [REDACTED] Customer:

LAURENCEVILLE GA

Signature: _____

06833599

KATHLEEN B. HENDERSON
DAWSON COUNTY TAX COMMISSIONER
PO BOX 658
LAURENCEVILLE GA 30046-0658
(770) 888-6801

2000 CHEV CORVETTE
1617282736883
REG 08/24/2000 3016424
PRCH DT:

STANDARD TAG FEE 20.00
2000 AD VALUATION TAX 478.06
TOTAL FEES PAID 498.06

6833599

CNC

THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1617282736883 - 2000 CHEV CORVETTE

Tag Number: [REDACTED]
Valuation: 161727 \$14780
Title Number: [REDACTED]
County: 016 District: 23 Mile Rate: 32.250
Farm Vehicle? N GVW:
Classification: PASSENGER CAR/LIGHT TRUCK
Insurance Co: STATE FARM GENERAL INS CO
Policy Number: [REDACTED]
Customer 1 No: [REDACTED] Customer:

LAURENCEVILLE GA

Signature: _____



NASH CHEVROLET - JEEP - EAGLE

600 South Highway 92-0000
 LAWRENCEVILLE, GEORGIA 30046
 YOUR CHEVROLET DEALER SINCE 1955
 NOT RESPONSIBLE FOR LOSS OF DATA OR INFORMATION IN CASE
 OF CASE OF FILE, THEFT OR ANY OTHER LOSS BEYOND OUR CONTROL

Geo



LAWRENCEVILLE GA		240005		Kelley McNeal		1G1YY200000103000	
Business Phone:		DARK GREEN		2000		CHEVROLET CORVETTE	
Home Phone:		11005 / 11005		007		07/10/00	
		1					
		7/24/00 8:00				7/25/00 10:10	

LINE 1 VN LEAK AT REAR OF VEHICLE
 CAUSE: HOUSING NOT PROPERLY SEALED FC: 2K

REPAIR 1 REPLACED SIDE COVER SEALS AND AXLE SEALS
 OPCODE: F1298 SALE TYPE: WARR SALE M \$290.96
 HRS: 4.90
 PRIMARY TECH: 351
 WARR PARTS: 9 AMT: 90.60

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	12457735 SEAL	Y	2	13.314	WARR SALE MECHA	\$26.63
GM	12369450 SEAL	Y	2	17.500	WARR SALE MECHA	\$27.22
GM	12346004 SEAL	Y	2	14.550	WARR SALE MECHA	\$14.55
GM	1052271 LUBE	Y	1	11.370	WARR SALE MECHA	\$11.37
GM	1052358 LUBRICANT	Y	1	5.595	WARR SALE MECHA	\$5.59
GM	1052785 LUBRICANT	Y	1	5.240	WARR SALE MECHA	\$5.24
						\$381.56

LINE 2 1 RENTAL CAR ONE DAY
 ENTERPRISE

LINE 3 OX SHIMMIES WHEN DRIVING AT HIGH SPEEDS
 SHE STEVE
 CAUSE: OUT OF BALANCE FC: 3K

REPAIR 1 WHEEL - BALANCE FOUR
 OPCODE: E0203 SALE TYPE: WARR SALE M \$41.97
 HRS: .70
 PRIMARY TECH: 319

LINE TOTAL \$41.97

LINE 4 VP STEERING WHEEL NOT STRAIGHT SINCE COLOUMN WORK
 DONE
 CAUSE: FRT END OUT OF ALIGNMENT FC: 3A

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE

680 South Highway 900-0800
 LAWRENCEVILLE, GEORGIA 30046
 YOUR CHEVROLET DEALER SINCE 1915



[REDACTED]		[REDACTED]		[REDACTED]	
[REDACTED]		SEARCHED	Kelley McNeal	1Q1YY23027E10888	
[REDACTED]		[REDACTED]			
807	1	7/24/2000 9:08	7/25/2000 10:10		

REPAIR	1	WHEEL ALIGNMENT - CHECK AND/OR ADJUST	
OPCODE:	H2020	SALE TYPE: WARR SALE M	\$53.44
HRS:	.90		
PRIMARY TECH:	313		

LINE TOTAL	\$53.44
-------------------	----------------

CUSTOMER SIGNATURE	CUSTOMER TOTAL	\$.00
--------------------	----------------------	--------

Classification of Warrantless

The maker hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE

650 South Highway 800-8000
LAWRENCEVILLE, GEORGIA 30046
YOUR CHEVROLET DEALER SINCE 1953
NOT RESPONSIBLE FOR LOSS TO CARS OR VEHICLES LEFT UNLOCKED
IN CASE OF FIRE, THEFT OR ANY OTHER DAMAGE BEYOND OUR CONTROL

Geo



LAWRENCEVILLE GA		22721		Kathy McNeal		1G1YY23G2Y8102803	
Business Phone		DRK GREEN		2000		CHEVROLET CORVETTE	
Home Phone		3747 / 5700		0004		0/10/1999	
		00.00		1			
		1/10/2000 7:28		1/10/2000 17:46			

LINE 1 LOPC

REPAIR 1 CORVETTE LUBE, OIL & FILTER CHANGE

OPCODE: 01C

SALE TYPE: INTERNAL NE INT

HRS: .40

PRIMARY TECH: 513

WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
GM	1CM CORV.7SYN N	1			INTERNAL NEW CA INT

LINE 2 OQ PULLS LEFT WHEN BRAKING

CAUSE: FRONT END OUT OF ALIGNMENT

PC: 3A

REPAIR 1 WHEEL ALIGNMENT

OPCODE: K2020

SALE TYPE: WARR SALE M \$59.38

HRS: 1.00

PRIMARY TECH: 313

LINE TOTAL \$59.38

LINE 3 NU NOISE LIKE A SQUEAK WHEN MOVING SHIFTER

CAUSE: SHIFTER SQUEAKING AND CABLE BINDING

PC: 3M

REPAIR 1 REPLACED SHIFTER AND CABLE

OPCODE: K5225

SALE TYPE: WARR SALE M \$130.64

HRS: .20

OTH HRS: 2.00

PRIMARY TECH: 326

WARR PARTS: 2 AMT: 190.86

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
GM	12562753 CONT ASM	Y	1	142.800	WARR SALE MECHA \$142.80
GM	12561688 CABLE	N	1	48.062	WARR SALE MECHA \$48.06

LINE TOTAL \$321.50

LINE 4 1 SHIFTER BINDING

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE

850 Georgia Highway 900-0808
LAWRENCEVILLE, GEORGIA 30046
YOUR CHEVROLET DEALER SINCE 1915

GEO



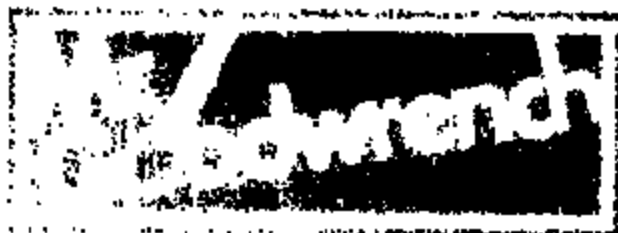
	287821	Kelley McNeal	1G1YV22G2Y5103883
	5064	1	1/10/2000 7:28 1/12/2000 17:46

REPAIR 1 SEE LINE 3
OPCODE: NC

SALE TYPE: WARR SALE M \$0.00

LINE 5 1 ONE DAY RENTAL ENTERPRISE

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$0.00



Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE

430 South Highway 648-6888
LAWRENCEVILLE, GEORGIA 30046
YOUR CHEVROLET DEALER SINCE 1953
NOT RESPONSIBLE FOR LOSS TO CAR OR ARTICLE LEFT IN CAR
IN CHEVROLET, JEEP OR EAGLE OR IN CALLS BEYOND OUR CONTROL



LAWRENCEVILLE GA		234385		Jonathan Byers		1G1YY2032V5103808	
Business Phone:		DKK GREEN		2000		CHEVROLET CORVETTE	
Home Phone:		7031 / 7043		2105		Q13/1900	
		80.00		1			
		4/24/2000 11:25		4/28/2000 17:34			

LINE 1 VN CHECK FOR DIFF LEAK
CAUSE: LEAKING FROM TRANSAXLE SIDE COVERS FC: 2K

REPAIR 1 REPLACED COVER ORINGS AND AXLE SEALS
OPCODE: K5390 SALE TYPE: WARR SALE M \$59.38
HRS: 1.00
PRIMARY TECH: 351
WARR PARTS: 7 AMT: 103.12

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	MECHA	
GM	12369460 SEAL	Y	2	13.508	WARR SALE	MECHA	\$27.22
GM	12457739 SEAL	N	2	13.314	WARR SALE	MECHA	\$26.63
GM	12376261 GEAR OIL	N	2	21.840	WARR SALE	MECHA	\$43.68
GM	1052355 LUBRICANT	N	2	27.590	WARR SALE	MECHA	\$5.59
TOTAL							\$162.50

LINE 2 4 ONE (1) TIMING BELT DRIVE SHAFT INDICATOR
CAME ON, WHEN NO PROBLEM NOT
BURN ON SINK

TECH COMM: CK FOR BAD CODES FOR FUEL TANK NO CODES

REPAIR 1 NO CHARGE
OPCODE: NC SALE TYPE: WARR SALE M \$.00
PRIMARY TECH: 307

LINE 3 PJ AT TIMES WHEN DRIVING STEADY, AT 1800-2100 RPM'S
FEEL MISSING, OR SKIPPING

CAUSE: CK FOR CODES FC: 92

TECH COMM: RUN SYS PREP CK, NO CODE, INSTALLED TECH 2, RUN
CHECK NO MISFIRE NO UPDATE TEST DROVE 8 MILES

REPAIR 1 CUSTOMER CONCERN NOT DUPLICATED
OPCODE: J9995 SALE TYPE: WARR SALE M \$29.69
HRS: .50
PRIMARY TECH: 307

LINE TOTAL \$29.69

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE

830 South Highway 985-8885
 LAWRENCEVILLE, GEORGIA 30046
YOUR CHEVROLET DEALER SINCE 1917
 NOT RESPONSIBLE FOR LOSS TO CASH OR FINANCIAL LOSS IN CASE OF THEFT OR CRASH OR OTHER DAMAGE TO VEHICLE OR CONTENTS.

Geo



[Redacted]		337884		Kelley McNeal		1G1YY2932T0102803	
LAWRENCEVILLE GA		DKK GREEN		2000		CHEVROLET CORVETTE	
Business Phone: [Redacted]		10044 / 10046		301		9/18/2000	
Home Phone: [Redacted]		SALESPERSON: KELLEY MCNEAL, 8/24/2000 5:08		1		8/14/2000 18:41	

LINE 1 DJ STEERING COLUMN LOCK LIGHT ON
 CAUSE: STEERING COLUMN LOCK DROP SHORTED FC: 5G

REPAIR 1 TRACE, REPAIR AND RELOCATE CIRCUIT 1601
 OPCODE: N4180 SALE TYPE: WARR SALE M \$112.82
 HRS: 1.90
 PRIMARY TECH: 370

LINE TOTAL \$112.82

LINE 2 1 RENTAL ONE DAY

LINE 3 1 EXTRA TIME TO SHOW

REPAIR 1 EXTRA LABOR
 OPCODE: MS1 SALE TYPE: INTERNAL SA INT
 HRS: .50
 PRIMARY TECH: 370

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



NASH CHEVROLET - JEEP - EAGLE

450 South Highway 800-0000
 LAWRENCEVILLE, GEORGIA 30046
 YOUR CHEVROLET DEALER SINCE 1925
 NOT RESPONSIBLE FOR LOSS TO OWNER OF VEHICLE LEFT IN CARE
 IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

GEO



LAWRENCEVILLE GA		32370		Kathy McNew		1G1YY22G2YB10883	
Business Phone:		DNK GREEN		8000		CHEVROLET CORVETTE	
Home Phone:		0700 / 0702		311		0713/1000	
		0700/000 025				0700/000 1544	

LINE 1 OF STEERING LOCK LIGHT ON
 CAUSE: LOCK RELAY BAD REPL PER TAN

FC: 6G

REPAIR 1 REPLACED LOCK RELAY
 OPCODE: N1780
 HRS: .50
 PRIMARY TECH: 370
 WARR PARTS: 1 AMT: 16.41

SALE TYPE: WARR SALE M \$29.69

PARTS	DESC	FP QTY	PRICE	SALE TYPE	
GM	12177235 RELAY	Y 1	16.408	WARR SALE MECHA	\$16.41
					\$45.10

LINE 2 1 RENTAL CAR ONE DAY

LINE 3 OF REPLACE SERVICE BRAKE LOCK MECHANISM
 CAUSE: LOCK MECHANISM BROKEN

FC: 6G

REPAIR 1 REPL LOCKING PARTS
 OPCODE: E7501
 HRS: 1.70
 PRIMARY TECH: 370
 WARR PARTS: 1 AMT: 131.10

SALE TYPE: WARR SALE M \$100.95

PARTS	DESC	FP QTY	PRICE	SALE TYPE	
GM	26050960 LOCK	Y 1	131.096	WARR SALE MECHA	\$131.10

LINE TOTAL \$232.05

COMMENTS: HOLD FOR ENTERPRISE RENTAL

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$0.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



NASH CHEVROLET - JEEP - EAGLE

800 South Highway 800-8000
 LAWRENCEVILLE, GEORGIA 30046
 YOUR CHEVROLET DEALER SINCE 1913
 NOT RESPONSIBLE FOR LOSS TO THEE OR DAMAGE LEFT TO THEE
 IN CASE OF THEE. THEE OR THEE OR THEE NOTED OUR CONTROL.

GEO



LAWRENCEVILLE GA		2000		Kelsey Michael		1G1YY2G0100000	
Business Phone:		CRK GREEN	2000	CHEVROLET CORVETTE		LS1 5.7L V8	1100Y
Home Phone:		5172/ 5173	101	8/15/1999	\$0.00	1	
				8/04/2000 18:55	8/03/2000 11:28		

LINE 1 QJ KEY WONT TURN IN IGNITION

FC: 9Z

TECH COMM: NO CODES IN SYSTEM

REPAIR 1 CUSTOMER CONCERN NOT DUPLICATED

OPCODE: M9995

SALE TYPE: WARR SALE M

\$17.81

HRG: .30

PRIMARY TECH: 307

LINE TOTAL

\$17.81

LINE 2 NJ TOWED IN LANCE
 PO

FC: 9B

REPAIR 1 TOWING

OPCODE: T2020

SALE TYPE: WARR SALE M

\$0.00

PRIMARY TECH: 001

NET ITEM: T LANCE WRECKER SERVICE

SALE TYPE

WARR SALE MECHA

\$45.00

PO#: 2971

LINE TOTAL

\$45.00

CUSTOMER SIGNATURE

CUSTOMER TOTAL

\$0.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE

500 South Highway 900-0000
 LAWRENCEVILLE, GEORGIA 30046
 YOUR CHEVROLET DEALER SINCE 1913
 NOT RESPONSIBLE FOR LOSS TO OR FROM VEHICLE LEFT IN CARE
 IN CASE OF THEFT OR ANY OTHER DAMAGE BEYOND EXPECTED.



LAWRENCEVILLE GA		VIN: 1G1YY2801Y5100005	
Business Phone		Key: Kelley McNeil	
Home Phone		DATE: 7/14/2000 10:40	
DATE: 7/14/2000	TIME: 10:40	SALE TYPE: WARR SALE M	SALE PRICE: \$29.69
DATE: 7/14/2000	TIME: 10:40	SALE TYPE: WARR SALE M	SALE PRICE: \$83.13

LINE 1 1 PULLS LEFT WHEN BRAKING

REPAIR 1 RD TEST NO PULL DETECTED NO CODE NO PROBLEMS

OPCODE: NC

SALE TYPE: WARR SALE M

\$.00

PRIMARY TECH: 001

LINE 2 1 CK LEAK AT REAR OF VEHICLE

REPAIR 1 WILL NEED TO RESCHEDULE LEAKING AT LS OFF DIFF

OPCODE: NC

SALE TYPE: WARR SALE M

\$.00

PRIMARY TECH: 001

LINE 3 1 STEERING COLUMN NOISE

REPAIR 1 REPOSITIONED BUSH THRO SHOCK

OPCODE: H7660

SALE TYPE: WARR SALE M

\$29.69

HRS: .50

PRIMARY TECH: 370

LINE TOTAL

\$29.69

LINE 4 04 VIBRATION AT 60-70 MPH

CAUSE: EXCESSIVE RUN OUT

FC: 3W

REPAIR 1 RESURFACED REAR ROTORS

OPCODE: H0137

SALE TYPE: WARR SALE M

\$83.13

HRS: 1.40

PRIMARY TECH: 370

LINE TOTAL

\$83.13

CUSTOMER SIGNATURE

CUSTOMER TOTAL

\$.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE
680 South Highway 983-8008
LAWRENCEVILLE, GEORGIA 30046
YOUR CHEVROLET DEALER SINCE 1955

GEO



SALE		Jonathan Byers		1G1YY22G2Y5102000	
2100		1		4/24/2000 11:28	4/20/2000 17:24

LINE 4 1 AT TIMES WHEN BRAKE HARD, THE VEHICLE WILL PULL
HARD LEFT

REPAIR 1 COULD NOT DUPLICATE PROBLEM

OPCODE: 9998

PRIMARY TECH: 001

SALE TYPE: WARR SALE N

\$.00

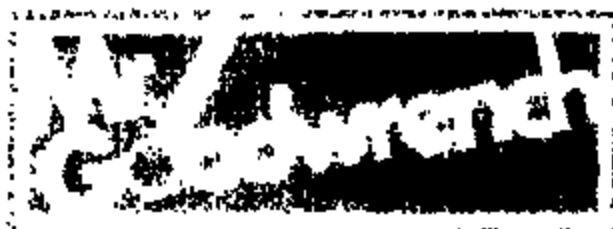
LINE 5 5 ENTERPRISE RENTAL
OK BX-4/25/00 @ 1628 IN HIS OFFICE, BEFORE GW

COMMENTS: HOLD FOR RENTAL

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL

\$.00



Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





NASH CHEVROLET - JEEP - EAGLE

480 Scenic Highway NEB-0000
 LAWRENCEVILLE, GEORGIA 30045
 YOUR CHEVROLET DEALER SINCE 1915
 NOT RESPONSIBLE FOR LOSS TO OR FROM ARTICLES LEFT IN CARE
 IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

GEO



LAWRENCEVILLE GA		201044		Kelsey McNeal		1G1YY22G3Y1010000	
Business Phone		DRK GREEN		8000		CHEVROLET CORVETTE	
Home Phone		12104 / 12107		042		6/13/1999	
		1					
		SALESPERSON: KELSEY MCNEAL		8/24/2000 0:11		8/24/2000 11:25	

LINE 1 1 REAR PASS SIDE WHEEL MISSING LOG NUT COVER SINCE 1
 AST REPAIR

REPAIR 1 REPLACED MISSING LOG NUT COVER
 OPCODE: NC
 PRIMARY TECH: 001

SALE TYPE: WARR SALE M \$.00

LINE 2 1 NOISE IN STEERING COLUMN WHEN TURNING
 TECH COMM: NO NOISE HEARD AT THIS TIME

REPAIR 1 NO CHARGE
 OPCODE: NC
 PRIMARY TECH: 001

SALE TYPE: WARR SALE M \$.00

CUSTOMER SIGNATURE

TOTAL \$.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



TO: Mary Lou Coates COMPANY: Chevrolet Motor Division

[illegible][illegible]

**CHEVROLET
JEEP**

STOCK #
DATE

TECHNICAL NAME

859

創 設

[illegible]

CITY

COUNTY

STATE & ZIP CODE

and below

22

4. 1. USER HEREBY PURCHASER AND DEALER SELLS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN THE 2011 CUMMINS

NEW FIDENA CLOSED ☐

YEAR

NAME _____

WATER

TIME

EXT

QUESTIONS

WILEY

241

191. _____
TODAY

340

0004

Keywords: *workplace spirituality, spirituality, spirituality in the workplace, spirituality in the workplace, spirituality in the workplace*

4.9.10.10

* Person's current delivery of the vehicle sold by the Dealer as described herein was
in violation of the United States Federal Motor Vehicle Theft Act of 1947, Chapter 64,
Section 2081.

DISCLAIMER OF WARRANTY

The only warranties applying to this vehicle, if any, are those offered by the Manufacturer. The selling Dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. Purchaser shall not be entitled to recover from the selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRAILER IN		MODEL	
YEAR		BODY	
VIN OR SERIAL NO.			
BALANCE OWED TO		ACCT #	
ADDRESS			
VERIFIED BY		GOOD TL	
USED TRAILER IN ALLOWANCE		\$	
BALANCE OWED ON TRAILER IN		\$	
LESS AD VALOREM TAX DUE ON TRAILER IN			
NET ALLOWANCE ON USED TRAILER IN		\$	
DOWN PAYMENT		REBATE	
DOWN PAYMENT (Total to Truck Co.)		\$	

Purchaser agrees that this agreement, including all of the terms and conditions on both the back and reverse side hereof, that this agreement governs and supersedes any prior agreement and all of the debt instrument, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. This agreement cannot be modified except by express written agreement of the parties. Purchaser by his execution of the Agreement acknowledges that he has read its terms and conditions and has received a true copy of the Agreement.

I guarantee the setting. Please to visit in search of new location, based upon the above information, which information was voluntarily provided by myself.

WEL CO.

POLICY 8.

PURCHASER'S SIGNATURE

DATA

SALEMAN

ACCEPTED BY: _____
DEALER OR HIS AUTHORIZED REPRESENTATIVE

Customer Claim Form

LIZ
AUG 24 2000

Case Number: CHV0036528
Contact Date: 08/10/00
Start Date:

Customer Name Address

LAWRENCEVILLE, GA

Day Phone

Fax Number:

Evening Phone:

E-mail address:

Vehicle Information

Name(s) that appear on vehicle title

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business: 0

Make: Chevrolet

Model: Corvette

Model Year: 2000

Current Mileage: 12500

Vehicle Identification Number: 161YY226225124893

Selling Dealer/City/State: Nash Chevrolet,

Selling Dealer/City/State: Nash Chevrolet, Lawrenceville GA

Insurance Carrier: State Farm 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: 08/15/00 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: G.F.G.C.

Address:

Address: PC Box 10050

City/State/Zip:

City/State/Zip: Duluth GA 30078

Phone:

Phone: 678-6177

Resolution Sought

Consumer wants the vehicle replaced. The vehicle has been out of service for 21 days.

Signature of Owner:

Date 8-31-00

I am authorizing my insurance/lease to continue in 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

TO: Mary Lou Coates COMPANY: Chevrolet Motor Division

Customer Claims Forum

Customer Name:

Case Number: C1-M0000024

[illegible]

(Please indicate whether each problem is current)

Federal Express

09-08-00001:41 RCVB

PRIORITY OVERNIGHT

4197 3976 1569 BTW

46 MI-UE 66 NE BA

09-08-00001:41 RCVB

To Envelope

Service of Process Transmittal Form
Marietta, Georgia

09/01/2000

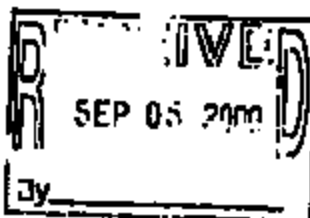
Via Federal Express (2nd Day)

09-06-00P01:43 RCVD

TO: Lisa Waller
GENERAL MOTORS CORPORATION
3031 W GRAND BLVD.
RM 7231 NEW CENTER ONE BLDG.
DETROIT, MI 48202

Phone: (313) 974-7725 ext
FAX: (313) 974-0654

4053la3



RE: PROCESS SERVED IN GEORGIA

FOR GENERAL MOTORS CORPORATION Domestic State: De

INCLUDED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE SENDER/AGENT OF THE ABOVE COMPANY AS FOLLOWS:

1. TITLE OF ACTION: [Redacted] and [Redacted] General Motors - Georgia
2. DOCUMENT(S) SERVED: Letter
3. COURT: N/A
Case Number N/A
4. NATURE OF ACTION: Problems with Steering (Car had been in Shop 7 times) - 2000 Corvette VIN 1G1YY22G2Y5102893, Seeking to have car replaced
5. ON WHICH PROCESS WAS SERVED: Corporation Process Company - Marietta, Georgia
6. DATE AND HOUR OF SERVICE: By Certified mail on 08/31/2000 with Postmarked Date 08/30/2000
7. APPEARANCE OR ANSWER ETC: None shown
8. ATTORNEY: No address given
9. REMARKS: Name discrepancy noted.

SERVED Corporation Process Company
FOR Supervisor of Process
ADDRESS 180 Cherokee Street, N.E.
(Cobb County)
Marietta, GA 30060
SOP WS 0003162132

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

Re: 2000 corvette vin # 1G1YY2G2Y3104893

August 30,2000

Lawrenceville Ga

To General Motors - Georgia

This is the second certified letter I have sent, the first one sent July 21,2000. In the letter I stated my car had been in the shop seven times. And I was told to take it back and let them try to fix it again, and I did that. They were still not able to fix the noise in my steering wheel and it has been in there three times for it. They just called it the one time and said that was all they could do for it.

I bought a new car so I would have a dependable car. I don't trust that the steering column will not lock up on me again while I'm driving it because it makes that noise and they don't know what is wrong with it.

After I sent you the first letter you replied you didn't want to do anything about it, so I have called the BBB Auto line and let them deal with it. I am seeking to have my car replaced. A new car should not be in the shop that many times.

Sincerely,

TO: Mary Lou Coates COMPANY: Chevrolet Motor Division

To: Mary Lou Coates
Fax#: 13133810022
From: Rick Singer
Sep 11, 2000

Re: Chevrolet Motor Division/CEV0035528
TotalPages: 7



AUTO LINE

September 11, 2000

Re: m03 1718 X 1808 CHVD035528 [REDACTED] Chevrolet Motor Division

Ms. Mary Lou Coates
Chevrolet Motor Division
Tampa, FL

Dear Ms. Coates:

Enclosed are:

- * the *Agreement to Arbitrate*;
- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline;
- * *Notice of Hearing/Inspection*; and,
- * a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing: one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Rick Singer at Extension 563



AGREEMENT TO ARBITRATE

Date: 09/08/00 Case Number: CHV0035828
Customer: [REDACTED]
Business: Chevrolet Motor Division
Mfr-Info: 1718 GA 1G1YY22G2Y5102893

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette
Year : 2000

All parties named above submit to arbitration the following:

1. Shifter making a noise
2. Leak in the rear differential
3. Fuel indicator not working properly
4. Steering column locked up
5. Steering wheel makes a noise when turning

The parties have come to agreement on the following:

n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Replacement
Manufacturer : Denial

If a repurchase is sought by one of the above parties, the actual amounts sought are:
n/a

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:
n/a



AUTO LINE

ARBITRATOR SELECTION LIST

Case Owner: [REDACTED]

Case Number: CHV0035528

This is the biographical sketch of the arbitrator in your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers and are committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

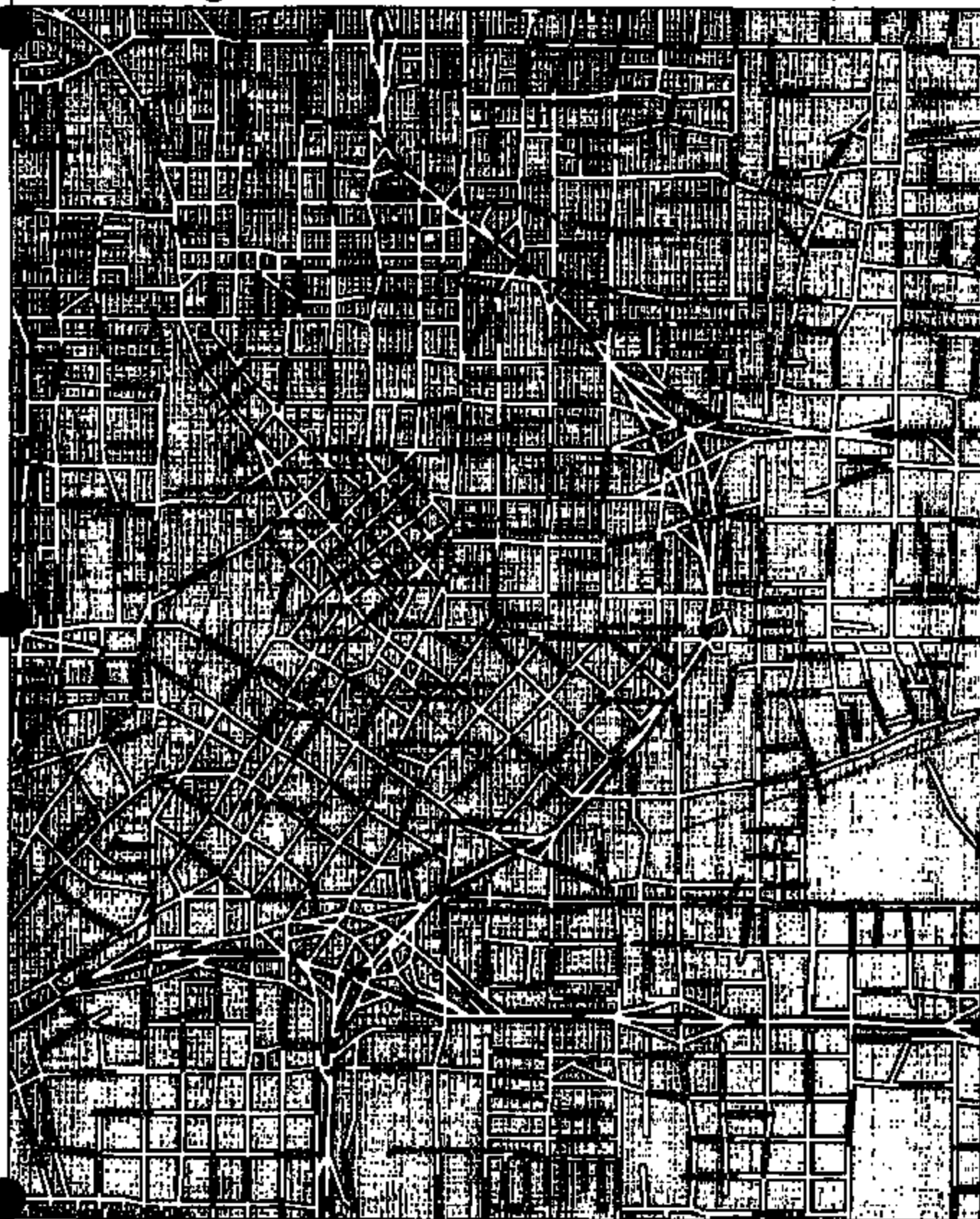
Arbitrator's Biography

Arbitrator's Name: FRANK MARTINEZ

Arbitrator's Occupation: Self-employed attorney. Practice mainly consumer law (bankruptcy consumer credit), family, wills, & Immigration.

Arbitrator's Activities: American & Atlanta Bar Associations; Habitat for Humanity; Catholic Church Men's Club.

100 Edgewood Avenue, Suite 1012, Atlanta, GA





NOTICE OF HEARING/INSPECTION

Date: 08/11/00 Case Number: CHV0035528
Customer: [REDACTED]
Business: Chevrolet Motor Division
Mfr-Info: 1716 GA 1G1YY22G2Y5102893

Arbitrator(s): FRANK E MARTINEZ

Hearing Date, Time, Place: 10/05/00 2:00 pm
BBB of Metropolitan Atlanta, Inc.
100 Edgewood Avenue, Suite 1012
Atlanta GA 303030000

Manner in Which Parties Will Participate:

Customer is being represented by: yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: ☒ in person ☐ by phone ☐ in writing
Manufacturer: ☐ in person ☒ by phone ☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is impossible, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 4048884810



Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es)
- B. Presentation of business' testimony, evidence and witness(es)
- C. Questions, comments and rebuttals by consumer
- D. Questions, comments and rebuttals by business
- E. Questions by arbitrator

Inspection

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer
- D. Questions or comments about inspection (and test drive) by business
- E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

- A. Any last questions, testimony or evidence by either party
- B. Any last questions by arbitrator
- C. Closing statement by consumer
- D. Closing statement by business

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will oath irrelevant or repetitious testimony.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6459617	VIN Number:	1G1YY22G2Y5118396
Date Opened:	5/9/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B06022	Mileage:	44388
Address:	MERLE STONE CHE-OLD-PORTERVILLE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK COLUMN IS LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/09/2003 12:29:09 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

2 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 TECHNICIAN ADAM MONTGOMERY

CUSTOMER CONCERN - CUSTOMER STATES THE STEERING WHEEL IS LOCKED.

DEALER COMMENTS/DIAGNOSIS - TECHNICIAN STATES THERE ARE NO COLUMN LOCK CODES.

TAC RECOMMENDATION - I SENT CALLER TO STEERING.

05/09/2003 12:29:09 HISTORY - HOFFMAN

05/09/2003 12:30:11 COLEMAN - CASE UPDATE

CALLER'S NAME (FIRST, LAST, AND POSITION) ADAM MONTGOMERY TECH

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN)

STATES THAT ABOUT 3 DAYS AGO THEY REPLACED THE COLUMN LOCK ACTUATOR FOR BINDING. STATES THAT THERE IS A PCM THEFT CODE, AND THERE ARE NO COLUMN MESSAGES DISPLAYED. STATES THAT THE BCM IS RECOGNIZING KEY IN AND KEY OUT, BUT WILL NOT UNLOCK.

NEW RECOMMENDATIONS

TAC SUGGEST CHECKING THE FEEDBACK CIRCUIT AND G201.

08/18/2003 18:37:35 MOCERI -

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

ADAM MONTGOMERY TECH

4__ NUMBER OF TIMES IN FOR THE SAME CONDITION

10__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

ADAM STATES THIS VEHICLE HAS RETURNED WITH THE CUST CLAIMING THE COLUMN LOCKS WHILE DRIVING. ADAM STATES THE COLUMN DOES NOT UNLOCK ON START UP. THE VEHICLE STARTS AND WILL DRIVE. ADAM COMMANDS THE LOCK OPEN USING THE TECH II AND THIS WORKS. THE TECH II ALSO SHOWS THE COLUMN TO BE UNLOCKED WHILE IT'S LOCKED. ADAM STATES ON THE THIRD VISIT HE TEST DROVE THIS VEHICLE AND THE COLUMN DID LOCK WHILE DRIVING.

NEW RECOMMENDATIONS

I ADV ADAM TO PI01137. I ALSO ADV ADAM I WOULD RESEARCH AND CALL BACK.

08/19/2003 14:38:33 MOCERI

- I CALLED ADAM BACK AND ADV HIM

THE COLUMN LOCK PLATE SHOULD NOT BE INSTALLED ON THIS VEHICLE SINCE IT IS AN AUTOMATIC. I ADV ADAM TO FOLLOW CAMP 01044 COMPLETELY FOR THIS VEHICLE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6697092	VIN Number:	1G1YY22G315110085
Date Opened:	8/12/2003	Model Year:	2001
Date Closed:	8/12/2003	Series:	Corvette
Dealer Code:	B32276	Mileage:	38631
Address:	FOREST CITY CHEVROLEPORTLAND	State:	ME
Dealer Phone:			

SYMPTOM ABSTRACT-- LOCK STEERING SIR ALLEGED STEERING COLUMN LOC

RESOLUTION ABSTRACT- NO TROUBLE FOUND

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/12/2003 15:38:50 SBD TEMPLATE - KUEHNL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 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)

MATT LYNCH TECH

CUSTOMER CONCERN -

ALLEGED STEERING COLUMN LOCK UP WHILE DRIVING, VEHICLE WENT OFF THE ROAD.

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

TECH STS THE WHEEL IS NOT LOCKED AT THIS TIME.

TECH STS A SA MOVED THE VEHICLE UPON ITS ARRIVAL, AND THE WHEEL WAS NOT LOCKED.

TECH STS HE LOCATED PI01137, AND WANTS TO KNOW HOW HE SHOULD PROCEED.

TAC RECOMMENDATION -

-PER PI01137,

THIS REQUEST FOR ASSISTANCE ALLEGEDLY HAS PRODUCT AND OR PERSONAL

EA02-031 / GM22C

LIABILITY INVOLVED, AND WE ARE UNABLE TO ASSIST YOU AT THIS LOCATION.
PLEASE HAVE THE CUSTOMER CONTACT THE GM CUSTOMER ASSISTANCE CENTER AND
ASK FOR THE PRODUCT ALLEGATION GROUP.

08/12/2003 18:43:35 MIKOLAIZIK - URGENT VME SENT TO DAVE PEACY
TO INFORM HIM OF CASE AND CONCERN.

08/13/2003 08:25:02 MIKOLAIZIK - VME BACK FROM DAVE. HE WILL
LOOK AT CASE TO DETERMINE DIRECTION ONLY.

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

COLUMBUS, OH

CASE NUMBER: 05430682 VIN: 1G1YY22G3V5109475
MODEL YEAR: 1997
DATE OPENED: 2001-08-30 SERIES: UNKNOWN
DATE CLOSED: 2001-08-30 MILEAGE: 46000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BOBBY LAYMAN CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 3900 W BROAD, COLUMBUS, OH, 43228, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) locked, veh inoperative

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) for inspection

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

* Be 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:\Program-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:\Program-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:\Program-1\Plus!\Micros-1\Iexplore.exe

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

Vehicle repair request - Repair not done

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

cust states steering column locked up last night when driving in reverse and ended up blocking traffic b/c veh would not move. cust states veh is inoperative and will be towed into dlrship, Bobby Layman Chev #614-275-0500, for inspection of concern. cust states this veh was repaired last year and had repaired under warranty. cust states now is outside of warranty and seeks assistance on repair. cust seeks to know if parts that were used to repair veh last year were the defective parts used in veh that are involved in recall. crm advd most likely not. crm contacted dlrship and svc mgr was n/a. crm spoke to svc advsr Amy who advd they will diagnose veh and then determine what will be done for cust. crm advd cust to have veh towed in and they will look at veh. crm advd to speak w/ svc mgr re parts and assistance. cust understood and was satisfied. audrey hair/cac/pdx; 0; 368053417

*****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:
PRODUCT CODE:

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

LINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

*****ADR INFORMATION*****
EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
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:

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

190397
OTBB426 PAGE #: 1
M41-019

CASE NO:	99-0476512	VIN:	1G1YT22G3W5117626
DATE OPENED:	08/24/1999	MODEL YR:	98
DATE CLOSED:	08/25/1999	SERIES:	1B CORVETTE
SOURCE:	PHONE	MILEAGE:	017700
CUSTOMER:		STATE:	LA
ADDRESS:		PRARIVILLE	LA 70769
HOME PHONE:		BUS. PHONE:	225 473 0543 EXT:

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

CUSTOMER STATES STEERING COLUMN LOCKS UP WHILE VEHICLE IS MOVING...CUSTOMER HAS TAKEN TO DEALER SEVERAL TIMES AND THEY ARE UNABLE TO LOCATE PROBLEM...CUSTOMER AFRAID TO DRIVE VEHICLE...CUSTOMER DID PROVIDE VIN
CUSTOMER SEEKS REPAIR FOR STEERING COLUMN
CRM TRANSFERRED TIER II TERRY
LEE RIVERA/AUSTIN

08/24/99
CUST STATES ORIGINAL OWNER NO LOYALTY OR EXTENDED WARRANTY..
SEE CMTS THREE

08/24/99***
CUST CALLED WANTING CRM TO CALL DLERSHIP FOR REPAIR INFO...CUST STATES FEELS VEH IS UNSAFE...CRM THANKS FOR CALL & CALL DLR...CRM SPOKE TO SVC MGR RANDY OWENS...SVC MGR ADVISED NEEDS TO CALL BACK WITH HIST & DIAG...CRM THANKS...CRM THANKS CUST FOR HOLD ...CRM ADVISED OWNER WILL CALL BACK WITH UPDATE...CUST THANKS CRM...CRM THANKS CUST...TERRY COVERTS TROY SITE.
NEXT HAVE DLR DIAG AVAIL & TRY TO REASSURE OWNER THAT VEH IS SAFE ONCE REPAIR HAS BEEN COMPLETED..

8/25/99*****
SVC MGR(RANDY OWENS)CALLED STATES WOULD LIKE TO UPDATE FILE...RANDY ADVISED IT IS THE IGNITION LOCK CYLINDER...RANDY ADVISED WORKING W/ TECH ASST TO GET PROBLEM REPAIRED SO IT WILL NOT REOCCUR...RANDY ADVISED WILL CALL BACK WHEN FURTHER INFO IS AVAILABLE...CRM ACKNOWLEDGED & ADVISE WILL UPDATE FILE W/INFO...RANDY ACKNOWLEDGED & THANKED CRM FOR X...CRM THANKED RANDY FOR CALL...
DIONDRE FISHER, TROY SITE

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

CODE & DESC	CODE COMMENTS
M41 0	STEERING COLUMN LOCKS UP WHILE DRIVING DLR FOR INFO

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

315935

CASE NUMBER: 99-0527707 VIN: 1G1YY22G3X5104375
DATE OPENED: 10/12/99 MODEL YEAR: 99
DATE CLOSED: 07/04/00 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 25933
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE: [REDACTED]

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

CUSTOMER STATES THAT THE STEERING COLUMN LOCKED WHILE DRIVING THE VEHICLE. CUSTOMER SEEMS TO REPORT THE PROBLEM AS A SAFETY ISSUE. THE CAR IS AT THE DEALERSHIP. CRM ADVISES TO TRANSFER TO TIER II.
CRANDICE WERLON

CRM SPOKE WITH CUST AND TOLD HIM WE WOULD DOCUMENT HIS SAFETY CONCERNS. HE FEELS LIKE HIS CAR MAY BE A LEMON. HE WOULD LIKE TO GIVE THE DLR THE CHANCE TO CORRECT HIS PROBLEMS AND IF NOT WE WILL PURSUE IT FURTHER AT THAT TIME.
JANE BORNEMANN/AUSTIN TX

09/30/99*****

CUSTOMER IS SEEKING REPURCHASE OF THE VEHICLE...CUSTOMER STATES THAT HE DOES NOT FEEL SAFE DRIVING THE VEHICLE...CUSTOMER STATES THAT THE STEERING COLUMN GETS STUCK...CUSTOMER STATES DLR IS WORKING TO REPAIR. CRM ADVISED CUSTOMER WOULD NEED TO LOOK INTO FURTHER...CRM TRIED TO CONTACT SERVICE MGR TO REVIEW REPAIR HISTORY AS CUSTOMER IS SEEKING OUT OF THE VEHICLE AND SERVICE MGR WAS NOT AVAILABLE...

>>>>>IF SERVICE MGR STEVE RILLY CALLS, PLEASE REVIEW REPAIR HISTORY WITH SERVICE MGR AND CONTACT CUSTOMER AS CUSTOMER IS SEEKING OUT OF THE VEHICLE...
SUBCA SAVESKI/TROY SITE

CRM WILL MEMORAD TO TROY AGENT. CUST WILL BE AT [REDACTED] UNTIL 7PM, THEN HE WILL BE AT HOME PHONE NUMBER. PLEASE CONTACT AND LET HIM KNOW WHAT STATUS OF CONCERN IS.
JANE BORNEMANN/AUSTIN TX

10-05-99****

CRM REC'D CAL FILE...CRM NOTIFIED PREV CALL BACK OWNER....
JARED ALI, TROY

10/05/99*****

CRM CALLED THE SVC MGR TO GET RO'S....

09/16/99*****

RO/153042

MILEAGE/251079

COMPLAINT STEERING COLUMN LOCKED UP...

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 3

315935

UPON FURTHER REVIEW OF ALL RELEVANT AND AVAILABLE DOCUMENTS, CASE COMMENTS, DEALERSHIP REPAIR HISTORY, SALES, OWNERSHIP, AND OTHER APPLICABLE INFORMATION AVAILABLE AT THE TIME OF THIS REVIEW, CHEVROLET WILL CONTINUE TO WORK UNDER THE TERMS OF ANY AVAILABLE CHEVROLET WARRANTIES.

CASE DOES NOT MERIT FURTHER REVIEW AT THIS TIME.

DAVINA RUTHERFORD, SUBJECT MATTER EXPERT/TROY SITE

10/12/99***

OWNER CALLED STATES FILE #...CRM REVIEWED FILE...OWNER REQUEST STATUS OF HIS REQUEST...CRM ACKNOWLEDGED...CRM NOTES IN PREVIOUS CASE PREVIOUS MGR HAS NOTED CHEV UNABLE TO MEET OWNER'S REQUEST HOWEVER WILL CONTINUE TO WORK UNDER THE TERMS OF THE WARR...CRM ADVISED OWNER OF CHEV DECISION...CRM APOLOGIZED CHEV UNABLE TO MEET OWNER'S EXPECTATIONS...OWNER STATES CHEV HAS JUST LOST A LOYAL FAMILY OF CHEV BUYERS & THANKED CRM...CRM THANKED OWNER...
IVONNE LEE TROY/SITE

CAC ADR RECEIVED CALL RECORD FROM THE MGR OF OWNERS INTEREST ON MGRS CASE IS BEING HANDLED BY THE ADR TEAM ... PLEASE DIRECT ANY QUESTIONS TO YOUR ADR TEAM CONTACT OR THE ADR TEAM ASSISTANT...

10/18/99 *****

CUST STATES WOULD LIKE TO KNOW SPECIFICALLY WHY HIS CLAIM WAS DENIED... STATES IT HAD SEEMED LIKE SUCH A CLEAR CUT CASE TO HIM AND THE DLR ...CRM LEFT VME FOR SHERYL RIKER WHO IS ASSIGNED THIS CASE...ALSO, THE PHONE NUMBERS HAVE BEEN CORRECTED PER INFORMATION FROM THE CUST... PAGER NUMBER HAS BEEN MOVED OUT OF THE BUSINESS PHONE AREA AND JUST TO NOTE IT, THE PAGER NUMBER IS [REDACTED]. THE NUMBER WE HAD FOR HOME IS BUSINESS DAY NUMBER AND BEST NUMBER TO REACH CUST...IT HAS BEEN MOVED TO THE CORRECT SPACE...CUST GAVE HIS HOME PHONE # AS WELL AND THIS WAS INSERTED ONTO THE BASE SCREEN...CUST THANKED CRM FOR BEING SO HELPFUL...CRM THANKED CUST FOR CALLING ...ALICIA HARRIS/ TROY SITE...

12/2/99***

CD ADDED CASE AND IS AWAITING ON DECISION...CO WILL FORWARD FILE TO TAMPA...

WAYNE M. MANGIAPANE
MGR/ADR

CRM WED HAS FORGOTTEN OF FILE:
IVONNE HERRERA/ADR/MGR/TAMPA, FL. EXT# 56490

FORWARDED COPY OF THE DECISION TO TAMPA...JIM READ MGR ADR

CRM REC'D ARE DEC FOR RESOURC OF VEH... CUST HAS TO SENT ACCEP OF DEC .. CUST HAS TILL 1/7/00 TO RESPOND...
IVONNE HERRERA/ADR/TAMPA.

CRM TOOK OVER CASE FROM IVONNE HERRERA. CASE HAS BEEN ARBITRATED AND CUSTOMER HAS AGREED THE REPURCHASE. CRM IS DOING SENDING FILE TO REPURCHASE.

DECISION- MANDATED REPURCHASE

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 4

325935

JUSTIFICATION- ARBITRATOR FEELS VEHICLE HAS ENOUGH REPAIRS
DECISION MAKER- ARBITRATOR
FOLLOW UP- REPURCHASE TO BE FOLLOWED THROUGH

THANHAI DANG-ADR-TAMPA
EXT.58466

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

CDE # DESC
A12 0

CDE COMMENTS
SEE CALL RECORD**10/12/99**MEDARS**10/12/99**

N41 0

THE STEERING COLUMN LOCKED WHILE DRIVING
CASE CLOSED BY SYSTEM

N02 0

O/SYS CHARGING SYSTEM FAILURE

N22 0

O/SYS GAS GAUGE MALFUNCTIONS

To: Dave Bachman
Fax#: 13133810022
From: Linda Fernandez
Jan 10, 2000

Re: Chevrolet Motor Division/CHV9974883
TotalPages: 3



AUTO LINE

January 10, 2000

Re: camB 1701 X 720 CHV8674883 [REDACTED] Chevrolet Motor Division

Mr. Dave Bachman
Chevrolet Motor Division
PO BOX 7047
Troy, MI 48067-7047

Dear Mr. Bachman:

Enclosed is the customer's signed *Acceptance/Rejection of Decision Form*.

If the customer has accepted the decision, it is binding on the manufacturer. Please make sure you understand the time frames specified by the arbitrator, and take the necessary steps to comply with the decision.

If you are unable to reach the customer by telephone to arrange for performance of the decision, please send the customer a letter and send us a copy. Please note that we are required to report all instances of noncompliance with decisions to the Arbitration Certification Program.

If it is impossible for you to perform a decision within the required time, you should immediately inform us in writing. Please include the reasons for your inability to comply on time.

If you have any questions, please feel free to contact me at 800.334.2406.

Sincerely,

Linda Fernandez at Extension 210

ACCEPTANCE OR REJECTION OF DECISION

BACHA
JAN 07 1999

Date: 12/07/99 Case Number: CHV9874883
Customer: [REDACTED]
Business: Chevrolet Motor Division
MB-Info: 1701 CA 1G1YY22G8X5104375

COMPLETE THE FOLLOWING AND RETURN IT TO THE FOLLOWING ADDRESS WITHIN 30 DAYS OF THE ABOVE DATE:

BBB AUTO LINE
4200 Wilson Blvd.
Suite 800
Arlington, VA 22203

You may want to return this form via certified mail. Please call your case specialist to confirm receipt of your signed form by the BBB.

I have read the information on the attached cover letter and: (please check one)

☒ I ACCEPT THE ARBITRATION DECISION. I CHOOSE THE FOLLOWING OPTION:

Repurchase ☒
Replacement ☐

☐ I REJECT THE ARBITRATION DECISION.

Customer's Signature

[REDACTED]

Date: 1-4-2000

[for BBB use only: Form not returned and presumed rejected: _____]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3488248	VIN Number:	1G1YY22G3X5104375
Date Opened:	9/30/1999	Model Year:	1999
Date Closed:	10/1/1999	Series:	Corvette
Dealer Code:	B20304	Mileage:	25993
Address:	MARTIN CHEVROLET TORRANCE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCKS

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—

09/30/1999 12:27:57 SBD TEMPLATE - GREENBERG

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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 PI SEARCH PERFORMED:

Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

Y__ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

Y__ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

09/30/1999 12:27:57 HISTORY - GREENBERG

TECH STS INTERMITTENT STEERING COLUMN WILL LOCK. CUST STS THIS OCCURED WHILE DRIVING. TECH STS DTC B2860 IN HISTORY.

TAG SUGG: AFTER REVIEWING THIS CASE AND OTHERS SIMILAR SUGGESTED THE TECH CHECK UNDER DRIVERS SEAT FOR ANY PINCHED OR SNAGGED WIRING. AND

CALL BACK WITH UPDATE.

09/30/1999 14:53:46 CIPOLLONE

DEALER CONTACT NAME (TECHNICIAN GREG)

3 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE? TECH STS HE HAS NOT FOUND ANY SIGNS OF HARNESS DAMAGE AS INSTRUCTED. TECH STS CONCERN IS THAT COLUMN LOCKS UP INTERMITTENTLY. TECH STS CUST STS COLUMN LOCKS AND WILL UNLOCK AFTER SITTING FOR A WHILE. CUST STS COLUMN LOCKED WHILE DRIVING. TECH REQUESTS ASSISTANCE.

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)? TAC ADVISED TO REPLACE COLUMN LOCK ACTUATOR ONCE AGAIN.

CHEVROLET CASE 000141762 TYPE: G-GENERAL
NAME: LOU BACHRODT CHEVROLET, INC.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED] SPADARO
ADDRESS: [REDACTED]

CITY: BOCA RATON STATE: FL ZIP: [REDACTED]
VIN: 1G1YY22G3X5110175 DELIVERY DATE: 11/14/1998
RESP DEALER: 00000
MILEAGE: 4000 CORPORATE CASE #:
YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 03/27/2000 ORIG OPEN DATE: 03/27/2000
REOPENED: N
LAST ACTIVITY DATE: 03/31/2000 BY: MARIA JARMON-BOOKER
CLOSE DATE: 03/31/2000 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: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 03/27/2000
DEALER CLOSED : 03/27/2000

DEALER NUMBER: 26027
NAME: LOU BACHRODT CHEVROLET, INC.
CITY: COCONUT CREEK ST: FL

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC
M41 0 STEERING COLUMN LOCKED UP

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/27/2000 08:40:52
CUST STATES:
THAT WHILE HE WAS BACKING UP FROM DRIVEWAY STEERING COLUMN LOCKED UP.
CUST SEEKS:
INFORMATION ON WHY THIS HAPPENED
CRM ADVISED:
CUST TO CONTACT DLR FOR AN EXPLANATION.
TERE JARMON-BOOKER/AUSTIN.

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 03/31/2000 00:00:01
CASE CLOSED BY SYSTEM

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: BOCA RATON

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENTION: [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.

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

CASE NUMBER: 03374099 VIN: 1G1YY22G3X511Q435
 DATE OPENED: 03/05/01 MODEL YEAR: 1999
 DATE CLOSED: 05/16/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 50000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 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] IRVINE , CA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 03374099 VIN: 1G1YY22G3X511Q435
 DATE OPENED: 2001-03-05 MODEL YEAR: 1999
 DATE CLOSED: 2002-05-16 SERIES: CORVETTE COUPE
 SOURCE: Phone MILEAGE: 50000
 TYPE: Yes DELIVERY DATE:
 PARENT: DEALER NAME: ANAHEIM CHEVROLET
 DEALER ADDRESS: 215 S EUCLID ST, ANAHEIM, CA, 92802, USA

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

E40 Tires	Wear
0 REPAIR ATTEMPT(S)	need replacement
H01 Brakes	Other
0 REPAIR ATTEMPT(S)	brake fluid
C51 Windshield	Chip/Chipped
0 REPAIR ATTEMPT(S)	chipped on driver's side
L20 Catalytic Converter	Inoperative
0 REPAIR ATTEMPT(S)	falling

sales dispute

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

CRM CONTACTED CUST AND LEFT MESSAGE TO CALL CAC, CELL NUMBER 949-294-8020, CRM WILL CHECK
 CASE ON 5/9/02 AT 8 AM
 CYNTHIA HANNA/CAC/PDX; 0; 389544166
 2002-05-08

[REDACTED] HAS NOT CALLED CRM WILL CLOSE CASE SATISFIED
 CYNTHIA HANNA/CAC/PDX; 0; 389720299
 2002-05-10

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

called the service manager steve smith @Mc Phersons Chev @ 949-768-7222 left a voice message
 C RM called service manager Curtis @ Tustin Chev @ 714-731-9100 left a voice message
 diannacasey/pdx/cac; 0; 389889421
 2002-05-10

service manager steve smith @Mc Phersons Chev @ 949-768-7222 called stating the cust veh was repaired and Tustin dealership was billed for the repair. Cust has the veh. Crm called the cust left a voice message. diannacasey/pdx/cac; 0; 389891908
 2001-03-05

cust states she purchased a 99 corvette from the dealership and was advised the vehicle had been inspected. cust states the day the vehicle was taken off the lot, she had to take the vehicle to two different dealerships, because of the brakes and the catalytic convertor. cust states she was advised by a dealership that the brake fluid was low and the tires needed to be replaced as well. cust states she also took the vehicle to another dealership and the catalytic convertor was falling apart and needed to be replaced. cust states she should not have been sold the vehicle the way it was. cust seeks assistance in getting the brakes repaired and tires replaced. crm called sales manager rocky spradling who states the cust was advised that the vehicle was a repurchase and came with a 12 month unlimited mileage warranty, and if anything falls under that warranty it will be covered. sm also states that the vehicle tires were discussed with cust and the cust either could take vehicle as it was or the tires . . . ; 0; 352679465
 2001-03-05

can't . . . could be replaced, but the cost of the vehicle would go up. svm states that when the vehicle was inspected it passed all inspections, and the cust has not brought the vehicle in since. crm advised cust that because the concerns had not been brought to the dealership of sale, crm could not intercede and advised cust to speak with rocky. crm advised cust and cust mother, that concerns would be documented, but because it was a sales dispute, chevrolet could not get involved and referred cust to selling dealership to discuss further. no further action required. jina
 martinez/atx/cars; 0; 352679545
 2001-03-23

CUST STATES THAT SHE SPOKE TO SARA BARNES ON MONDAY AND THAT MS BARNES WAS SUPPOSE TO RECONTACT HER ON TUESDAY IN REGARDS TO THIS CONCERN AND NEVER RECEIVED A CALL. CUST SEEKS TO KNOW WHAT IS GOING ON WITH FILE. CRM ADV CUST THAT SOME RESEARCH WOULD BE DONE AND SHE WOULD BE RECONTACTED BETWEEN 3-5 TODAY WITH UPDATE. MELISSA GRAY/ATX/CARS; 0; 354228590
 2001-03-26

crm contacting cust to adv that unfortunately she would need to escalate her concerns within the dirship due to being a sales issue.
 no further action required. crm closing file. melissa gray/atx/cars; 0; 354498301
 2002-04-30

CUST STATES THAT WHEN SHE WAS DRIVING DOWN THE STREET HER STEERING WHEEL LOCKED, CUST STATES THAT SHE HAD TO PUSH VEHICLE HOME, CUST SEEKS VEHICLE FIXED UNDER WARRANTY, CUST PURCHASED VEHICLE USED FROM ANAHEIM, BUT GETS REPAIRS DONE AT TUSTIN, CUST GETS MAINTENANCE DONE AT JIFFY LUBE, CUST STATES THAT SHE IS AFRAID OF VEHICLE, CRM ADVISED CUST THAT VEHICLE NEEDS TO BE TAKEN INTO DEALER, CRM CONFERENCED CUST WITH SERVICE MGR, KIRK BAILEY, CRM ADVISED WILL FOLLOW UP WITH CUST AND DEALER ON 5/1/02 BETWEEN 3-5 PM PST CALL CUST ON CELL [REDACTED]
 CYNTHIA HANNA/CAC/PDX; 0; 389058505
 -05-01

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

CRM CONTACTED SERVICE MGR, KIRK, WHO STATES THAT CUST HAS NOT BROUGHT VEHICLE IN, CRM IS
 CONTACTING [REDACTED] TO SEE WHERE CUST TOOK VEHICLE, CUST STATES THAT THE TOW TRUCK CAME
 WITH A FLAT BED TRUCK AND STATED THAT HE CANNOT TOW VEHICLE BECAUSE IT WILL RUIN VEHICLE,
 BREAK THE BOTTOM, CRM IS CONTACTING SERVICE MGR AGAIN TO SEE WHAT TO DO, SERVICE MGR
 STATES THAT HE HAS HAD THESE TOWED IN THAT WAY BEFORE, CUST IS GOING ON VACATION UNTIL
 MONDAY, CRM WILL CALL CUST AND SERVICE ON 5/6/02 AT 10-12PM CST
 CYNTHIA HAMMA/CAC/PDX; 0; 389139072
 2002-05-08

Cust stated that she had camp # 01044 steering lock done at Tustin Chev. Her steering has
 locked up and now was told by Mc Phersons Chev @ 949-768-7222 that the campaign was never
 completed. Cust seeks to get the veh fixed and not be charged for any of the repairs.
 CRM talked to Rick @ 949-768-7222 who stated that it was a workmanship issue. They are
 into it for the diagnostic fee. He would be willing to finish the repair for \$ 125.00
 CRM called service manager Curtis @ Tustin Chev @ 714-731-9100 explained the situation
 and he stated that he would call Rick to discuss the situation. CRM called cust sat a
 c/b for Fri @ 8-10 pst diannacasey/pdx/cac; 0; 389742147
 2002-05-16

CRM SENT CUST A CALL CAC LETTER. IF CUST CALLS BACK PLEASE ASSIST. REQUEST CLOSED
 SATISFIED DIANNACASEY/PDX/CAC; 0; 390405269
 2002-05-16

Reviewed file and approved letter MN0001 sent to MAX for printing. GWL/JEANNE
 OLSON/PDX; 0; 390409394
 2002-05-16

CORRECTION TO PREV GL NOTES: letter sent was RS0006 GWL/JEANNE OLSON/PDX; 0; 390409434

*****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:

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

MAINTENANCE LOCATION:
 PRESENT LOCATION OF VEHICLE:
 VERIFY NAME:

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

INSPECTOR'S 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:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Brighton, MI

CASE NUMBER: 1-123021915 VIN: 1G1YY22G3Y5125583
MODEL YEAR: 2000
DATE OPENED: 2003-07-24 SERIES: Corvette
DATE CLOSED: 2003-08-26 MILEAGE: 36500.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AYes DEALER NAME: Jay Chevrolet, Inc.
SRC PARENT: DEALER ADDRESS: 3372 West Highland Road, Highland, MI, 48357-4000, USA

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

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

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

Steering Locked while driving.; ; 2003-07-24
3-07-24

Service Request Ownership has changed FROM: TEMPRIE TO: SALAZARR; ; 2003-07-24
2003-07-24

Steering wheel lock; ; 2003-07-24
2003-07-24

steering lock; ; 2003-07-24
2003-07-25

1-123021915 call cust to advise what svc mgr states; ; 2003-07-30
2003-07-25

crm called cust and receive no answer.; ; 2003-07-25
2003-07-29

1-123021915 call cust advise that we still have not heard from svc mgr; ; 2003-07-30
2003-07-30

Steering lock; ; 2003-07-30
2003-07-30

Steering column; ; 2003-07-30
2003-07-30

1-123021915 call cust to advise what svc mgr states; ; 2003-07-30
3-07-30

receive no answer; ; 2003-07-30
2003-07-30

Created: CAC_RS0006. SR#1-123021915; ; 2003-07-30
2003-07-30

Submitting unable to contact letter.; ; 2003-08-04
3-08-04

Service Request has been Closed Satisfied.; ; 2003-08-04
2003-08-12

SR in Status of Closed has been Re-Opened by NEALDEM; ; 2003-08-12
2003-08-12

Inbound call about sr#; ; 2003-08-26
2003-08-12

1-123021915 see notes; ; 2003-08-26
2003-08-26

Service Request has been Closed Satisfied.; ; 2003-08-26

*****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:
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:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME: CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

GM RESTRICTED

344215

CASE NUMBER: 00814558 VIN: 1G1YY22G4V5102678
 DATE OPENED: 07/05/00 MODEL YEAR: 97
 DATE CLOSED: 07/05/00 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE:
 CUSTOMER: -NONE-
 ADDRESS:
 HOME PHONE: STATE: NY
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: PRATTSBURG
 HOME PHONE: NY

CASE NUMBER: 00814558 VIN: 1G1YY22G4V5102678
 DATE OPENED: 2000-07-05 MODEL YEAR: 1997
 DATE CLOSED: 2000-07-05 SERIES: CORVETTE COUPE
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: DELILLO CHEVROLET CO
 BRC PARENT: DEALER ADDRESS: 18211 BEACH BLVD, HUNTINGTON
 BEACH, CA, 92548, USA

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

0 REPAIR ATTEMPT(S)

INFORM THE CALLER:

"Recalls are vehicle identification (VIN) specific. If you provide me with a VIN, I can check and see if your specific vehicle is involved."

AGENT INSTRUCTIONS: CHECK VIN PROFILE TAB FOR OPEN CAMPAIGNS. IF THERE IS NOT AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"I have checked your vehicle identification number and at this time there are no open recalls on your vehicle. If there should ever be a recall, XXX division will attempt to notify you by first class mail."

IF THE CALLER IS A FIRST OWNER, VERIFY THE ADDRESS.

IF THERE IS AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"Yes, there is/are X recall(s) on your vehicle, the campaign number(s) is/are _____. We recommend that you contact your XXX dealership in order to schedule an appointment to have the recall performed on your vehicle."

Use the Dealer Locator Process if caller would like their nearest dealer.
 WANTS HIS VEHICLE TO BE INVOLVED IN CAMPAIGN

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

344215

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

OWNER STS THAT HIS VEHICLE SHOULD BE INVOLVED IN A RECALL..OWNER STS THAT HIS STEERING WHEEL COLUM LOCKED UP ON HIM, AND ALL MOST KILLED HIM..CRM ADVISE THAT I HAVE CHECK N/VIN# AND AT THIS TIME THERE ARE NO OPEN CAMPAIGNS..OWNER STS THAT HE HAD TO TOW VEHICLE AND HIS TIRE GOT WORN OUT, DUE TO HOW HE HAD TO STOP..OWNER SEEKS COST OF REPAIRS, AND WANTS TO SPEAK TO SOMEONE HIGHER THAN ME..CRM INFORMED THAT AGAIN WE DON'T HAVE ANY CAMPAIGNS AND THAT IF WE DO HE WILL GET INFORMED BY MAIL.OWNER WAS UPSET AND ADVISE THAT HE HOPES WE DON'T GET ANY LAWSUITS..CRM APOLOGIZED, AND THANKED OWNER..
KATHERINE RODRIGUEZ/ATK; 0; 331660508

*****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:

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:

GM RESTRICTED

344215

TEST 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:

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
AGE 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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

FREDERICKSBURG
VA

HOME PHONE:

CASE NUMBER: 04522641 VIN: 1G1YY22G4V5106231
DATE OPENED: 2001-06-12 MODEL YEAR: 1997
DATE CLOSED: 2001-06-15 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 50451
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME: RADLEY CHEVROLET
DEALER ADDRESS: 3670 JEFFERSON DAVIS
HWY., FREDERICKSBURG, VA, 22408, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) STEERING LOCKED
T06 Goodwill Adjustment Pre-Authorized Other
0 REPAIR ATTEMPT(S) CUST SEEKS COST ASSIST

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/CNC/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*****

cust states that his steering locked up turning in a parking lot. cust states that it could have been dangerous if he had been at a high speed. cust states dlrship is not familiar w/ corvettes. cust requests cost assistance. cust states 2nd owner. crm adv cust svc mgr at lunch and i will research and call him back by tomorrow. Rebecca Johnson/Austin/CAC; 0; 361219217
2001-06-13

CUST FATHER STATES THAT HIS SON COULD'VE BEEN KILLED WHEN THE STEERING WHEEL LOCKED UP, CUST SEEKS A CALLBACK FROM PREV CRM, CUST SEEKS FOR GM TO PAY FOR THIS REPAIR, CUST STATES THAT HIS SON HAS A VEH HE CAN'T EVEN USE, AND AS A FATHER HE IS CONCERNED ABOUT HIS SON'S SAFETY, ADV CUST THAT SHE UNDERSTOOD HIS CONCERN AND THAT THE PREV CRM WAS STILL RESEARCHING AND ADV HIS SON SHE WOULD CALL BACK TODAY, CUST STATES THAT THEY WILL BE WAITING FOR CALL BACK, CRM WILL FORWARD UPDATE TO PREV CRM. NO FURTHER ACT REQ FROM CRM AT THIS TIME.
LORI CAEMONA/ATX; 0; 361298722
2001-06-13

CUST FATHER CALLED IN SEEKING UPDATE ON REQUEST, CUST FATHER STATES HE CALLED IN EARLIER TODAY & WAS TOLD HE WOULD GET A CALL BACK, CUST IS VERY UPSET, CUST WOULD LIKE TO GET HIS BACK TODAY. FATHER STATES CUST HAS EXT CONTRACT THREW ATI & THAT THE INSURANCE COMPANY HAS WILL NOT COVER THAT PART EITHER. CUST FATHER STATES HIS SON TOLD HIM THAT THEY NO LONGER MAKE THEASE VEH'S W/THEASE PARTS.

CUST SEEKS COST ASSIST ON REPAIR FOR LOCK ACTUATOR OR TO GET PART REMOVED FROM VEH.....DEBORAHNOA/PDX; 0; 361318861

2001-06-13

CRM CALLED DLR S/W AL IN SVC, HE STATES THAT HE NEEDS TO FURTHER DIAG ON THE VEH & THAT THE CUST HAD DECLINED REPAIR, AL STATES HE IS CONFIDENT THAT THE STEERING LOCK MODULE WILL FIX CONCERN BUT WONT KNOW FOR SURE UNTIL THEY LOOK INTO THE VEH FURTHER, HE STATES THEY WILL NEED TO REPLACE THE MODULE & TEST IT & CONTINUE FURTHER IF THIS DOES CORRECT CONCERN. AL STATES THE STEERING IS LOCKED & WONT MOVE. AL STATES CUST PURCHASED VEH FROM A WHOLESALER NOT FROM DLR. CRM ASKED IF PART CAN BE REMOVED FROM VEH, AL STATES THE STEERING LOCK MODULE IS DESIGNED INTO THE VEH & CANNOT BE REMOVED HE STATES ITS LIKE REMOVING THE AIRBAGS, ITS DESIGNED INTO THE VEH. CRM ASKED IF ANYTHING THE CUST COULD OF DONE TO PREVENT CONCERN, AL COULNT ANSWER THIS B/C IT HE WASNT W/THE CUST IN THE VEH WHEN IT HAPPENED, CRM ASKED IF ITS A MANUFACTURER'S DEFECT, HE STATES IT THE COMPUTER IN THE SYSTEM, HOW DO YOU DETERMINE HOW A COMPUTER CONTROLLED UNITED FAILED, YOU CAN COME UP W/CONCLUSIONS ON FAILURE BUT HE CANNOT STATE THE FAILURE IN PART; 0; 361320125

2001-06-13

ADDITIONAL.....AL STATES CUST HAS BEEN IN 1X ONLY, HE DOESNT HAVE ANY PREVIOUS RECORD W/THE CUST BEING AT DLR. CRM THEN LEFT A VOICE MAIL MSG FOR SVC MGR TO CALL BACK RE:CUST....

CRM ADVISED CUST FATHER WILL NEED TO LOOK INTO THIS FURTHER, ADVISED UNABLE TO S/W SVC MGR AT THIS TIME HE WAS ON ANOTHER CALL, CRM ADVISED WILL CALL HIM BACK BETWEEN 4-

6EST.....DEBORAHNOA/PDX; 0; 361320360

2001-06-14

CRM CALLED DLR BACK, SVC MGR ON ANOTHER LINE, CRM LEFT MSG FOR SVC MGR W/RECEPTIONIST, SHE ADVISED THAT YESTERDAY THEY WERE HAVING PROBLEMS W/VOICE MAIL SO SHE WILL GIVE SVC MGR HAND WRITTEN NOTE.....DEBORAHNOA/PDX; 0; 361396151

2001-06-14

CRM CALLED DLR BACK S/W JEFF SVC MGR, HE STATES ITS A SIMPLE PART FAILURE, ITS NOT A DEFECT IN MATERIAL, THE CUST IS OUTSIDE THE WARRANTY BY MILES & TIME, THE CUST IS SECOND OWNER, THE CUST HAS AN EXTENDED WARRANTY WHICH IS NOT THREW GMPP & THE EXT CONTRACT DOES NOT COVER THE STEERING LOCK MODULE, NO ASSIST CAN BE PROVIDED.....DEBORAHNOA/PDX; 0;

361406628

2001-06-14

CRM CALLED CUST BACK AT HOME# N/A, CRM TO C/B LATER, IF CUST CALLS IN PLEASE SEE PREVIOUS NOTES, WE WILL NOT ASSIST CUST IN REPAIR. SEE PREVIOUS NOTE FOR 3 BUSINESS REASONS FOR DENIAL.....DEBORAHNOA/PDX; 0; 361408775

2001-06-14

LEFT MSG W/SOMEONE AT HOME # FOR CUST TO C/B.... NEXT CRM**** PLEASE ADVISE THAT WE WILL NOT BE ABLE TO ASSIST W/STEERING LOCK MODULE.

BUSINESS REASON ARE 1) ITS NOT A DEFECT IN MATERIAL- ADVISE OF AS SIMPLE PART FAILURE 2) THE CUST IS OUTSIDE THE WARRANTY BY MILES & TIME, THE CUST IS SECOND OWNER, 3) THE CUST HAS AN EXTENDED WARRANTY WHICH IS NOT THREW GMPP & THE EXT CONTRACT DOES NOT COVER THE STEERING LOCK MODULE.....DEBORAHNOA/PDX; 0; 361415748

2001-06-15

CRM STATES HE WAS SUPPOSED TO GET CALL BACK FROM PREVIOUS CRM.... CRM ADVISED CUST THAT HE CALLED BACK AND A MSG WAS LEFT.... CUST STATES HE WAS CALLED AT THE WRONG NUM.... CUST SEEKS STATUS OF FILE.... CRM ADVISED CUST OF DENIAL OF ASSISTANCE.

TERE JARMON-HOOKER/AUSTIN.; 0; 361492336

*****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:
IDENTIFY 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 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:

LEASE @ BUY-BACK: 0
P:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:
COUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOFF:

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:
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:

CASE NUMBER: 3758731 VIN: 1G1YY22G4V5106682
DATE OPENED: 02/21/00 MODEL YEAR: 97
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 029671
CUSTOMER: ADDRESS: STATE: CA
HOME PHONE: BUS. PHONE:

SYMPTOM ABSTRACT---- COLUMN INTERMITTENT LOCK STEERING UNWANTED BY

RESOLUTION ABSTRACT-

USE CODE 1-----

USE-1 DESCRIPTION--- STEERING

USE CODE 2-----

USE-2 DESCRIPTION---

USE CODE 3-----

USE-3: DESCRIPTION---

02/21/2000 16:21:45 SED TEMPLATE - ALERT

SYMPTOM BASED DIAGNOSTICS

1. NUMBER OF TIMES IN FOR THE SAME CONDITION

2. NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

3. (Y/N) IS THE VEHICLE IN THE DEALERSHIP

4. (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES

LIST)

5. (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

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

7. (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

8. (Y/N) S/N SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

9. (Y/N) BULLETIN OR FI SEARCH PERFORMED:

10. (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO

LIST)

11. (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

12. (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.) IGNITION LOCK

CYLINDER

02/21/2000 16:21:45 HISTORY - ALERT

DEALER CONTACT: JOHN ORTIZ, TECH.

CUSTOMER CONCERN: INTERMITTENTLY, THE STEERING COLUMN LOCKS WHILE DRIVING.

TECHNICIAN REPORTS THAT: HE WAS SCANNED FOR AND OBTAINED NO DTCS; HE WAS NOT DUPLICATED THE CONCERN; HE HAS REPLACED THE IGNITION LOCK CYLINDER WITH NO CHANGE IN THE CONCERN.

TAC RECOMMENDATION: ADVISED TECH. OF NUMEROUS PAST CASES WHEREIN RESOLUTIONS VARIED A LOT. RESOLUTIONS ARE DIVIDED BETWEEN IGNITION SWITCH(ES), SEVERAL COLUMN LOCK MOTOR ASYS., OPEN/SHORTED WIRES, ETC. ALSO ADVISED TECH. OF 2 FTS, # A000265, AND X001111, WHICH READ AS FOLLOWS, RESPECTIVELY:

CONDITION: 97-2000 YB STEERING COLUMN LOCK ACTUATOR ADDITIONAL.

312136

DIAGNOSTICS

PROBABLE CAUSE: UNKNOWN

INSTRUCTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN BOOK 99 YB SERVICE MANUAL ON PAGE 2-69 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

CONDITION: STEERING COLUMN WILL NOT UNLOCK.

CRUISE: OPEN IN CRT 2540.

INSTRUCTION: REPAIR OPEN IN CRT 2540 SERVICE MANUAL PAGE 2-52 ITEM 12 SERIES:

1. CHECK FOR OPEN IN 1603 + 1604
2. REPAIR OPEN IN CRT 1603 + 1604
3. REPAIR COMPLETE YES GO TO 18 NO GO TO 17 REPLACE BCM.

(CONTINUED ON NEXT PAGE)

02/21/2000 16:50:46 BLANK

- (CONTINUED FROM PREVIOUS PAGE)

THIS STEP NEEDS TO BE CHANGED TO INCLUDE CRT 2540.

1. CHECK FOR OPEN IN 1603, 1604 AND 2540
2. REPAIR OPEN IN CRT 1603, 1604 AND 2540
3. REPAIR COMPLETE YES GO TO 18 NO GO TO 17 REPLACE BCM.

REPORT RESULTS TO TAC.

END MESSAGE, 4-0560

02/21/2000 18:31:16

DEALER CONTACT NAME (WHO ARE YOU TALKING TO)

2 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

2 NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS CONDITION

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE

TECH CLEANED G202, OPERATED THE COLUMN MANUALLY WITH THE TECH 2, AND

T. A. S. F I E L D R E P O R T
G M R E S T R I C T E D

PAGE: 3

312136

CALLER TAC LOOKING FOR ADDITIONAL DIAGNOSTIC DIRECTION

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

TAC RECOMMENDED THAT TECH JOSE ORTIZ VOLT-DROP THE BATTERY POSITIVE AND
NEGATIVE CABLES, THEN VOLT DROP THE BCM AND STEERING GROUNDS, AND ADVISE
TAC AS TO THE OUTCOME.

GM RESTRICTED

375163

CASE NUMBER: 05341484 VIN: 1G1YY22G4W5104724
 DATE OPENED: 08/16/01 MODEL YEAR: 98
 DATE CLOSED: 08/20/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: KS
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] WITCHITA, KS [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05341484 VIN: 1G1YY22G4W5104724
 MODEL YEAR: 1998
 DATE OPENED: 2001-08-16 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-08-20 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME:
 SRC PARENT: DEALER ADDRESS:

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

M03 Steering Gear/Pitman Arm/Rack and Pinion Other
 1 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED UP WHILE VEH
 REVERSING
 A01 Open Campaign Customer Satisfaction
 0 REPAIR ATTEMPT(S) CAMPAIGN 2000034 LAP SEAT BELT WEBBING
 TWISTED

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

- VIN required to check for recalls.
1. First check VIN profile tab for recalls
 2. Refer to [[Campaigns RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/wabknowledge/Bulletins/Campaigns/CampaignsMain.htm>] for recall details.
 3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.

Vehicles involved in product recall campaigns

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

GM RESTRICTED

375183

CUST STATES HAS 1998 CHEVROLET CORVETTE. CUST STATES HAS QUESTION ABOUT STEERING. CUST STATES WHILE BACKING UP CUST HEARD CLICK NOISE AND STEERING LOCKED UP. CUST SEEKS TO KNOW IF KNOWN PROBLEM AND IF PROBLEM CAN OCCUR AT HIGH SPEED. CRM ADVISED CUST OF CAMPAIGN ON 1999 VEH. CUST STATES HAS TAKEN VEH TO IND. DLR WHO HAS PERFORMED TECHNICAL BULLETIN ON VEH. CRM ADVISED IF CUST CONTINUES TO HAVE CONCERNS WITH VEH TO CONTINUE TO TAKE VEH TO DLR FOR CONCERN. CUST AGREED. CRM ALSO ADVISED CUST THAT CRM HAS NO INFORMATION IF THIS WILL OR WILL NOT OCCUR AT HIS SPEED. CRM ADVISED CUST OF REQUEST #. KIM SMITH CAC ATX; 0; 366824965
2001-08-20

CUST STATES STEERING COLUMN LOCKED UP CUST SEEKS TO KNOW IF VEHICLE INVOLVED IN CAMPAIGN CRM SEARCHED VIN PROFILE ONLY OPEN CAMPAIGN WAS 2000034 LAP SEAT BELT WEBBING TWISTED AND NO BULLETIN FOR STEERING COLUMN LOCK CRM ADVISED CUST OF CAMPAIGN AND TO KEEP RECEIPTS FOR REPAIR SO IF VEHICLE LATER INVOLVED IN CAMPAIGN THE CUST CAN BE REIMBURSED. DONMUNSON/PDX/CAC; 0; 367179423

*****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:

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

375183

INVESTIGATIVE SUMMARY:

FILE 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:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

INTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

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

375183

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:

FLORENCE, KY

CASE NUMBER: 05360989 VIN: 1G1YY22G4W5105324
MODEL YEAR: 1998
DATE OPENED: 2001-08-20 SERIES: UNKNOWN
DATE CLOSED: 2001-09-17 MILEAGE: 80000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: TOM GILL CHEVROLET
ERC PARENT: DEALER ADDRESS: 6619 DIKIE HWY, FLORENCE, KY, 41042, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) LOCKING UP

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) ON STEERING COLUMN LOCKING UP

S86 CAC Resolved With Goodwill Other
0 REPAIR ATTEMPT(S) STEERING WHEEL COLUMN LOCK UP

CONCERN ON VEHICLES STEERING COLUMN LOCKING UP

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

KAWA CASE 1394950 RECEIVED ON 8/17/01 CUST STATES...I had a recent problem with the steering column lock of my 1998 Corvette Coupe, vehicle# 1G1YY22G4W5105324. Luckily the column locked while I was pulling out of my driveway at a very low speed, but it still scared the hell out of me. Tom Gill Chevrolet in Florence/KY confirmed on the phone that there is a recall on this specific issue, but it turned out that my car obviously doesn't fall under the recall and I had to eat a \$ 400 bill to my very surprise (bill dates 08/09/01). Not only that I have lost a huge amount of confidence in my car, imagine the column locks going 60 mph on a mountain road, but I have to pay the bill despite there is a recall on exactly the same issue on exactly the same type of car. Could you please explain the logic - I don't get it. Looking very much forward to your feedback.

CUST SEEKS ASSISTANCE.

CRM CALLED SM DAVE JONES WHO STATED THAT ALL THE PARTS THAT WERE REPLACED ARE THE SAME AS THE PARTS REPLACED IN THE RECALL. SM STATED THAT HE HAS SEEN A LOT OF THESE CONCERNS AND WAS NOT SURPRISED WHEN THEY CAME OUT WITH A RECALL ON IT. SM ALSO STATED THAT HE DOESN'T KNOW WHY THEY ONLY CHOOSE THOSE VIN BREAKS PUT THEY DID, AND THE CUST DIDN'T APPLY. CRM WILL CONSULT WITH TM CYNTHIA COSTELLO. TM COSTELLO GAVE CRM HER OVER THE SHOULDER APPROVAL TO REIMBURSE THE CUST FOR THE STEERING COLUMN LOCKING UP REPAIR. CRM ADVISED THE CUST...Thank you for your recent E-mail. It is always a matter of importance when one of our current customers has a concern about one of our products. I apologize for the concerns that you have experienced with your 1998 Chevrolet Corvette. I have documented your concerns into our database, which your file number is C05360989. I have researched and investigated your concerns, in which a decision has been made to reimburse you for the cost of the steering column locking up repair. However for me to be able to process this reimbursement I would need the following documents.

Proof of Ownership - copy of registration or Title
Proof of Payment - copy of credit card slip or check
Original Repair Order

If you could please send in these documents with your request number on them to the following address, it would greatly be appreciated.
Chevrolet

P.O. Box 33170
Detroit, MI 48232

hope this decision will off set some of the frustrations and inconvenience that you might have had. Please e-mail me back if you accept this decision, or have any comments on it.

Thanks again for contacting Chevrolet and I hope to hear from you soon!

KRISTIE HARDCASTLE - KAMA TAMPA; 0; 99999

2001-08-27

KAMA CASE # 1394950 RECEIVED ON 8/23/01 CUST STATES....Just got back from business travel to find your very nice message. Thank you very much indeed. I will forward the required information ASAP. Thanks again and have a great day.

Best Regards,

CRM ADVISED THE CUST....Thank you for your recent e-mail. I am glad that you are happy with our decision. I will periodically check to see if the required documents have arrived. Please be sure to put your file number on all documents. If you have any questions or concerns please feel free to e-mail me again. We are here to assist you any way that we can. Thanks again for making Chevrolet your vehicle of choice!

KRISTIE HARDCASTLE - KAMA TAMPA; 0; 367765678

2001-09-04

CRM LOOKED IN COREPOINT AS WELL AS VISUAL HOWEVER NO DOCS FOUND. CRM WILL CHECK AGAIN IN ONE WEEK. KRISTIE HARDCASTLE - CORR TAMPA; 0; 368469984

2001-09-07

CORR RECEIVED

DOCS RECEIVED FOR POSSIBLE REIMB. THIS CRM ATTACHING TO FILE AND FORWARDING ONTO PREV CRM HARDCASTLE FOR REVIEW AND FOLLOW UP IF NEEDED. EDWARD CRAWFORD/CORR/TAMPA, FL; 0; 368739577

2001-09-08

CUST STATES THAT ON 8/8/01 HIS 98 CHEVROLET CORVETTE STEERING COLUMN LOCKED UP ON HIM. CUST SAYS THAT HE TOLD HIS VEHICLE TO TOM AND GILL CHEVROLET, IN WHICH THEY REPAIRED IT AT THE COST OF \$401.18. THE REPAIR ORDER SHOWS THAT THE CUST PAID...

\$210.00 FOR LABOR

\$173.75 FOR PARTS

\$ 7.00 FOR SHOP SUPPLIES

\$ 10.43 FOR TAXES ON PARTS ONLY AT 6%

\$401.18 IS THE TOTAL

CUST SEEKS REIMBURSEMENT FOR THIS REPAIR SINCE GM KNOW THAT THERE WAS A PROBLEM WITH THE VEHICLES AND ISSUED A CAMPAIGN OUT ON IT, HOWEVER HIS VEHICLE JUST DIDN'T APPLY TO IT. CRM GOT TM CYNTHIA COSTELLO'S OVER THE SHOULDER APPROVAL TO REIMBURSE THE CUST DUE TO THE CAMPAIGN BEING OUT, THE PARTS THAT WERE REPLACED ARE THE SAME AS THE ONES IN THE CAMPAIGN. THE REIMBURSEMENT WILL ALSO RESTORE CUST LOYALTY, AND PROMOTE CUST SATISFACTION. CUST SENT IN HIS ONLY REPAIR ORDER FROM THE DEALERSHIP, A COPY OF HIS TITLE FOR PROOF OF OWNERSHIP, AND A COPY OF HIS CREDIT CARD SLIP AS CONTINUE...; 0; 368818913

2001-09-08

CONTINUE... PROOF OF PAYMENT. CRM IS FORWARDING TO TM COSTELLO. KRISTIE HARDCASTLE - CORR TAMPA; 0; 368819015

2001-09-11

Team Manager reviewed and approved non original docs. Please process.

Cynthia Costello Team Manager/Tampa/CAC; 0; 369071682

2001-09-11

PRE-APPROVE REQUEST FOR REIM OF \$401.18 FOR STEERING COLUMN REPAIR. ALL DOCS PRESENT; TM COSTELLO APPROVED NON-ORIGINALS. MARK KASMIERSKI, TAMPA, APPROVAL GROUP; 0; 369080235

2001-09-11

1ST LEVEL OF APPROVAL..REIMB IN THE AMOUNT \$401.18..JOY NIXON-TAMPA APPROVAL GROUP; 0; 369090428

2001-09-11

Final approval by fran dukes/goodwill liaison/tpa.; 0; 369092127
01-09-17

CHECK# 900485244 FOR AMOUNT \$ 401.18 MAILED ON (09/13/01)
Edward J. Brown II/Goodwill/TPA; 0; 369626304

*****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: FAX NUMBER:
PRODUCT CODE: BODY TYPE:

ENGINE TYPE:
LEASE @ 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:
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:

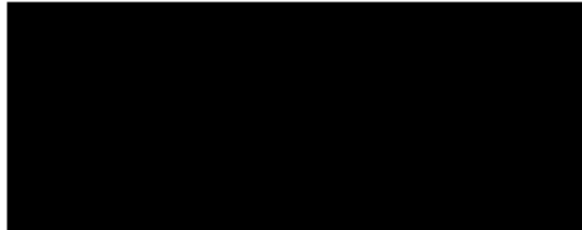
DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

Sender
Florence, KY



08-30-01P03:05 RCVD

Chevrolet
P.O. Box 33170
Detroit, MI 48232

05360989

[REDACTED]
Florence, KY [REDACTED]

PH [REDACTED]

PH [REDACTED]

Chevrolet
P.O. Box 33170
Detroit, MI 48232

File# C85360989

Reimbursement for steering column locking repair on my 1998 Corvette

Attached please get the required documents in order to process the mentioned reimbursement.

- copy of title
- copy of invoice with credit card slip

Please call me with any questions you may have [REDACTED] or e-mail me at [REDACTED]

Thank you very much for your cooperation.

Best Regards [REDACTED]
[REDACTED]

COMMONWEALTH OF KENTUCKY							
TRANSPORTATION CABLE CERTIFICATE OF TITLE							
VIN		YEAR		MAKE		MODEL	
0000000000		88		CHEV.		CITY 2264W51-09124-BUT BF	
APPLICANT NAME		MODEL NO.		TYPE BODY		COLOR	
CORVETT				2D		SIL	
NO. OYL.		OCCASION		SALES TAX PAID		FRANCHISE NO. / STATE	
08		62900		0.00		MI	
DATE OF SALE				02/09/00			
FLORENCE KY							
DEPT. OF REVENUE				FINANCIAL SERVICE			
PO BOX 8040				MOBILE MI 49375			
SECOND LHM				FIRST LHM			
Release Date				Release Date			
County Clerk Only				DATE			
Release Date				Release Date			
County Clerk Only				DATE			

I hereby certify that the Department of Vehicle Registration has approved this document as meeting all requirements for a certificate of title for the above described vehicle and is the legal owner thereof and shall not apply where such approval shall be the basis of the Department's issuance of such certificate of title.

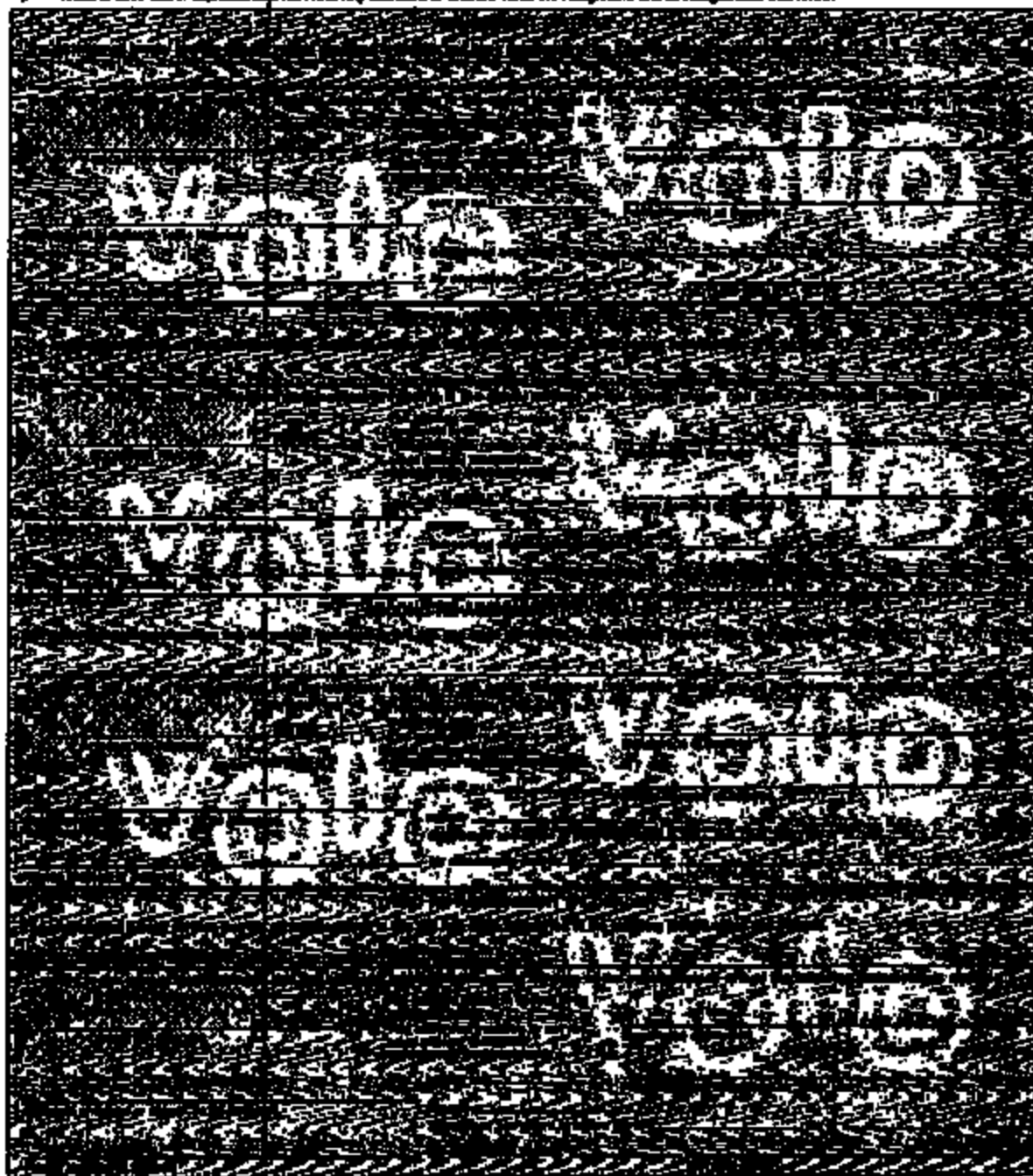
Ed Lopez

Commissioner
Department of Vehicle Registration

It is hereby noted that the Department of Wildlife Vegetation, Inc., advises that the Department is currently conducting a study to determine the impact of the proposed project on the Department's wildlife resources. The Department is currently conducting a study to determine the impact of the proposed project on the Department's wildlife resources. The Department is currently conducting a study to determine the impact of the proposed project on the Department's wildlife resources.

Enhancement of Wildlife Regulations

▶ Federal and State law require that you retain the vehicle in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. RETURN Any alteration or omission voids the Assignment and all Assignments that follow.



FLORENCE CHEVROLET INC
6619 DIXIE HWY
FLORENCE KY 41042
(606) 371-7366

5:37 PM 08/09/01
US 4445220568564542
8704

SALE TERM 0001

AMOUNT \$ 940.72

REF 0017 BP 006304
BATCH 0003
RD 0130004

I AGREE TO COMPLY WITH
THE CREDIT AGREEMENT
SIGNATURE

TOP PER/BOTTOM CUSTOMER



TOM GILL

CHEVROLET

8810 DIXIE HIGHWAY / FLORENCE, KY 41042
PHONE: (859) 871-7888

CS138854



CS138854

COPY

VIN: 54104		NAME: ERIC S. HENSLEY		AGE: 320		DOB: 08/09/01		WORKING: YES																																																																																																													
FLORENCE, KY		YEAR/MAKE/MODEL: 08/CHEVROLET/CORVETTE/2 DOOR HATCHBACK		75,561		COLOR: BLACK/BLACK		MILEAGE: 10,10/97																																																																																																													
		P.L.N.E.		161442264453053224		A.G.D.W.		08/08/01																																																																																																													
<p>LABOR & PARTS</p> <p>JOB # 1 STEERING COLUMN LOCK 2.105 VERIFY RECALL I CHECKED WITH PARTS. WE HAVE THEM IN STOCK. PTV'S 8088488 & 8088488 STEERING WHEEL LOCKED. WILL NOT TURN. CHECK AND FOUND STEERING LOCK ACTUATOR FAULTY REPLACE STEERING LOCK ACTUATOR</p> <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 1</td> <td>1</td> <td>2080080</td> <td>LOCK 2.105</td> <td>173.75</td> <td>173.75</td> </tr> <tr> <td colspan="4">JOB # 1 TOTAL PARTS</td> <td></td> <td>173.75</td> </tr> <tr> <td colspan="4">JOB # 1 TOTAL LABOR & PARTS</td> <td></td> <td>383.75</td> </tr> </tbody> </table> <p>JOB # 2 25 POINT INSPECTION AND FREE 25 POINT SAFETY INSPECTION COMPLETED 25 POINT INSPECTION</p> <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 2</td> <td>1</td> <td>2080080</td> <td>LOCK 2.105</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td colspan="4">JOB # 2 TOTAL PARTS</td> <td></td> <td>0.00</td> </tr> <tr> <td colspan="4">JOB # 2 TOTAL LABOR & PARTS</td> <td></td> <td>0.00</td> </tr> </tbody> </table> <p>JOB # 3 75 POINT INSPECTION AND CUSTOMER REQUESTED. NOT RETURNED FOR INSPECTION CVT 4-REAR WHEELS. FOUND ON 4-REAR WHEELS INSPECTION OF 4-REAR WHEELS. FOUND ON 4-REAR WHEELS NO HANDLING. 4-REAR WHEELS. FOUND ON 4-REAR WHEELS INSPECTION OF 4-REAR WHEELS. FOUND ON 4-REAR WHEELS</p> <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 3</td> <td>1</td> <td>2080080</td> <td>LOCK 2.105</td> <td>4.00</td> <td>4.00</td> </tr> <tr> <td>JOB # 3</td> <td>1</td> <td>2080080</td> <td>LOCK 2.105</td> <td>35.75</td> <td>35.75</td> </tr> <tr> <td colspan="4">JOB # 3 TOTAL PARTS</td> <td></td> <td>44.25</td> </tr> <tr> <td colspan="4">JOB # 3 TOTAL LABOR & PARTS</td> <td></td> <td>89.00</td> </tr> </tbody> </table> <p>JOB # 4 75 POINT INSPECTION AND WE LOW TIRE PSI WARNING LIGHT IS COMING ON. BUT ON TECH 2. FOUND CODE FOR RIGHT FRONT SENSOR. REPLACE RIGHT FRONT SENSOR. 75 POINT CALIBRATION SYSTEM. FOUND THAT LEFT FRONT WOULD NOT PROGRAM. REPLACE BOTH LEFT AND RIGHT FRONT TIRE PSI SENSORS. CALIBRATE SYSTEM. ALL SENSORS NOW READING</p> <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 4</td> <td>1</td> <td>1043553</td> <td>SENSOR 1.100</td> <td>128.00</td> <td>128.00</td> </tr> <tr> <td>JOB # 4</td> <td>1</td> <td>1043553</td> <td>SENSOR 1.100</td> <td>128.00</td> <td>128.00</td> </tr> <tr> <td colspan="4">JOB # 4 TOTAL PARTS</td> <td></td> <td>256.00</td> </tr> <tr> <td colspan="4">JOB # 4 TOTAL LABOR & PARTS</td> <td></td> <td>376.18</td> </tr> </tbody> </table> <p>ET 70248 PC 70248 VS 04570 IN 08/08/01 BY TOM GILL</p> <p>Thank You</p> <p>TOM GILL CHEVROLET FLORENCE, KY 41042 CENTRAID ON/NET PAGE 18/18/20</p>										PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE	JOB # 1	1	2080080	LOCK 2.105	173.75	173.75	JOB # 1 TOTAL PARTS					173.75	JOB # 1 TOTAL LABOR & PARTS					383.75	PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE	JOB # 2	1	2080080	LOCK 2.105	0.00	0.00	JOB # 2 TOTAL PARTS					0.00	JOB # 2 TOTAL LABOR & PARTS					0.00	PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE	JOB # 3	1	2080080	LOCK 2.105	4.00	4.00	JOB # 3	1	2080080	LOCK 2.105	35.75	35.75	JOB # 3 TOTAL PARTS					44.25	JOB # 3 TOTAL LABOR & PARTS					89.00	PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE	JOB # 4	1	1043553	SENSOR 1.100	128.00	128.00	JOB # 4	1	1043553	SENSOR 1.100	128.00	128.00	JOB # 4 TOTAL PARTS					256.00	JOB # 4 TOTAL LABOR & PARTS					376.18
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE																																																																																																																
JOB # 1	1	2080080	LOCK 2.105	173.75	173.75																																																																																																																
JOB # 1 TOTAL PARTS					173.75																																																																																																																
JOB # 1 TOTAL LABOR & PARTS					383.75																																																																																																																
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE																																																																																																																
JOB # 2	1	2080080	LOCK 2.105	0.00	0.00																																																																																																																
JOB # 2 TOTAL PARTS					0.00																																																																																																																
JOB # 2 TOTAL LABOR & PARTS					0.00																																																																																																																
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE																																																																																																																
JOB # 3	1	2080080	LOCK 2.105	4.00	4.00																																																																																																																
JOB # 3	1	2080080	LOCK 2.105	35.75	35.75																																																																																																																
JOB # 3 TOTAL PARTS					44.25																																																																																																																
JOB # 3 TOTAL LABOR & PARTS					89.00																																																																																																																
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE																																																																																																																
JOB # 4	1	1043553	SENSOR 1.100	128.00	128.00																																																																																																																
JOB # 4	1	1043553	SENSOR 1.100	128.00	128.00																																																																																																																
JOB # 4 TOTAL PARTS					256.00																																																																																																																
JOB # 4 TOTAL LABOR & PARTS					376.18																																																																																																																

The Dealer, TOM GILL CHEVROLET, hereby expressly disclaims all warranties, other expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TOM GILL CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the line items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIMS TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

THANK YOU



THANK YOU

END OF INVOICE 194122

September 11, 2001

[REDACTED]
[REDACTED]
Florence, KY [REDACTED]

Request: C05360989

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$401.18. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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.

Sincerely,

Kristie Hardecastle
Customer Relationship Manager

RS0005-T/mrk

General Motors Corporation
 Telecommunications (2613)
 P.O. Box 62830
 Phoenix, AZ 85062-2830



CHICK **No. 900485244**

50

DATE
09/13/01

*****1 DOLLAR

4. CONCLUSIONS

ABSOLUT
绝对纯净 绝对优雅 绝对经典 绝对完美

**KEY
TO THE
COLUMN**

FLORENCE KY

North American Operations
General Motors Corporation
Disbursement Account

193

The Census Bureau, U.S. Department of Commerce, Washington, D.C.

7.5

0900485244 0213093790 601m 2m 2520m

09-19-01P04:43 RCVB

UNCLASSIFIED
JUNE 1981 RD 001000028

1

General Motors Corporation
Disbursements (2013)
PO Box 62630
Phoenix, AZ 85062-2630

WITACH SUPPLY DEPOSITIVE CHECK

CHECK NO. 980401264

DEAR NAME

PAYMENT DATE 11/13/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. NUMBER	% INC.	OFFICE AMOUNT	DOC. AMOUNT	GRT AMOUNT
-----------------------------	--------------	-------------	--------	---------------	-------------	------------

[illegible]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

SAN DINAS

CA

HOME PHONE:

CASE NUMBER: 03988823 VIN: 1G1YY22G4X5102991
DATE OPENED: 2001-04-27 MODEL YEAR: 1999
DATE CLOSED: 2001-05-03 SERIES: CORVETTE COUPE
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: O DONNELL CHEVROLET-BUICK
BRC PARENT: DEALER ADDRESS: 100 S SAN GABRIEL BLVD, SAN GABRIEL, CA, 91776, USA

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

T22 CSI Reply	Customer Satisfaction
0 REPAIR ATTEMPT(S)	SERVICE SURVEY
B14 Door	Other
2 REPAIR ATTEMPT(S)	passenger side water leak-was misaligned
K30 Automatic Transmission	Broken
1 REPAIR ATTEMPT(S)	Fluid leak
1 Steering General	Inoperative
1 REPAIR ATTEMPT(S)	locked up

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\Explore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Explore.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 REPLY. MSX # VIN. CASE SCAN SHOWED NO PREVIOUS REQUESTS. CAMPAIGN #2000034 LAF BELT. CUST STS VERY SATISFIED W/ DLR. CUST STS VERY DISSATISFIED W/ VEHICLE. CUST STS HE HAD PROBLEMS W/ CUST SERVICE FOR GM, ALTHOUGH CRM COULD NOT FIND ANY PREVIOUS REQUESTS. CRM WILL CALL 5/1 BETWEEN 4-6PM. JENNIFER COOPER/CORR/ATX; 0; 357279141
2001-04-30

crm left message on answering machine w/chevy cac # and req #. crm will check file 5/4 for call back jennifer cooper/corr/atx; 0; 357539740
2001-04-30

Cust states that he is responding to a message that he rec'd, and thanked CRM for contacting him. Cust states that he has been having a number of concerns w/ his vehicle,

that there have been water leaks, tranny leaks, the steering wheel locked up while he was driving, a number of sensors have gone out, the are brake concerns, ect. Cust states that has sent a number of letters to CAC, but no one ever contacted cust back. Cust states that when he would call in, no one would assist him, no matter that he bought 2 Corvettes at the same time from a dealer, no matter that he is having too many concerns for the price he paid for a good American sports car. Cust states that he has found a wonderful dealer that svces his vehicle wonderfully and are very polite and really make him feel like someone cares. Cust seeks to have someone from public relations call him. CRM advised that we can mark his file that cust would like to be contacted by PR, but that we could not guarantee that PR will call. (cont); 0; 357542703
2001-04-30

(cont) Cust seeks to be able to turn in his vehicle at the end of his lease to O'Donnell, where he is taken care of by his dealer, rather than Richard Hibbard, where he leased from, as he does not feel that that dealer is a very good one at all. Cust states that they are rude, unprofessional and do not know how to take care of thier customers. CRM advised that we would call O'Donnell and find out if we can have that approved for the cust. CRM also advised cust of CRM's v/m, 866-932-4368, ext 39022. CRM set callback for 05-01, however cust did not have a good time to be reached and so advised that he can be reached at his direct line, [REDACTED] after 8:30 am pst. CRM advised would call. Cust states that leasing co is World Omni Corp. Kelsey Tanabe/CAC/PDX; 0; 357543125
2001-05-01

CRM contacted dealer, spoke w/ salesman. CRM inquired as to if a cust could turn in a lease at their dealer even though the lease was taken out at another dealer. Dealer advised that cust can definately turn in thier lease at the dealer even though thelease was not through thier dealer. CRM will very joyously advise the cust at callback. Yay. Kelsey Tanabe/CAC/PDX; 0; 357606689
2001-05-01

CRM left voice mail for cust at his direct line # advising that he can turn his lease in at O'Donnell. CRM left voice mail # (in previous work history) for if the cust has any other questions. Kelsey Tanabe/CAC/PDX; 0; 357611271
2001-05-02

Cust left voice mail for CRM thanking CRM profusely and advising that he will call back if he has any more questions and requested that CRM contact cust back to advise how to go about turning in the vehicle at O'Donnell Chev. CRM will research so that we can provide the cust with accurate info re turning in the vehicle, and call cust back 05-03-01. Kelsey Tanabe/CAC/PDX; 0; 357696048
2001-05-02

CRM contacted O'Donnell Chev and inquired of the sales dept the process for turning in a leased vehicle. Dealer states that the cust needs to simply bring in the vehicle, the keys and paperwork for the vehicle, a condition report will be filled out and the vehicle is turned in. CRM will advise cust of this. Kelsey Tanabe/CAC/PDX; 0; 357698551
2001-05-03

CRM contacted the cust and advised that we had gone ahead and contacted the dealer and found that turning in the leased vehicle would be the same as if he turned it in at the dealer that he had leased from. Cust very satisfied and will work w/ this CRM in the future if has any more questions. Kelsey Tanabe/CAC/PDX; 0; 357774989

*****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:

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

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

ORDER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION: LEMON LAW:
LEASE: VEHICLE DESTINATION:
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:

*****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:

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?
- 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 O'Donnell Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1999 Corvette?.....

19. Do you have any comments/recommendations about your:

Dealership: O'Donnell is not a great dealership with a great service dept. Vg. & service manager Mr. Galindo. He has phoned me about the car about

Vehicle: 1999 Corvette. I have had numerous problems with my 99 Corvette. The 900-44 is a PR disaster! Thanks to O'Donnell!

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: 1-800-222-1028

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to: 038999
CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43600-0000

185678

CHEVROLET MOTOR DIVISION
 *** GM RESTRICTED ***

OT60283 PAGE #: 1
 M41-015

CASE NO: 99-0492699
 DATE OPENED: 09/03/1999
 DATE CLOSED: 09/10/1999
 SOURCE: PHONE
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

VIN: 1G1YY2264K5107396
 MODEL YR: 99
 SERIALS: YB CORVETTE
 MILEAGE: 012000
 STATE: TX
 GRAPEWINE TX
 BUS. PHONE: [REDACTED]

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

CUSTOMER STATES THAT THE STEERING COLUMN LOCKED UP ON HER WHILE DRIVING WITHOUT WARNING. CUSTOMER IS AFRAID TO DRIVE THE VEHICLE AND WOULD LIKE TO GET ANOTHER VEHICLE IN THE PLACE OF THE ONE THAT SHE HAS. CUSTOMER WENT TO THE DEALER AND WAS TOLD THAT SHE COULD GET OUT OF THE VEHICLE BUT WOULD HAVE TO PAY THE DIFFERENCE BUT SHE FEELS THAT SHE SHOULD NOT HAVE TO PAY THE DIFFERENCE. CRM ADVISED THE CUSTOMER OF TRANSFER TO CRM II MANAGER. ANTHONY HALL/TAMPA.

09/02/99****CRM RECEIVED A TRANSFER CALL FROM T.1
 OWNER STATES ORIGINAL OWNER WITH NO OTHER CHEVY VEHICLE..
 OWNER STATES NO PREV HISTORY..OWNER STATES SHE WOULD LIKE
 FOR CHEVY TO REPURCHASE HER VEHICLE..OWNER HER STEERING
 COLUMN LOCK WHILE SHE WAS DRIVING..OWNER STATES THE DLR SHIP
 PUT A NEW COMPUTER IN HER VEHICLE..OWNER STATES HER VEHICLE
 IS A 1999 IT SHOULD HAVE COME WITH A NEW COMPUTER....OWNER STATES
 SHE'S DOESN'T FEEL SAFE IN HER VEHICLE..CRM ACKNOWLEDGE & ADVISED
 OWNER CRM CAN LOOK INTO HER REQUEST WITH NO GUARANTEE...OWNER ACKNOWLEDGE
 CRM..CRM CALLED THE LISTED DLR & LEFT A MESSAGE FOR THE SERVICE MANAGER
 TO CALL BACK...CRM ADVISED OWNER THAT CRM NEEDS TO SPEAK WITH THE
 SERVICE MANAGER BEFORE AN ASSISTANCE CAN GO FURTHER,,,CRM ADVISED
 OWNER CRM WILL HAVE TO FOLLOW UP...OWNER ACKNOWLEDGE & THANKED
 CRM FOR THE ASSISTANCE,,,CRM ACKNOWLEDGE & THANKED OWNER FOR THE

CALL...

***** NOTE WHEN THE SERVICE MANAGER CALL BACK PLS DOC
 R.D INFORMATION..OWNER CONCERN FOR THE STEERING
 COLUMN LOCKING UP IS A MAJOR SAFETY CONCERN...

***** IF OWNER CALLS BACK BEFORE THE DLR PLS ADVISED OWNER DLR
HASN'T CALL BACK & ASSIST AS NEEDED..

CRISSET WILLIAMS CRM / TONY,, SITE

09/03/99****

OWNER CALLED STATES FILE #...CRM REVIEWED FILE...OWNER REQUEST
STATUS OF REQUEST...CRM ADVISED OWNER CAN CALL DLR FOR NO HISTORY...
OWNER ACKNOWLEDGED...CRM CALLED DLR SVC MGR SVC ADVISOR, SVC WRITER

WERE ALL BUSY & CRM WAS ADVISED IT WOULD BE A 5 TO 10 MINUTE WAIT ON
 HOLD TO SPEAK W/SOMEONE...CRM ADVISED OPERATOR TO PUT THROUGH TO
 SVC MGR VHE...CRM LEFT MESSAGE & FILE # FOR SVC MGR TO RETURN CALL W/
 NO INFO...CRM ADVISED OWNER NO ONE WAS AVAIL BUT MESSAGE WAS LEFT FOR
 CALL BACK...OWNER THANKED CRM...CRM THANKED OWNER...
 IVONNE LEE X9750 TROY/SITE

*****EXECUTIVE OFFICE*****
 FILE REOPENED BY EXECUTIVE OFFICE. CUSTOMER CALLED REGARDING THE
 STEERING COLUMN LOCKING PROBLEM SHE HAS WITH HER CORVETTE. SHE
 SAYS SHE IS AFRAID TO DRIVE VEHICLE. I WILL CONTACT DEALER TUESDAY
 AND DISCUSS OPTIONS. LANCE MUEHLING/EXECUTIVE OFFICE.

09/07/99*****
 DLR SHRY MGR, MARK C/B/W/NO INFO....NO FOR STEERING...

***8/12/99 273028 13,098
 CONCERN: STEERING COLUMN LOCKED UP
 DLR RFR: REPLACED STEERING COLUMN LOCK MOTOR

NO OTHER RO'S FOR STEERING CONCERN....CRM THANKED...MARK THANKED...
 STEPHANIE MELVIN, TROY SITE

CUSTOMER STILL NOT HAPPY. STEERING COLUMN ISSUE APPEARS TO BE SOLVED
 BUT SHE STILL HAS A CONCERN WITH A NOISE FROM HER ENGINE. DEALER SAYS
 IT IS CAUSED BY THE BELT TENSIONER AND THERE IS NO KNOWN FIX. PERHAPS
 AN OWNER LOYALTY CERTIFICATE WOULD BE APPROPRIATE.
 LANCE MUEHLING/EXECUTIVE OFFICE.

CALLED CUSTOMER. APOLOGIZED FOR MIS-INFOREATION PROVIDED BY CRM
 IN TAMPA. CUSTOMER UNDERSTANDS HER VALVE HAS BEEN TESTED AND IS
 FUNCTIONING NORMALLY. ADVISED CUSTOMER TO CONTACT DEALER TO HAVE
 FUEL PUMP REPAIRED. LANCE MUEHLING/EXECUTIVE OFFICE.

*****THIS COMMENT ADDED IN ERROR. PLEASE DISREGARD*****

TRIED TO CONTACT SERVICE MANAGER, RUSBY MILLER. I WANT TO MAKE THE AVI
 AWARE OF THIS SITUATION. CUSTOMER WANTS A NEW VEHICLE AS SHE IS VERY
 UNHAPPY WITH THE RESOLUTION OF THE TENSIONER PULLY NOISE ISSUE.
 LANCE MUEHLING/EXECUTIVE OFFICE.

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

CODE # DESC	CODE COMMENTS
J34 1	CUSTOMER STATES LOUD NOISE COMING FROM PULLEY CASE CLOSED BY SYSTEM
M41 0	CUSTOMER STATES THAT STEERING COLUMN LOCKED UP. CASE CLOSED BY SYSTEM
M22 1	CUSTOMER STATES FUEL GAUGE READS FULL WHEN EMPTY CASE CLOSED BY SYSTEM

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:PALM BEACH GARDENS
FL

HOME PHONE:

CASE NUMBER: 00404140 VIN: 1G1YY22G4X5117278
MODEL YEAR: 1999
DATE OPENED: 2000-05-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-06-15 MILEAGE: 16000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: ED MORSE CHEVROLET/OLDSMOBILE/SANGRA
BRC PARENT: DEALER ADDRESS: 14401 W SUNRISE BLVD, , SUNRISE, FL, 33323, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) steering column locked up on cust while driving.

Steering column locked .

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

CUST STATES THAT HE WENT TO THE STORE YESTERDAY, AND WHEN HE CAME OUT OF THE STORE HIS STEERING COLUMN WAS LOCKED UP. CUST STATES THAT HE WAS ADV BY ROADSIDE ASSISTANCE AND THE DLRSHP THAT THIS IS A COMMON PROBLEM WITH THE CORVETTE. CUST STATES THAT HE DOES NOT WANT THIS VEH ANYMORE AND WANTS GM TO BUY IT BACK. CUST STATES THAT HE DOES NOT KNOW WHY GM IS NOT RECALLING THESE VEHs IF THIS IS A COMMON PROBLEM. CRM ADV CUST THAT CRM WOULD NEED TO SVC MANAGER AT ED MORSE CHEVROLET. CRM WILL ADV SVC MANAGER THAT CUST IS SEEKING A REPURCHASE AND GET SERVICE HISTORY.

FLOYD CHAMBERS AUSTIN; 0; 327855931
2000-05-22

cust called back and stated that the svc dept is not doing anything they are just going to fix it. cust wants to know if we can guarantee that this is not going to happen again. crm told cust there is no way that i can do that. cust spoke to svc mgr gary holder and he told him that there is nothing that he can do about it. cust states that he is going to file a class action suit against gm and have everything spread all over CNN. cust work number. crm going to find out if avm has been contacted.
tanny duncan///pdx; 0; 327870666
2000-05-24

CUST CONTACTED CAC TO SEE WHAT HAS BEEN DONE, CRM ADVISED CUST THAT NO NEW NOTES WERE IN SYSTEM SINCE 5-23-00, CRM WILL RESEARCH WHAT IS BEING DONE AND CALLBACK CUST 5-25-00 2:00PDT. RYON BLAUGETER/PDX; 0; 328051728
2000-05-24

crm tried to contact svc mgr yesterday and he was gone for the day. crm waiting for paperwork back from gm. crm will call cust and let him know what is going on.
tanny duncan///pdx; 0; 328055041
2000-06-15

cust states: THIS CRM IS 8 OR 9TH CRM HE HAS SPOKEN TO, CUST STATES VEH STEERING COLUMN LOCKED UP WHILE VEH WAS NOT MOVING, HAS OCCURED 1 TIME, CUST WANTS ASSURANCE THAT THIS WILL NOT OCCUR AGAIN, CUST FEELS VERY AFRAID TO TRANSPORT HIS CHILD IN VEH. CUST STATES HE HAS BEEN ADV BY PREV CRMS & OTHERS THAT THIS IS A KNOWN ISSUE W/ THIS VEHICLE & HE WANTS

TO KNOW WHAT WILL BE DONE ABOUT IT SO IT WILL NOT HAPPEN AGAIN.. CUST STATES DLR HAS REPLACED COMPUTER, THAT WAS THE ONLY THING THEY KNEW TO TRY. CUST MADE STATEMENTS ABOUT INVOLVING CNN, ETC.

CRM CALLED TO SVC MGR RICK FORD @954-835-6900, HE WAS IN A MEETING, CRM WILL CALL BACK TO DISCUSS CONCERN W/ HIM.

C. BLAKE HURST/ATX; 0; 329938721
2000-06-15

2: CORRECT ED MORSE CHEVY (THERE ARE ABOUT 16 ED MORSE DLRSHIPS IN THE AREA!) IS 561-844-5262, SVM KEVIN KNEBEL, HE WAS OUT TO LUNCH, CRM WILL C/B LATER TODAY.; 0; 329942088
2000-06-15

CRM SPOKE TO SVM KEVIN KNEBEL, HE ADV GM IS AWARE OF THIS CONCERN, IT SHOULD NOT HAPPEN WHILE VEH IS MOVING & THERE ARE FAILSAFES IN VEH SYSTEMS TO PREVENT THIS, HOWEVER AS W/ ANY MECHANICAL ITEM NO ABSOLUTE GUARANTEES CAN BE MADE THAT ANY CIRCUMSTANCE WILL NOT REOCCUR, IF CUST HAS FUTURE CONCERNS CUST IS ENCOURAGED TO CONTACT DLR UNDER TERMS OF WARRANTY. CRM WILL CONTACT CUST TO ADVISE GM WILL CONTINUE TO SVC VEH UNDER TERMS OF WARRANTY.

C. BLAKE HURST/ATX; 0; 329945836
2000-06-15

CRM CALLED FOR CUST AGAIN (CALLED ABOUT AN HOUR AGO), LEFT MSG AGIN ON CELL # THAT I WILL C/B TO SPEAK W/ CUST.

***** NOT FOR CUST *****
CRM NEEDS TO CLARIFY IF VEH WAS IN MOTION WHEN STEERING LOCKED UP, SVM ADV THAT TONE OF ADMIN MSG# CHS20000002 DATED APRIL 10,2000 IS THAT IF VEH IS IN MOTION WHEN LOCKUP OCCURS THEY ARE TO CONTACT ENGINEERING GROUP, OTHERWISE TO ADDRESS AS NORMAL.
THIS INFO --MUST-- BE GATHERED PRIOR TO ADV CUST NO ACTION TO BE TAKEN OTHER THAN WARRANTY WK @THIS TIME, AS NOTED IN MY PREV CMT.

CRM WILL TRY BACK FOR CUST LATER TODAY.; 0; 329958298
2000-06-15

CRM CALLED & SPOKE W/ CUST, HE ADV THAT HE DROVE VEH TO A STORE, GOT OUT FOR ABOUT 5 MINUTES, GOT BACK INTO VEH, STARTED VEH & STEERING WAS LOCKED. CRM ADV THAT @THIS TIME GM WILL CONTINUE TO SVC VEH UNDER TERMS OF WARRANTY, ADV OF INFO IN BACK OF WARRANTY MANL IF CUST IS DISSATISFIED W/ GM /CHEVY RESOLUTION, ENCOURAGED CUST TO CONTACT DLR & CAC IF FURTHER CONCERNS, & ADVISED THAT ALTHOUGH THERE ARE FAILSAFES IN VEH SYSTEMS TO PREVENT MALFUNCTIONS SUCH AS THIS, & THOUGH DLR FEELS CONCERN HAS BEEN REPED FOR THIS VEH, NO ABSOLUTE GUARANTEES CAN BE MADE THAT FUTURE CONCERNS WILL NOT ARISE, THIS IS WHY VEH IS SOLD W/ WARRANTY COVERAGE. CUST WAS UPSET, STATES HE WAS ADV BY PREV CRMS THAT THIS HAS HAPPENED TO VEHICLES WHILE IN MOTION.

C. BLAKE HURST/ATX; 0; 329964011

*****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:
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:

LOCATION:

*****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:	

*****REC CONTACT INFORMATION*****

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

MARBLEHEAD

MA

HOME PHONE:

CASE NUMBER: 03869798

VIN: 1G1YY22G4Y5106444

DATE OPENED: 2001-04-18

MODEL YEAR: 2000

DATE CLOSED: 2001-10-01

SERIES: CORVETTE COUPE

SOURCE:

MILEAGE: 20000

DELIVERY DATE:

BRC TYPE: ADR No

DEALER NAME: DAVIDSON CHEVROLET-OLDSMOBILE

BRC PARENT: 00970704

DEALER ADDRESS: 530-576 EASTERN AVE., MALDEN, MA, 02148, USA

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

M41 Steering Column/Lock/Attaching Parts
2 REPAIR ATTEMPT(S)Inoperative
SECOND REPAIR ON COLUMNT55 Protection Plan Administration (GM Purchase)
0 REPAIR ATTEMPT(S)
AVOID ARBITRATIONOther
FOR INCONVENIENCE, TO RESTORE FAITH IN GM &S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)
WITH IN VEH & GMOther
FOR INCONVENIENCE, & TO RESTORE CUST'S

RENTAL ASST FOR A VEHICLE

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

CRM HAS RECEIVED FILE WHERE CUST HAS FILED W/THE BBB. MARGIE JORDAN IS THE BBB AGENT, AT
EXT. 513./MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356453300
2001-04-18CUST PURCHASED VEH AT TOM CHEVROLET IN WORMOOD, MA. THE SERVICING DEALER IS DAVIDSON
CHEVROLET, PHONE # 781-321-1450.
CUST STATES THE SERVICE COLUMN LOCK LIGHT COMES ON, W/3 REPAIR ATTEMPTS, & IS STILL CURRENT.
CUST STATES THE VEH IS NOT SAFE TO DRIVE, DUE TO THE STEERING WHEEL LOCKING UP.
CUST BEARS FOR CHEVROLET TO REPLACE THE VEH.
CRM ADVISED CRM HAS RECEIVED FILE ON CRM'S DESK & WILL BE CUST'S CONTACT FOR GM./MARY
HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356453543
2001-04-18CRM CALLED DAVIDSON CHEV, SPOKE TO STEPHEN DE SIMONE, SVC MGR. STEPHEN STATED THE LAST TIME
THE VEH WAS IN WAS ON 2/28/01 @ 18,398 MILES. STEPHEN STATED AT THAT TIME THEY GENERATED A
TAC CASE # 4569955. VEH CAME IN W/NO TROUBLE CODES. THE STEERING COLUMN WOULDN'T LOCK. THEY
CHECKED W/THE SCAN TOOL, THEN IT LOCKED & WAS WORKING FINE. STEPHEN STATED TAC TOLD THEM TO
CHECK THE GROUND & REPLACE THE BODY CONTROL MODULE, WHICH THEY DID. STEPHEN STATED THEY
HAVEN'T HEARD FROM THE CUST SINCE. STEPHEN STATED THEY EVEN DID A FOLLOW-UP CALL ON 3/16/01,
& LEFT A MESSAGE. STEPHEN STATED THEY STILL HAVEN'T HEARD ANYTHING FROM THE CUST. STEPHEN
STATED THE VEH CAME IN FOR THE STEERING COLUMN LOCK STAYING ON IN DECEMBER OF 2000, THEY
INVOLVED TAC AT THAT TIME ALSO, BUT THEY FOUND NO TROUBLE CODES.
STEPHEN IS FAKING REPAIR ORDERS W/TECH NOTES TO CRM. CRM PROVIDED 800#, EXT# & FAX#/MARY
HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356461636
2001-04-18

CRM SPOKE TO [REDACTED] (BOYFRIEND OR HUSBAND) ADVISED HIM OF CRM'S 800#, EXT# & CASE#.
[REDACTED] STATED HE WOULD CONTACT HIS WIFE AT WORK TO LET HER KNOW, SO SHE CAN RETURN
[REDACTED]'S CALL.

CRM RECEIVED A CALL FROM CUST, BEFORE CRM FINISHED TYPING IN THE ENTRY ABOVE. CUST STATED SHE HAS AN APPOINTMENT AT PRIDE CHEV IN LYNN, MA, DUE TO DAVIDSON NOT BEING ABLE TO GET THE VEH IN UNTIL THURSDAY. CUST STATED THEY TOLD HER AT DAVIDSON IF THE LIGHT COMES ON, NOT TO DRIVE THE VEH, IT IS VERY DANGEROUS IF THE STEERING WHEEL LOCKS. CUST STATED THE LAST TIME THE LIGHT WAS ON WAS IN DECEMBER, AND NOW IT'S ON AGAIN. CUST STATED THE 2 ND TIME THE LIGHT CAME ON, THE STEERING WHEEL DID LOCK W/HER & SHE WAS ABLE TO STOP THE VEH WITHOUT AN ACCIDENT OR INJURY. CUST STATES SHE IS VERY UNCOMFORTABLE DRIVING THE VEH, & THERE IS NO WAY ANYONE CAN CONVINCE HER THAT THIS WON'T HAPPEN AGAIN, SINCE IT HAS CONTINUED TO HAPPEN. CRM ASKED ABOUT THE ACCIDENT THE VEH HAD BEEN IN, DAMAGING THE REAR BUMPER. CUST STATED THAT HER
-CONT'D-; 0; 356464060

2001-04-18

-CONT'D--HUSBAND WAS BACKING OUT & ANOTHER VEH HIT THEM IN THE REAR. CUST STATES THEY USUALLY KEEP THEIR VEHs 3 YEARS, THEN TRADES THEM. CUST STATES IN THE SUMMER THEY TRAVEL ALOT, BUT IN THE WINTER, THEY HARDLY EVER USE THE VEHs. CUST STATED THE FIRST TIME THE LIGHT CAME ON SHE HEARD A CRUNCHING NOISE, THEN THE LIGHT CAME ON. CUST STATED SHE HASN'T HEARD THE NOISE SINCE. CUST STATES IT SEEMS LIKE THIS IS HAPPENING APPROXIMATELY EVERY 4 MONTHS. CRM ADVISED THE CUST THAT CRM WILL RESEARCH THIS FOR HER. CRM WILL CONTACT BOTH SVC MGRS AT DAVIDSON & PRIDE, & REQUEST ALL REPAIR ORDERS. CRM ADVISED CRM WILL ALSO CONTACT BOTH AVMS, TOM LANPMAN OVER DAVIDSON & BOB BATES OVER PRIDE FOR THEIR INPUT & ASSISTANCE. CRM ADVISED CRM WILL CONTACT CUST AFTER RESEARCH HAS BEEN COMPLETED. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 356464339

2001-04-18

CRM LEFT VOICE MAIL MESSAGE FOR AVM, TOM LANPMAN, WHO IS OVER DAVIDSON CHEV, ADVISING OF CUST'S FILING W/BBB & CUST'S CONCERNS.

CRM LEFT VOICE MAIL MESSAGE FOR AVM, BOB BATES, WHO IS OVER PRIDE CHEV, ADVISING OF CUST'S FILING W/BBB & CUST'S CONCERNS. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 356465769

2001-04-18

CRM SPOKE TO TED BERNs, SVC MGR, AT PRIDE CHEV. CRM MADE TED AWARE OF CUST'S CONCERNS, WITH CUST FILING W/BBB, & OF DAVIDSON CHEVROLETS INVOLVEMENT. TED STATED THAT GM KNOWS ABOUT THIS CONCERN, THAT ONE OF THE OWNERS THERE HAD THIS PROBLEM. TED STATED TOMAKE SURE THE CUST IS ADVISED NOT TO DRIVE THE VEH THERE, TO CALL ROADSIDE & HAVE THEM FLATBED IT TO HIM. CRM ADVISED TED, CRM HAD ALREADY TOLD THE CUST TO CALL ROADSIDE, BUT WOULD CALL CUST AGAIN TO STRESS THE IMPORTANCE. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 356465904

2001-04-18

CRM CONTACTED CUST AGAIN & ADVISED THAT CRM HAD SPOKEN TO TED BERNs, SVC MGR, AT PRIDE CHEV. & TED AGREED W/CRM THAT CUST SHOULD NOT DRIVE THE VEH. CRM ADVISED CUST TO CALL ROADSIDE & HAVE THEM FLATBED THE VEH TO TED, AS TED REQUESTED. CUST STATED SHE WOULD CALL ROADSIDE. CRM ADVISED CUST THAT TED BERNs WILL BE HANDLING THE REPAIRING OF HER VEH AT PRIDE & THAT HE IS THE SVC MGR. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 356466015

2001-04-18

CRM RECEIVED VOICE MAIL FROM AVM, TOM LANPMAN. AVM STATED HE REALLY DOESN'T HAVE ANYTHING TO ADD, SINCE HE'S NOT FAMILIAR W/THIS CUST. AVM STATED HE WILL BE HAPPY TO GET INVOLVED IF THE CUST BRINGS VEH BACK TO DAVIDSON, BUT AVM BOB BATES WILL BE INVOLVED AT PRIDE CHEV. AVM STATED HE WOULD GET INVOLVED IF HE IS NEEDED. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0;

356475792

2001-04-20

CRM CALLED PRIDE CHEV. TED BERNs, SVC MGR, WAS NOT AVAILABLE. CRM SPOKE TO DANIEL, THE SHOP FOREMAN. DANIEL STATED HE DIDN'T LIKE TO SPEAK AGAINST OTHER DEALERSHIPS, BUT, HE STATED IF DAVIDSON HAD DONE THE PROCEDURE THAT HAD BEEN SUGGESTED, HE FEELS THIS CUST'S VEH WOULD HAVE BEEN REPAIRED. DANIEL STATED OF COURSE THERE IS NO WAY OF SEEING INTO THE FUTURE, SINCE THE CUST STATES IT HAPPENS EVERY 3-4 MONTHS. DANIEL STATED THEY FOUND SEVERAL COMMUNICATION CODES, THE VEH CAME IN THE BY-PASS MODE. DANIEL STATED HE FEELS PRETTY SURE IT HAD A GROUND PROBLEM, DUE TO ALL THE DIFFERENT CODES. DANIEL STATED ONE THING THAT WON'T HAPPEN IS THAT

IT WON'T LOCK UP AGAIN ON THE CUST. DANIEL STATED THAT IT WILL ACTUALLY SENSE THE PROBLEM & SHUT DOWN THE FUEL SUPPLY, MAKING THE VEH COAST TO A STOP. CUST WAS THERE, CRM ASKED TO SHAK W/HER. CRM ASKED THE CUST IF SHE HEARD WHAT DANIEL WAS SAYING TO CRM, SHE STATED SHE DON'T. CRM TOLD CUST WHAT DANIEL STATED & ADVISED THE CUST THAT SINCE WE CAN'T SEE INTO THE FUTURE -CONT'D--; 0; 356633873
2001-04-20

-CONT'D-- TO KNOW WHETHER THIS WILL HAPPEN AGAIN. CRM ASKED THE CUST IF SHE HAD PLANNED ON KEEPING THE VEH, WE COULD OFFER HER A EXT SVC CONTRACT ON THE VEH. CUST STATED NO, THAT SHE WOULD BE TRADING IT ONCE IT REACHES THE 36,000 MILES. CUST STATED SINCE SHE HAD TO LEAVE THE VEH 3 WEEKS AT PREVIOUS DEALER, & HAD TO PAY THE DIFFERENCE ON THE RENTAL VEH FOR 3 WEEKS. CUST STATED SHE PAID \$35.00 MORE DOLLARS A DAY. *****GM'S POSITION***** CRM ADVISED CUST WE WOULD MAKE ONE (1) PAYMENT ON HER VEH, & OFFER HER A GMPP SMART CARE FOR 12/15,000. *****CUST ACCEPTED*****. CRM WILL PROCESS GMPP SMART CARE & IS WAITING ON THE CUST TO FAX PROOF OF HER VEH PAYMENT FOR REIMBURSEMENT OF THE ONE (1) VEH PAYMENT../MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 356634424
2001-04-20

*****EXECUTIVE
SUMMARY*****

DECISION: REPAIR UNDER 3/36,000 WARRANTY, REIMBURSE ONE (1)
CAR PAYMENT & 12/15,000GMPP SMART CARE
JUSTIFICATION: FOR CUST'S INCONVENIENCE & TO RESTORE CUST'S FAITH IN
GM & AVOID ARBITRATION
DECISION MAKER: CRM, MARY NARRAMORE
FOLLOW UP: NONE
/MARY NARRAMORE/BRC/ADR/TAMPA/; 0; 356634566
2001-04-20

reviewed and approved gmpp on 4/20/01.
***ERIC HETHERTON\TL\ADR; 0; 356638982
2001-04-20

Crm received proof of car payment & processing reimbursement for \$789.64./Mary
Narramore/BRC/ADR/Tampa/57353; 0; 356652811
2001-04-20

Cust: states, not able to contact Mary... lost case id
CRM: Gave BRC # and Mary's extension (per prev work history).
Michael.Moldenhauer.cmc.PDX; 0; 356654265
2001-04-21

GMPP LETTER REQUESTED 4/21/2001, REFERENCE # 00332908. DONNA CAVE/GOODWILL LIAISON/TAMPA; 0;
356722661
2001-04-23

CRM RECEIVED VOICE MAIL MESSAGE FROM CUST. CUST STATED 3-4 HOURS AFTER SHE PICKED UP THE VEH, IT IS DOING IT AGAIN. CRM CONTACTED CUST AT HER WORK # [REDACTED] CUST STATED IT IS DEFINITELY DOING IT AGAIN, PLUS ANOTHER LIGHT IS ON, THE CHECK GAUGES LIGHT. CUST STATED IT ALSO HAS A SQUEAKING NOISE NOW, WHEN YOU START THE VEH. CUST STATED IT WAS JUST THERE ON MARCH 1ST, AS WELL. CUST STATED SHE DOESN'T ACCEPT THAT THE VEH IS SAFE TO DRIVE, JUST BECAUSE IT WILL STOP. CUST STATES WHAT IF SHE'S ON THE INTERSTATE & A BIG TRUCK IS BEHIND HER & THE VEH JUST STOPS. CUST STATED SHE DID CALL THE SERVICE DEPARTMENT WHEN THE VEH DID IT AGAIN, BUT THEY WERE FIXING TO CLOSE. CUST STATED THEY TOLD HER THEY DON'T KNOW WHAT ELSE TO DO & THEY DO NOT BLAME HER FOR NOT WANTING THIS VEH. CRM ADVISED CUST CRM WILL CONTACT AVN, THEN WILL CONTACT HER AFTER CRM HEARS BACK FROM AVN. / MARY
NARRAMORE/BRC/ADR/TAMPA/57353; 0; 356884245
2001-04-23

CRM CONTACTED TED BERNES, SVC MGR, AT PRIDE CHEV. TED STATED HE IS AWARE OF THE CUST'S PROBLEM, SHE DID CALL. TED STATED ALL THEY WORKED ON WAS THE WIRE FOR THE GROUND. TED STATED CUST PROBABLY LEFT THE ENGINE RUNNING WHEN SHE GOT GAS, & THAT'S WHY THE CHECK GAUGES LIGHT IS ON. TED STATED HE LOST HIS WARRANTY CLERK ON FRIDAY, SO THE REPAIR ORDER IS NOT READY.

TED STATED AS SOON AS IT WAS READY, HE WOULD FAX IT TO CRM. CRM LEFT FAX#/MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356884692

2001-04-23

CRM LEFT VOICE MAIL FOR AVM, TOM LAMPMAN, ADVISING WHAT HAPPENED ON FRIDAY WITH CUST'S VEH. CRM ADVISED THAT CUST IS SEEKING REPURCHASE OF THE VEH, SINCE THIS IS THE 5TH REPAIR ATTEMPT, & WE CAN'T SEEM TO REPAIR IT. CRM ASKED AVM FOR ASSISTANCE, LEFT 800# & EXT#/MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356885025

2001-04-23

CRM RECEIVED CALL BACK FROM AVM, TOM LAMPMAN. AVM STATED TO FIND OUT WHICH DEALERSHIP, CUST WANTS TO GO, THEN CALL THEM & ADVISE THEM TO GET TECH ASSISTANCE TO GET A FIELD ENGINEER ON THIS. /MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356892065

2001-04-23

CRM CALLED TOM CHEV IN NORWOOD, MA. CRM SPOKE TO GARY CORTER, GEN SLS MGR. CRM ADVISED GARY CRM NEEDS THE SALES DOCUMENTS FOR THIS CUST, INCLUDING ANY ACV WORKSHEET, IF THERE WAS A TRADE IN. CRM PROVIDED FAX#. GARY STATED HE WOULD FAX DOCUMENTS TO CRM/MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356892590

2001-04-23

CRM CONTACTED CUST & ADVISED CUST THAT AVM WANTS A FIELD ENGINEER BROUGHT IN ON HER VEH. CRM ASKED CUST WHICH DEALERSHIP SHE WANTED TO GO TO. CUST STATED SHE WANTED TO GO TO PRIDE CHEV. CRM ADVISED THE CUST CRM WILL CONTACT TED BERNES, SVC MGR AT PRIDE, & ADVISE WHAT AVM STATED. CRM ADVISED CUST CRM WILL NOTIFY HER WHEN FIELD ENGINEER WILL BE THERE, SINCE CUST DOESN'T WANT TO TAKE VEH IN, UNTIL HE IS THERE. /MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356892707

2001-04-23

CRM CONTACTED TED BERNES, SVC MGR, AT PRIDE CHEV. TED STATED CUST CAN COME THERE. TED WILL CONTACT TECH ASSISTANCE & REQUEST A FIELD ENGINEER. TED STATED HE WILL ADVISE CRM WHEN THE FIELD ENGINEER WILL BE THERE. TED HAS CUST'S WORK#, CRM'S 800#, & EXT#. TED STATED HIS EMAIL ADDRESS IS TBERNES@EXCITE.COM. CRM ADVISED TED, CRM WILL SEND A TEST EMAIL TO HIM, THEN HE WILL ALSO HAVE CRM'S EMAIL ADDRESS. TED AGREED THAT WOULD BE GOOD, DUE TO HIM USING HIS LAPTOP ALOT. /MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 356893052

2001-04-25

CRM SENT EMAIL TO TED BERNES, SVC MGR AT PRIDE CHEV, INQUIRING AS TO WHETHER CUST HAS MADE APPOINTMENT AND/OR IS THE VEH THERE NOW. CRM WAITING FOR RESPONSE. /MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 357056391

2001-04-25

CRM RECEIVED VOICE MAIL MESSAGE FROM CUST ADVISING THAT HER VEH IS GOING IN TODAY FOR REPAIR. CUST STATED THAT ALL THE GAUGES ARE COMING ON NOW. THE CHECK TIRES, LOW PRESSURE, CHECK GAUGES, ETC. CUST STATED THAT SOMEONE AT PRIDE CHEV TOLD HER THE OWNER'S VEH HAD THE SAME PROBLEM & IT LOCKED UP & THEY ALMOST HIT A WALL. CUST STATED THAT COULD HAVE BEEN HER. /MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 357077926

2001-04-25

CRM SENT EMAIL TO TED BURNS, SVC MGR AT PRIDE CHEV, ADVISING OF CUST'S CALL & WHAT CUST STATED. CRM ASKED IN EMAIL THAT TED KEEP CRM UP TO DATE ON THE STATUS OF THE VEH. /MARY HARRAMORE/BRC/ADR/TAMPA/57353; 0; 357078155

2001-04-25

CRM JUST RECEIVED ANOTHER VOICE MAIL MESSAGE FROM CUST. CUST STATED SHE JUST DROPPED OFF HER VEH AT PRIDE @ 2:30. CUST STATED THIS IS THE SECOND MESSAGE SHE HAS LEFT FOR CRM & SHE CAN'T SEEM TO REACH ME TODAY. CUST STATED SHE GUESSES SHE WILL JUST WAIT FOR CRM'S CALL. CUST STATED THAT SHE HAD TOLD THE SVC DEPARTMENT THAT SHE DIDN'T WANT THE TYPICAL RENTAL VEH. CUST STATED THEY ONLY HAD A LASABRE, & SHE REFUSED IT. CUST STATED SHE WILL CALL THE DEALER LATER TO TRY TO GET AN SUV. CUST STATED SHE IS TRYING TO KEEP HER HUSBAND FROM GOING TO THE BOSTON NEWSPAPERS. CUST STATED SHE IS VERY FRUSTRATED & STATED MAYBE SHE COULD SPEAK TO CRM'S SUPERVISOR, SINCE IT DOESN'T SEEM LIKE SHE'S GETTING ANYWHERE THIS WAY. CUST STATED CRM HAD TOLD HER A FIELD ENGINEER WOULD BE LOOKING AT HER CAR, BUT THE DEALER TOLD HER THAT

THEIR CORVETTE SPECIALIST WOULD BE LOOKING AT IT, NOT A FIELD ENGINEER. /MARY
NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357079570
01-04-25

CRM CONTACTED TED BERNS, SVC MGR, AT PRIDE CHEV. TED STATED HE SPOKE TO CUST AND ADVISED HER
THAT THE SPECIALIST WILL LOOK AT IT, THEN HE WILL GET IN TOUCH W/A FIELD ENGINEER. TED
STATED HIS AVM, BOB BATES IS AWARE OF THE CUST'S CONCERN. CRM ADVISED TED, CRM WILL CONTACT
BOTH AVMS, TOM LANFMAN & BOB BATES, TO ADVISE THAT THE CUST'S VEH IS NOW AT THE SERVICE
DEPARTMENT OF PRIDE CHEV. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357079698
2001-04-25

CRM CONTACTED CUST. CUST STATED THE DEALER TOLD HER THAT THE OWNER'S CORVETTE LIKE HERS
ALMOST HIT A WALL YESTERDAY, WHEN THEY WENT TO WASH IT. CUST STATED THERE IS ANOTHER
CORVETTE IN THERE AS WELL WITH THE SAME PROBLEM. CUST STATED THAT'S 3 OF THEM IN THERE RIGHT
NOW W/THE SAME PROBLEM. CUST STATED THIS HAS BEEN AN ONGOING PROBLEM FOR 5 MONTHS. CRM
ADVISED THAT AVM HAS TO AGREE TO REPURCHASE THE VEH, OTHERWISE CRM'S HANDS ARE TIED. CUST
STATED THAT SHE FEELS GM SHOULD AT LEAST MAKE HER PAYMENTS, FOR 5 MONTHS. CUST STATED IF A
FIELD ENGINEER OR REP IS NOT GOING TO COME TO PRIDE, SHE WOULD RATHER PICK UP HER VEH, & NOT
LEAVE IT OVER THE WEEKEND, SINCE SHE & HER HUSBAND ENJOY DRIVING IT ON THE WEEKENDS. CUST
STATED ESPECIALLY SINCE THEY ARE TELLING HER IT'S SAFE TO DRIVE. CRM ADVISED CUST CRM IS
CONTACTING BOTH AVMS, BOB BATES OVER PRIDE CHEV & TOM LANFMAN OVER DAVIDSON & ADVISING THEM
THE VEH IS AT PRIDE & WHAT CUST STATED & TED BERNS, SVC MGR, STATED. --CONT'D--; 0;
357080816
2001-04-25

--CONT'D-- CRM & CUST STATED TO EACH OTHER THAT WE WILL KEEP EACH OTHER POSTED. /MARY
NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357080853
2001-04-26

EDITOR DELETING GMPP LETTER SINCE CUST IS NOW SEEKING REPURCHASE
VIA SAIER/TAMPA APPROVAL GROUP; 0; 357188961
2001-04-27

CRM RECEIVED CALL FROM CUST, ADVISING CRM THAT THE DEALERSHIP WAS SUPPOSED TO MAIL HER LAST
REPAIR ORDER TO HER. CUST STATED TO SEND IN THE PROPER PAPERWORK TO THE BBB, SHE NEEDS THIS.
CUST STATED SHE'D RATHER GO THROUGH CRM, DUE TO THEM HAVING AN ATTITUDE TOWARD HER. CUST
STATED SHE'S AFRAID SHE WILL LOSE HER TEMPER AGAIN. SHE STATED SHE HAS ALL HER RECEIPTS FROM
DAVIDSON, BUT NEEDS THE R.O. FOR LAST TIME IT WAS IN AT PRIDE. CUST STATED CRM CAN RETURN
HER CALL ON HER CELL#. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357232223
2001-04-27

CRM CONTACTED TED BERNS, SVC MGR, AT PRIDE CHEV. CRM WAS UNABLE TO SPEAK WITH HIM. CRM
EMAILED TED & ADVISED TED WHAT CUST STATED & ASKED IF HE WOULD PLEASE SEE THAT THE CUST GETS
THE REPAIR ORDER. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357256644
2001-04-27

CRM CONTACTED CUST TO ADVISE THAT CRM HAS TRIED ALL DAY TO REACH SVC MGR TO FIND OUT IF HE
HAD SENT CUST THE REPAIR ORDER, BUT HADN'T BEEN ABLE TO REACH HIM. CRM ADVISED CUST THAT CRM
EMAILED THE SVC MGR TO REQUEST THE REPAIR ORDER BE GIVEN TO THE CUST. CUST STATED THAT SVC
MGR TOLD HER HE DIDN'T CALL IN A FIELD ENGINEER, THEY THINK THEY FOUND THE PROBLEM, BUT THEY
DON'T WANT TO SAY WHAT IT IS, IN CASE IT DOESN'T WORK. CUST STATED THEY TOLD HER THE PART IS
ORDERED. CUST STATED THE YOUNG SVC ADVISOR WAS RUDE & GAVE HER A HARD TIME WHEN SHE WENT
BACK TO GET HER GARAGE REMOTE. CUST STATED HE TOLD HER THAT PEOPLE THAT BUY TAMOR'S COME IN
& GET CHEVETTES FOR A RENTAL & THEY DON'T COMPLAIN. CUST STATED SHE WILL GO IN ON MONDAY TO
TRY TO GET THE REPAIR ORDER. CUST STATED SHE WOULD LET CRM KNOW IF SHE GOT IT IF CRM HEARD
ANYTHING TO PLEASE LET HER KNOW. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357257504
01-04-30

CRM CONTACTED CUST TO ADVISE THAT CRM SPOKE TO TED BERNS, SVC MGR AT PRIDE CHEV. CRM ADVISED
CUST THAT TED STATED HE WOULD BE SURE TO SEND THE REPAIR ORDER TO CUST, THAT HE HAD IT RIGHT
IN FRONT OF HIM. CRM ALSO ADVISED THE CUST THAT THEY THINK THEY MAYHAVE REPAIRED THE VEH.
CRM ADVISED THAT TED STATED THEY DID SOMETHING TO THE IGNITION & SO FAR THE LIGHT HASN'T
BEEN COMING ON. CRM ADVISED CUST THAT TED STATED HE WANTED TO KEEP THE VEH FOR A COUPLE OF

MORE DAYS TO REPAIR SOME OTHER CONCERNS W/NOISES, ETC., & TO MAKE SURE THE LIGHT DOESN'T COME BACK ON. CUST STATED SHE WILL CONTACT TED ON WEDNESDAY, FOR UPDATE, THEN ADVISE M./MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357516355
01-05-02

CRM RECEIVED CALL FROM CUST. CUST STATED THAT SO FAR HER VEH SEEMS TO BE REPAIRED. CUST STATED SHE IS GLAD IT IS REPAIRED, HOWEVER SHE DID WANT TO MAKE CRM AWARE THAT THEY TOLD HER THAT ONLY 1 TECH DROVE HER VEH, TOOK IT HOME OVER THE WEEKEND, SO THAT HE COULD CRANK IT, ETC. & MAKE SURE THE LIGHT WASN'T COMING ON. CUST STATED THEY SHOULD HAVE ASKED HER FIRST, PLUS THE 1/2 TANK OF GAS SHE LEFT IN IT WAS GONE. THE CAR WAS ON EMPTY. CUST STATED THEY DID HAVE THE REPAIR ORDERS READY FOR HER. CUST STATED FOR THE NOISE SHE HEARD, THEY PUT IN AN ALTERNATOR, JUST IN CASE IT WAS THAT. CUST STATED SHE IS READY TO ACCEPT THE \$780.00 CAR PAYMENT & GMPP SMART CARE FOR 12/15,000 MILES. CRM CONFERENCED CUST W/MARGIE JORDAN, BBB AGENT, & MARGIE NOTED THE FILE. CRM NOTIFIED TED BERNES, SVC MGR & AVM. CRM CLOSING THE FILE AGAIN./MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357686726
2001-05-02

*****EXECUTIVE SUMMARY*****

DECISION: GMPP SMART CARE FOR 12/15,000 & 1 CAR PAYMENT OF \$789.64
JUSTIFICATION: FOR INCONVENIENCE & TO RESTORE CUST'S FAITH IN VEH & GM
DECISION MAKER: CRM, MARY NARRAMORE
FOLLOW UP: NONE
/MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357686841
2001-05-03

FILE REVIEWED AND APPROVED FOR REIMBURSEMENT OF \$789.64 ON 5/3/01 BY BILLI GRIFFIN TEAM
MANAGER ADR/BRC; 0; 357765013
01-05-08

CRM RECEIVED VOICE MAIL MESSAGE FROM CUST W/A QUESTION. CUST STATED SHE HAD RECEIVED PACKET FROM BBB & WAS WONDERING IF SHE NEEDED TO SEND IT IN TO THEM. CUST ASKED THAT CRM LEAVE A VOICE MAIL MESSAGE ON HER HUSBAND'S BUSINESS LINE, [REDACTED] SINCE SHE WILL BE IN & OUT OF THE OFFICE ALL DAY.
CRM CALLED & LEFT VOICE MAIL MESSAGE ON HUSBAND'S BUSINESS LINE, ADVISING THAT CUST DOES NOT HAVE TO SEND IN THE PACKET. CRM ADVISED THAT WHEN WE CONFERENCED MARGIE JORDAN, BBB AGENT, & ADVISED HER WE WHAT WE WERE DOING (GMPP SMART CARE & 1 CAR PAYMENT), THAT WAS THE SETTLEMENT. CRM ADVISED IT PROBABLY WAS IN THE PROCESS OF BEING MAILED TO HER, AFTER WE MADE THE SETTLEMENT. CRM ADVISED IF CUST HAD ANY FURTHER QUESTIONS, NOT TO HESITATE TO CALL.
/MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 358186466

*****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:

TO: Mary Narramore COMPANY: Chevrolet Motor Division

To: Mary Narramore
Fax#: 13132035001
From: Margie Jordan
Apr 17, 2001

Re: Chevrolet Motor Division/CHEV0161547
TotalPages: 4



AUTO LINE

April 17, 2001

Re: m01 1718 X 1817 CHV0181547 [REDACTED] Chevrolet Motor Division

Ms. Mary Narramore
Chevrolet Motor Division
Tampa, FL

Dear Ms. Narramore:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CGR*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

Margie Jordan at Extension 513

Customer Claim Form

Case Number: CHV0161547

Contact Date: 04/17/01

Start Date :

Customer Name Address

MARBLEHEAD, MA

Day Phone

Fax Number

Evening Phone

E-mail address

Vehicle Information

Name(s) that appear on vehicle title:

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Corvette

Model Year: 2000

Current Mileage: 20000

Vehicle Identification Number:

Servicing Dealer/City/State : Davidson Chevrolet,

Selling Dealer/City/State : Tom Chevrolet, Norwood, MA

Insurance Carrier :

Policy Number:

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 12/30/99

Description of Damage : Rear bumper was damaged

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

Purchase Date: 10/15/99 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : New

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name:

Leasing Company's Name:

Address:

Address:

City/State/Zip:

City/State/Zip:

Phone: () -

Phone:

Resolution Sought

The customer would like Chevrolet to replace the vehicle. The customer says the vehicle is not safe to drive due to the steering wheel locking up.

Signature of Owner(s): _____ Date: _____

I am authorizing my 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: CHV0181547

Problem	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
service column lock light comes on		yes	3			

(Please indicate whether each problem is current)



GMC

GENERAL MOTORS BUSINESS RESPONSE CENTER

Fax

Date: 4-18-01

To: MSX

From: MARY ALLEN MOORE

From: 913-203-5001

Pages: 19

Re: C-03869798

cc in file

Urgent

For Action

Please Comment

Please Reply

Please Reply

Comments

Please image these repair orders to
C-03869798.

Customer:



Thank You,
"Mary"

Fax Cover Sheet

Davidson Chevrolet Oldsmobile Co, Inc

530 Eastern Ave.
Malden, Ma. 02148

Main # (781) 321-1450

Fax # (781) 324-1764

No. pages inc. cover page 18

To. MARY NARRAMORE

From STEVE DESMONE

RE: 

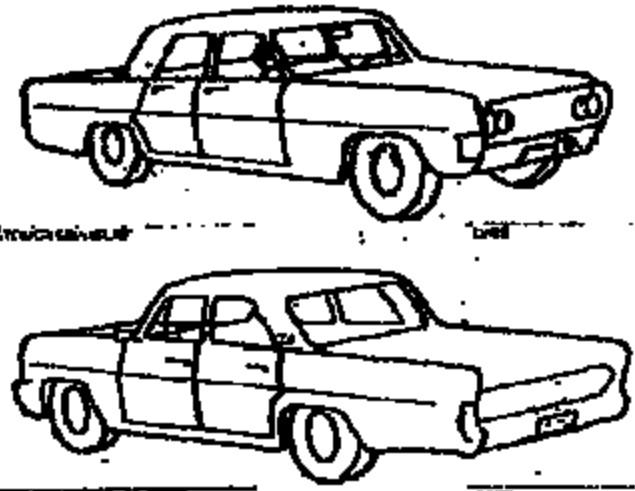
VIN 161YY22G4Y5106444

NO: 52894 2-28-01

Strip copy

PAGE 1 OF 1 5/22/2014

AO: 52894 2-28-01 SHIP COPY

ADDITIONAL INSTRUCTIONS OR ESTIMATES	REMEMBER TO RECORD AND RESET ROAD SETTING	MECHANICAL FINDINGS AND REMARKS	TIME	DATE								
<p>Puragan VTD Puragan BCM APO Codes Return tires</p>		<p>47 Steering column lock message displayed in EAC Ignition lock set in DTC set column lock lock message displayed on ignition column lock lock data only activating column lock in Tech II. Like function as depicted in the star watermark check update files (620/6209) DTC of ignition lock function functioning properly Replace BCM & Ignition as necessary</p>										
ADDITIONAL PLUGS												
FLAG												
FLAG												
<table border="1"> <tr> <td>TIME</td> <td>DATE</td> <td>BY</td> <td>REMARKS</td> </tr> <tr> <td>1/8</td> <td>2/28</td> <td>AW</td> <td>2/28</td> </tr> </table>	TIME	DATE	BY	REMARKS	1/8	2/28	AW	2/28				
TIME	DATE	BY	REMARKS									
1/8	2/28	AW	2/28									
FLAG												

RD: 52874 2-28-01 INORE

DATE	04/11/01
TIME	07:19/01
LOCATION	10/25/99
PHONE	10/25/99
NAME	02/24/01
ADDRESS	02/24/01
CITY	02/24/01
STATE	02/24/01
ZIP	02/24/01

WARRANTY

1. CUSTOMER STATES THAT THE SERVICE CENTER WHICH REQUESTED IS
 2. DISPLAYED ON INSTRUMENT MESSAGE CENTER
 3. CHECK AND REPAIR LAMP BULBS, FUSE, AND LAMP
 4. INSPECT IN THE GLASSMOUNT CIRCUIT BOARD
 5. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 6. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 7. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 8. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 9. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 10. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 11. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 12. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 13. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 14. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 15. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 16. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 17. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 18. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 19. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 20. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 21. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 22. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 23. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 24. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 25. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 26. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 27. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 28. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 29. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 30. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 31. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 32. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 33. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 34. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 35. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 36. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 37. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 38. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 39. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 40. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 41. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 42. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 43. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 44. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 45. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 46. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 47. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 48. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 49. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 50. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 51. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 52. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 53. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 54. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 55. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 56. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 57. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 58. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 59. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 60. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 61. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 62. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 63. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 64. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 65. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 66. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 67. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 68. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 69. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 70. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 71. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 72. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 73. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 74. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 75. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 76. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 77. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 78. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 79. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 80. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 81. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 82. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 83. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 84. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 85. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 86. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 87. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 88. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 89. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 90. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 91. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 92. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 93. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 94. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 95. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 96. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 97. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 98. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 99. REPAIR WORK - CHECK FOR LAMP FOR BULBS
 100. REPAIR WORK - CHECK FOR LAMP FOR BULBS

PARTS	QTY	PT	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		10004930	LEN 8,440			0.00
JOB # 1 TOTAL PARTS							0.00
JOB # 1 TOTAL LABOR & PARTS							0.00

TOTAL							
TOTAL LABOR						0.00	
TOTAL PARTS						0.00	
TOTAL SUBLET						0.00	
TOTAL S.D.D.						0.00	
TOTAL MISC CHG						0.00	
TOTAL MISC DISC						0.00	
TOTAL TAX						0.00	
TOTAL INVOICE						0.00	

RAVISON CHEVROLET - OLDSMOBILE THANKS YOU FOR YOUR BUSINESS
 DON'T FORGET TO TAKE ADVANTAGE OF OUR FULL SERVICE BODY SHOP
 WE DO OUR BEST TO MAKE SURE YOU'LL BE COMPLETELY SATISFIED
 SO IF YOU'RE NOT, PLEASE LET US KNOW HOW WE CAN BETTER SERVE
 YOU. IF YOU RETURN A SUNDAY PLEASE TAKE A MOMENT TO ANSWER
 OUR PHONE. WE'LL BE GLAD TO HEAR FROM YOU.

3/16/01
 12:02
 LEFT MESSAGE HOME

[illegible][illegible]

ENGINEER PLUMBER
CUSTOMER STATES ON START UP YOU GET LINE A LOUD THROTTLE
LIKE WHEN A CAR IDLE AND MOVING AFTER ONE TO TWO SECONDS IT
WILL STOP

Station 1054

Collo FAN

11.50 12-18.

044713

10/15 12/20

2-18-
A third order

Quinton Kentel 12/17/00

1990

and sender. 1/2 1/2

✓ 100 75V Full

PAK 2000

⑦ Quick time problems
 Quick answers required

CONFIDENTIAL

853055

4-70

AO: 49725 12-18-00 Shop copy pg 1

SALES/LEASE NO.		VIN		YEAR		MAKE		MODEL		COLOR		DATE	
103Y12204Y510244		80/NEW/LEAT/COMETIE/2-DR COUPE		SILVER/VS		10/20/98		10		10		12/10/00	
HARRISBURG, PA		STATE REG		5200		DATE		12/10/00		TIME		04:00pm	
APPROVAL		SALES		LEASE		FINANCE		INSURANCE		TAXES		TOTAL	
49725		49725		49725		49725		49725		49725		49725	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 47.00

1. INTERIOR TIE-
CUSTOMER STATES INTERIOR CLUSTER HAS SPOTS IN IT MAYBE
TIE-CHUCK CHECK AND REPORT
2. FUEL SYSTEM
CUSTOMER STATES FUEL GAUGE WILL READ 3 QUARTERS OF A TANK
GO TO START VEHICLE WILL GO DOWN TO 2 AND 3 TO 10 MINUTES
SO AFTER HALF HOUR WILL GO BACK TO NORMAL 5 TIMES IN
PAST 3 MONTHS.
3. STEERING/SUSPENSION
CUSTOMER STATES THE STEERING COLUMN LOCK STAYS IN. NEEDS
STEERING COLUMN LOCK
4. ENGINE NOISE
CUSTOMER STATED ON START UP THE SET LIKE A LOUD TRACTOR
LIKE NOISE AT 1000 AND WHIRLING WHEN ONE TO TWO HOURS IT
WILL STOP
5. LUB OIL/OIL-CAR
LUB - CHECK ALL FLUIDS AND TIRES 1. LUBE 2. OILS
USE MOBIL 1
6. WHEEL/TIRE CONCERN
CUSTOMER STATED THE CHECK BANGED LIGHT CAME ON AND SAID
RIGHT REAR TIRE LUB-LEAK

VK N4115 1.7

AV 1.1200 1.3
ST

~~PK~~
~~ST~~

AV E0724 1.6
60 E0724 A 1.3
(E0724) ST 1.8
E0724 A

2038-40

APR 18 2001 14:13

701341764

PAGE 05

42

P	D 7680263	BENTON		MAY 79 Z790L	210.0 H
S	C SICWZ	BONY ELECTRICM. AIR BAG LIGHT IS ON		WK C 8835 GC A ST	.3 .3 .2 42.53

RD : 49725 12-1800 SMO copy-carried

Rett 49725

White Road Pottery TPR Syd, 8th light camera

⑥ Diag ~~TR~~ SIR light ON - Install Tech II

SIR diag check - faulted Check DTC 5

60026 current - Inspect driver side bag
connector C211 - Terminals OK Install Load

Tech - DTC now not current - Reconnect C211

RTR Air Bag - install load Tech to coil
connector - code not current -

Replace Driver side star wheel module

⑦ Replace Instrument panel cluster bezel

(CRACKS)

⑧ LOF

End copy

[illegible]

OPTIMUM CUSTOMER ESTIMATE	TOTAL
100	100
200	200
300	300
400	400
500	500
600	600
700	700
800	800
900	900
1000	1000

CONTENTS & HOW TO ORDER

U - 4300201

STEERING CONCEPT
CRUISED STATED STATED CRUISE SERVICE KEEPING CRUISE
WHEEL OR TELLTALE, DRIFTED OR NOT STEERING UNIT FLIGHT
UNSAFE.

FOUO

CHARGE - TRANSP. - BENITAN.

Cont. passed upon 2-2/19/2000



BT
 E 9507 1.4
 A .3
 ST 24

7-24-00 330
KJL L.M

7-21-00 5PM Mod Martin a CEMC - arrival for visit
 7-21-00 4:30 LPM visitors with arrival 7-21 PM
 on Monday. She spent 15 only
 George Lay

Part 2-2-1

AO: 42128 DATE: 7-2-00 SMP COPY

ADDITIONAL INSTRUCTIONS OR ESTIMATES	REMEMBER TO RECORD AND RESET RADIO STATIONS	MECHANIC'S INITIALS AND REMARKS
		MECHANIC'S NAME & NUMBER <i>Star wheel work unlock starters. - Service - Column Lock MASTER ON DC Star Dog Club DC 2920</i>
		MECHANIC'S NAME & NUMBER <i>DeJong?</i>
		MECHANIC'S NAME & NUMBER <i>Replace Star column lock nut</i>
ADDITIONAL FLAGS		<i>Star wheel W. modified</i>
FLAG		
FLAG		
FLAG		

2/1 7/26

VIN: 1G1YY2264Y5106444		GM/CHEVROLET/CORVETTE/2-DR COUPE		YEAR: 1993		COLOR: SILVER/WHITE		STOCK NO: 37205	
HARTLEND, MD		STATE REGN 5230		VIN: 1G1YY2264Y5106444		YEAR: 1993		COLOR: SILVER/WHITE	
HARTLEND, MD		STATE REGN 5230		VIN: 1G1YY2264Y5106444		YEAR: 1993		COLOR: SILVER/WHITE	

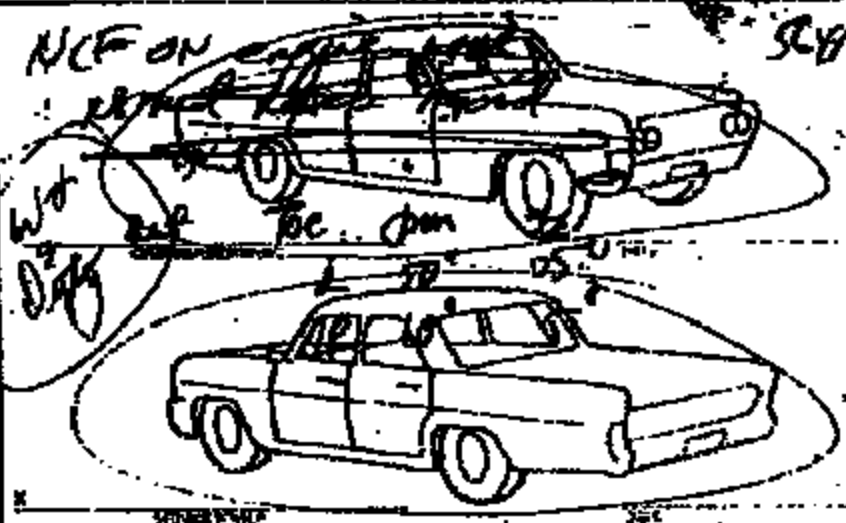
ORIGINAL CUSTOMER ESTIMATE TOTAL		5632	
1	48	STEERING CONCERN CUST. STATES AFTER MAKING A RIGHT TURN, STEERING BEGINS TO GET STIFF AND STARTS MAKING A GRUNTING SOUND. WILL CLEAR UP AFTER A FEW HOURS. ALSO WILL GO ON LEFT TURN. (REPORT!!)	OR ✓ 2 nd E7730 1.8 (E2000) A 1.5
2	11CV2	ENGINE NOISE CUST. STATES HEARS A "CLATTERING" SOUND ON FIRST STARTS, THEN WILL CLEAR AFTER A FEW MIN'S. (REPORT!!)	✓

NO: 37205 DATE: 4-24-03 SHIP COPY

on parts 4/25

RO: 37289 DATE: 4-24-00 SHY CNY

ADDITIONAL INSTRUCTIONS OR EXPLANATIONS	REMARKS TO RECORD AND RESET RADIO STATIONS	MECHANIC'S FINDINGS AND REMARKS	
		MECHANIC'S NAME & NUMBER	
		① Road Test int-steering hubs	241
		② Day bridge, inspect engine, fuel, steering, Road Test	242
		③ Only 10 min. per axle, have 1 helper, full inspection of 1/2 per axle - Rock detailer	243
		④ Repair of Rock	244
		MECHANIC'S NAME & NUMBER	
		③ Road test safety, repair ok	245
		④ NCF ON engine, wheel, tire, front	246
		⑤ W/O 1/2	247
		⑥ 1/2	248
		⑦ 1/2	249
		⑧ 1/2	250
		⑨ 1/2	251
		⑩ 1/2	252
		⑪ 1/2	253
		⑫ 1/2	254
		⑬ 1/2	255
		⑭ 1/2	256
		⑮ 1/2	257
		⑯ 1/2	258
		⑰ 1/2	259
		⑱ 1/2	260
		⑲ 1/2	261
		⑳ 1/2	262
		㉑ 1/2	263
		㉒ 1/2	264
		㉓ 1/2	265
		㉔ 1/2	266
		㉕ 1/2	267
		㉖ 1/2	268
		㉗ 1/2	269
		㉘ 1/2	270
		㉙ 1/2	271
		㉚ 1/2	272
		㉛ 1/2	273
		㉜ 1/2	274
		㉝ 1/2	275
		㉞ 1/2	276
		㉟ 1/2	277
		㊱ 1/2	278
		㊲ 1/2	279
		㊳ 1/2	280
		㊴ 1/2	281
		㊵ 1/2	282
		㊶ 1/2	283
		㊷ 1/2	284
		㊸ 1/2	285
		㊹ 1/2	286
		㊺ 1/2	287
		㊻ 1/2	288
		㊼ 1/2	289
		㊽ 1/2	290
		㊾ 1/2	291
		㊿ 1/2	292



INTERVIEW

RO: 37289

DATE: 4-24-00

INVOICE

10953	ALAN J D'ERRICO, 7	4/24/00	0000000000
		SILVER/UTB	
	CO/LEON/ET/CONVEYOR/2-DR GROUP	10/20/99	20
	2 5 1 1 2 2 5 4 1 5 1 0 3 4 4 4		
MARLBHEAD, MA		04/24/00	
			000 3497

CARON 8 PARTS
JOB # 1000001

STEERING CONCERN
TUNY, STATES: AFTER TURNING A SHARP TURN, STEERING WHEEL
STICK AND STARTS SHAKING. TURNING SOUND WILL CLEAR UP AFTER
A FEW MILES. WHEELS WILL GO ON LEFT SIDE. SHAKING
INCREASED AND FRONT ROUGH STEERING. WHEEL FAILED
REPLACE FRONT STEERING SHOCK
RE-SET THE SETTINGS PROPERLY AND ROAD TEST

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	1007333	SHOCK BT/BR 1.500		
JOB # 1	2	1012333	LINK 2.000		
JOB # 1	2	1022334	FLUID 6.000		

WARRANTY
WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

0.00

JOB # 3100Z

ENGINE RINDOR
CHRY. STATES: HEARS A "CLATTERING" SOUND ON FIRST STARTS,
WHEEL WILL CLEAR AFTER A FEW MIN. STOP!!
PERFORM COMPLETE WHEEL START PROCEDURE
NO ABNORMAL NOISES HEARD
WHEEL IS OPERATING AS PER BN SPECIFICATIONS

TECHNICIAN

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	2				

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

G.O.O. & SUPPLIES

JOB # 1 FREIGHT (PARTS)

WARRANTY
0.00

TOTAL - 800

TOTALS

1 [] CASH [] CHECK CK NO. [] 3
2 [] VISA [] MASTERCARD
3 [] AMEX XPRESS [] OTHER [] CREDIT

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBSET 0.00
TOTAL G.O.O. 0.00
TOTAL WASH DISC 0.00
TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

DAVIDSON CHEVROLET-OLDMOBILE THANKS YOU FOR YOUR BUSINESS
DON'T FORGET TO TAKE ADVANTAGE OF OUR FULL SERVICE BODY SHOP
WE DO OUR BEST TO MAKE SURE YOU'LL BE COMPLETELY SATISFIED
SO IF YOU'RE NOT, PLEASE LET US KNOW HOW WE CAN BETTER SERVE
YOU. IF YOU RECEIVE A SERVICE PLEASE TAKE A MOMENT TO ANSWER
THE QUESTIONS ABOUT YOUR SERVICE EXPERIENCE WITH US.

CUSTOMER SIGNATURE

5/05/00

9:55

Let Mary Home

5/5/00
7:00
Catherine D. Dineen

PAGE 1 OF 1

END OF INVOICE 1

10/20/99

Reedman Corporations
U.S. Route 1 P.O. Box 3004
Langhorne, P.A. 19047-3004
(215) 757-4961

Date: 4/18/01To The Attention Of: NicoleCompany: GH BUSINESS RESOURCES INCFax #: (813) 635-4051 Number of Pages: 4From: SHIALEY - DEAL JACKET ROOMMessage: _____

Please fax us at (215) 741-7083



County Phil Date 6/10/00

Customer's Name [REDACTED]

Address [REDACTED]

City PHIL

State PA Zip [REDACTED]

Tax 93 Year 1999 Make Town Color Black

1	2	3	4	5	6	7	8	9	10
				X					
11	12	13	14	15	16	17	18	19	20
X	X					X	X	X	X

Engine 4.6GT Year 99

Lease Buy Program ☐ No

Lease Buy Plan ☐ No

State PA Rep. CVNY

Rep. 1FA1P5UB8A31473 Rep. 156

Log # J 09279

Dept 33

Claim # 28 4920

DO NOT COUNT TENTHS

1. 8 digit odometer miles

2. Total 5 digit miles

3. 8 digit odometer miles 10,000

4. Total miles unknown ☐ Broken odometer ☐

5. Reported odometer ☐

I have guaranteed the odometer as to odometer reading as of this date and have checked the vehicle odometer mileage as indicated above.

THIS APPROVAL IS GOOD ONLY ON THE ABOVE DATE

1/1/01 5681118 3/1/01 73

EXPIRATION DATE

THE ABOVE ENDORSEMENT USE ONLY

With Use When Titled

BRANDED TITLE YES OR NO ☒ FLOOD YES OR NO ☐

[illegible]

April 20, 2001

[REDACTED]
Marblehead, MA [REDACTED]

Request: C03869798

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$789.64. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Business Resource Center at 1-800-231-1841, Extension 57353, Monday through Friday between 8:00 a.m. and 4:45 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,

Mary Narramore
Customer Relationship Manager
Business Resource Center

GMPP REQUEST FOR PROCESSING

Motor Insurance Corporation
National Mechanical Service Center
P.O. Box 6885
Chicago, IL 60680-6885

05-09-01P06:23 RCVD

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: [REDACTED]

File Number: C-03869798

Personal Use: ☒ Commercial Use: ☐

Reason for offering GMPP: FOR CUST'S INCONVENIENCE, TO RESUME PATH IN GM -
Avoid Arbitration

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1G1YY22G4Y5106444

Year: 2000 In service Date: 10-16-99 Mileage: 20,000

Division Dealer Code Information: (Circle one below)

Pontiac - 18-88101
Buick - 11-88001

GMC Truck - 48-81784
Chevrolet - 13-70011

Oldsmobile - 18-88001
Cadillac - 12-88000

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 the original coverage cost to customer
☐ Cancellation

Payment Approval:
CRM (decision maker): MARY NARRANOE

Plan Selection: SMART CARE 12/15,000

Team Manager/Supervisor: BILL RIFFIN Date: 4-20-01

00332908

76971619

Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY2ZG4Y5106444

YEAR MAKE MODEL

2000 CHEVROLET CORVETTE

CURRENT ODOMETER PLAN PURCH. DATE COMM. EVERL. 4WD

20000 4-20-01

SELECT ONLY ONE

GMPT*

MEP*

MAJOR GUARD*

CUSTOM - POWERTRAIN

X

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed. THIS TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLANS PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD
The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles, and end at the earlier of the selected time/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

	VEHICLE IN SERVICE DATE				OPTIONAL DEDUCTIBLE
	36	48	60	72	
MONTHS					\$100
MILES					\$200
	55,000	60,000	75,000	100,000	

The time and mileage of any plan selected below will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. These plans can be purchased only at the time of vehicle purchase. Unless an optional deductible is selected, these plans come with a \$0 deductible.

MECHANICAL TERM

	OPTIONAL DEDUCTIBLE		
	12/12,000	24/24,000	36/36,000
			\$100
			\$200

SmartCare® and Mech. Coverage

TOTAL \$

00

Upon acceptance of this registration, the time and mileage term for SmartCare® coverage will be calculated from the date and mileage on the vehicle on the purchase date of this agreement.

SMARTCARE™ TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	55,000
	15,000			48	60,000
	34,000		36,000	60	75,000
24	30,000	36	45,000	72	100,000

SMARTCARE™

PRICE \$

00

TAX \$

TOTAL \$

MECHANICAL COVERAGE

PRICE \$

00

TAX \$

TOTAL \$

FIRST NAME

ALL

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP

MARBLEHEAD

MA

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE

CHEVROLET

13-70011

ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

DETROIT

MI

48232

LIENHOLDER NAME

GMAC or

CHEVROLET

MAILING ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

DETROIT

MI

48232

By signing this, I agree to all terms and conditions on the "front and back" of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Terms," (above). Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

4-20-01

DATE

NOTES: IF YOU DO NOT RECEIVE YOUR AGREEMENT AND LD. CARD WITHIN 60 DAYS, CALL 1-800-681-6596.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62630
Phoenix, AZ 85062-2630



CHECK No. 900479654

DATE
05/09/01

*****789 DOLLARS

*****64 CENTS *****789.64

PAY
TO THE
ORDER
OF

MARLBOROUGH NA

North American Operations
General Motors Corporation
Disbursement Account

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

AMOUNT

⑈900479654⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

05-13-01 02121 1272

VENUE
COUN NO. 05 000000006

1

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62630
Phoenix, AZ 85062-2630

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900479654

PAYMENT
DATE 05/09/01

INVOICE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101VY2204Y5105	05/07/01	VN 000000000010043	00.0000	789.64	.00	789.64
101VY2204Y5105	05/07/01	00010010010043				
TOTAL				789.64	.00	789.64

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8752

VS

GM RESTRICTED

359896

CASE NUMBER: 04473919 VIN: 1G1YY22G4Y5107139
 DATE OPENED: 06/07/01 MODEL YEAR: 00
 DATE CLOSED: 06/22/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 22000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MIAMI, FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04473919 VIN: 1G1YY22G4Y5107139
 DATE OPENED: 2001-06-07 MODEL YEAR: 2000
 DATE CLOSED: 2001-06-22 SERIES: CORVETTE COUPE
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: TROPICAL CHEVROLET INC
 SRC PARENT: DEALER ADDRESS: 8880 BISCAYNE BLVD, MIAMI, FL, 33138, USA

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

N41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	STEERING COLUMN LOCKED
B16 Trunk/Tailgate	Other
0 REPAIR ATTEMPT(S)	TRUNK WARPED TRIM REPLACED
N44 Power Sunroof Motor/Switch/Wiring	Other
1 REPAIR ATTEMPT(S)	LEAKING
N40 Power Windows Motor/Switch/Wiring	Other
1 REPAIR ATTEMPT(S)	RUBBER TRIM COMING OFF AGAIN

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/Products/general/SolutionsByComponentCode.htm>]

GM RESTRICTED

359896

Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 \Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/chronic repair.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/sbs customer requests vehicle
 repurchase.htm]]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

CUST STATES THE FINISH & ROAD HANDLING IS PERFECT. CUST STATES HAS HE WAS PULLING OUT OF HIS PARKING SPOT THE STEERING COLUMN & WHEELS LOCKED UP. CUST STATES IF THIS HAPPENED ON THE HIGHWAY HE COULD BE DEAD. CUST STATES THE VEH WILL CUT OFF. CUST STATES THE GLOVE BOX BROKE & HAD TO BE FIXED. CUST STATES THE TIMING BELT NEEDED TO BE REPLACED B/C OF A SQUEAK. CUST STATES THE DLR DID A UPGRADE FROM THE FACTORY & IT'S EVEN WORSE NOW FROM A COLD START. CUST STATES HE HAD THE RUBBER REPLACED AROUND THE TRUNK B/C IT WAS WARPED. CUST STATES THE ROOF IS LEAKING. CUST STATES THE PASSENGER DOOR RATTLES WHEN HE PLAYS HIS MUSIC. CUST STATES THERE'S A TICK IN THE EXHAUST. CUST STATES SVC ABS, SVC TRACTION CONTROL, SVC ACTIVE HANDLING LIGHT CAME ON. CUST STATES THE DLR COULDN'T FIND ANYTHING WRONG W/ THE VEH AFTER HE BROUGHT THE VEH IN APT THE SVC LIGHTS. CUST STATES HIS A/C COMPRESSOR STOPS BLOWING COLD INTERMITTANTLY. CUST STATES THE DLR REPLACED THE TIRE SENSOR. CUST STATES HE IS CONCERNED CONTINUED....; 0; 360806960
 2001-06-07

CONTINUED....W/ HIS SAFETY. CUST SEEKS ANOTHER CORVETTE. CUST SEEKS SOMETHING TO BE DONE IN THE INTEREST OF CUST SATISFACTION. CRM ADVISED THAT CHEV'S PRIORITY IS TO REPAIR THE VEH TO YOUR SATISFACTION UNDER THE NEW VEH WRNTY. CRM ADVISED APOLOGY.CRM ADVISED ESCALATION TO TIER 2. CRM WILL SUSPEND 03-03-03. IRITA EDWARDS/TPA/TIER 1; 0; 360807335
 2001-06-07

CUST STATES AT THE END OF THE CALL THAT HE WILL GET A LANYER INVOLVED IF HE LOSES BUSINESS OVER NOT HAVING A VEH. IRITA EDWARDS/TPA/ TIER 1; 0; 360807736
 2001-06-11

CRM CONTACTED DLR LEFT DIANE WOODRUFF AND ADVISED HER OF THE CUST CONCERN. CUST WOULD LIKE TO KNOW IF THERE IS A REPAIR FOR THE VEH. SHAMEKA THOMAS CARS TAMPA; 0; 361126361
 2001-06-11

SM RESPONSE: CUST HAS ABOUT 9 SERVICE LINES THE MAJOR CONCERN IS THE STEERING LOCK LOCKING UP. THE TOOL USED TO EXTRACT THE LOCKOUT OF THERE IS BROKEN. WE CALLED KENT MOORE TOOLS AND WE SHOULD HAVE IT HERE TOMORROW MORNING. I CAN'T ADDRESS ANYTHING ELSE BECAUSE WE CAN'T MOVE THE VEH. THE WATER LEAKS, WINDOW NOISE AND DOOR RATTLE, AND SEVERAL OTHER CONCERNS ON THE VEH. I AM AWARE HE IS IN A RENTAL. I PUT HIM IN RENTAL AS SOON AS HE CAME IN HERE. AND WE WILL STAY IN TOUCH WITH THE CUST. I'LL BE HERE UNTIL ABOUT 5:30 P.M. 305 754 7551 EXT. 265. SHAMEKA THOMAS CARS TAMPA; 0; 361129982
 2001-06-14

CRM LEFT MESSAGE FOR SM TO CONTACT CAC BACK. CRM ADVISED OF REQUEST NUMBER, CAC NUMBER, CRM EXT. SHAMEKA THOMAS CARS TAMPA; 0; 361403577

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

359896

01-06-15

CRM CONTACTED DLR VEH HAD OTHER REPAIRS NEEDING TO BE DONE TO THE VEH OTHER THAN THE STEERING CONCERN. DLR ADVISED THE CUST IS NOT READY AT THIS TIME. CRM CONTACTED CUST AND ADVISED THE VEH IS NOT READY AT THIS TIME. CRM WILL CONTACT CUST AND DLR BACK ON FRIDAY. 06/22/01 9-11. SHAMEKA THOMAS CARS TAMPA; 0; 361487797
2001-06-22

CRM SPOKE WITH CUST WIFE WHO ADVISED THE VEH IS REPAIRED AT THIS TIME AND THERE NOT SEEM TO BE ANYTHING WRONG WITH IT. CRM CLOSING FILE CUST VEH IS REPAIRED. SHAMEKA THOMAS CARS TAMPA; 0; 362072904

*****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: INSPECTOR 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*****

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

359896

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:

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:

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

359896

SOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

FUQUAY-VARINA

NC

HOME PHONE:

CASE NUMBER: 04567441

VIN:

1G1YY22G4Y5128265

DATE OPENED: 2001-06-15

MODEL YEAR:

2000

DATE CLOSED: 2001-07-02

SERIES:

CORVETTE COUPE

SOURCE:

MILEAGE:

18000

DELIVERY DATE:

BRC TYPE: REP No

DEALER NAME: HENDRICK CHEVROLET

BRC PARENT: 04532677

DEALER ADDRESS: 4545 SHACKLEFORD RD., NORCROSS, GA, 30093, USA

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

J57 BCM/PCM/CALPAK/MEMCAL

Other

1 REPAIR ATTEMPT(S)

CUST STATES THAT THE VEH STALLS WHILE VEH

IS DRIVING

M41 Steering Column/Lock/Attaching Parts

Other

4 REPAIR ATTEMPT(S)

LOCKS UP

B12 Roof

Other

4 REPAIR ATTEMPT(S)

RATTLES

1 Electrical General

Other

4 REPAIR ATTEMPT(S)

VEHICLE LOSES COMPLETE POWER

Vehicle repair request - Repair not done

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

** EXC SUMMARY **

LEASE REP

AVM JIM CUCCURELLO ADR NATE SHERMAN

LOCKING STEERING AND STALLING CONDITION

SVC MGR; 0; 361491326

2001-06-15

6/15 FIRST CALL; 0; 361492046

2001-06-18

CRM CALLED... CUST AT WORK.. CUST INFORMED CRM THAT THE VEH IS IN SOUTH CAROLINA AT NEWSOME
CHEVROLET... CRM WILL CALL TO GET CURRENT MILES ON VEH.. MARCUS LOGAN; 0; 361729006

2001-06-21

REPURCHASE SUMMARY:

GM SUPERVISOR SHIELDON BRIGHT AUTHORIZED A VOLUNTARY LEASE REPURCHASE DUE TO
ENGINE STALLS AT HIGH SPEEDS, STEERING WHEEL LOCKS MSRP \$45334.00

OUT PRICE.....\$42378.63

LESS USAGE.....\$956.10

PLUS DLR ADMIN FEE.....\$ 100.00

TOTAL GM COST.....\$41422.53

FAXED TO MEX/MAILED TO RVDC; 0; 362008418

2001-06-21

6/18 OFFER SENT
6/19 OFFER MADE
21 RVDC; 0; 362008539
01-07-02

CHECK RECEIVED; 0; 362945772

*****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: ADR TRANSACTION: Lease Repurchase
REQUEST TYPE: Non-Mandated
REPURCHASE REASON: LOCKING STEERING WHEEL, ENGINE STALLING

DEALER BAC:
DEALER NAME: HENDRICK CHEVROLET
DEALER ADDRESS: , ,
CONTACT: Service, SVC MGR
PHONE NUMBER: 919-380-8821
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:

ENGINE TYPE:

TRANSMISSION:

LEASE @ BUY-BACK:
MP:

VEHICLE DRIVEABLE: N
ERC WARRANTY DATE:
NADA:
SALES TAX:

DEPRECIATION: NA

UPGRADE: NA

AFTERMARKET: NA

LEASE TERM: OWNER TO PAY OVER MILES

DAMAGE: TBD

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: N

LEGAL TYPE: N

LEMON LAW: N

DEALER ADMINISTRATION: N

VEHICLE DESTINATION:

RELEASE: N

LIEN PAYOFF: N

TITLE BRAND: N

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

04567441

BRC Repurchase

Corepoint Request

04567441

PLEASE AUTO-LINK

P.01/15

TO 913130001

10:11 PM 1/11/15

Repurchase Approval/Check Approval Form

Original VIN	10TYY2B04N010005	Vehicle Being For	Is Vehicle Currently?	Acute Title?
SWO	175878	<input checked="" type="checkbox"/> Auction	Yes	No
Customer Name		<input type="checkbox"/> Swap/Consign	Dealer Admin Fee Applied	Other Fee
Dealer Name		<input type="checkbox"/> For Sale	Yes	No
Dealer Current Title		This vehicle was repurchased as a result of a (Check One)		
Dealer Phone		Voluntary withdrawal of a bill alternative dispute resolution program		
Dealer Fax		Refund Sales Tax?	Less Fleet Repayment?	Title Brand?
Year	2000 Make CHEVROLET	No	Yes	No
Model & Trim Level	CORVETTE	Request for not refunding sales tax (Check One)		
Body Type	2 DR COUPE	NOT AVAILABLE IN THIS STATE		
Delivery Date	05/10/2000	Vehicle (State) Possession of License Law		
Original Mileage	10750	Vehicle (State) of Repurchase Ownership		
Transmission	MANUAL	If not, where are the vehicle's? Please enter SAC		
Engine (in Liter)	5.7	Repurchase Name		
Vehicle Code	1980	Original Name		
USD Code	101 JET	Address		
Ward	000000	Address		
NADA	000000	City		
State Number	04000000	State		
Type of Transaction	LR	Zip		
Type of Case	GENERAL	Phone		
Repurchase VIN		Fax		
Repurchase Source	PPA ADV ADV 3M CREDITORS	Open End Repurchase?		
Reason for Repurchase		Comments		

Customer		Salesperson		Financing's Attorney	
Check Amt:	0.00	Check Amt:	44000.00	Check Amt:	0.00
Check Made Payable to (Name):		Check Made Payable to (Name):	TYSTAR MARK	Check Made Payable to (Name):	
Address:		Address:	1000 OGDON AVE	Address:	
City - State:	FUGARY WYOMING WY	City - State:	OSHEO WY	City - State:	
Zip - Zip:		Zip - Zip:	83002	Zip - Zip:	
Phone:		Phone:	PHOENIX	Phone:	
Fax:		Fax:	800 804 1780	Fax:	
Case ID:	000000	Case ID:	1700000000	Case ID:	
Description:		Description:		Description:	
The submission was successful The Case ID is on the left.					

Printed Name	WYOMING	Printed Name	WYOMING
Printed Name	WYOMING	Printed Name	WYOMING

Index

New Website Link

John R. Buckley
6/18/88

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK ☐
 CADILLAC ☐
 CHEVROLET ☒
 OLDSMOBILE ☐
 PONTIAC/GMC ☐
 DEALER BAC CODE:

DATE: 06/14/01
 DEALER NAME & CITY: HANCOCK CHEVROLET
 DEALER CONTACT/PHONE NO.: 815-380-1821
 CUSTOMER NAME: Mark Hendrix
 CUSTOMER DAY PHONE NO.: 712-244-1110
 CAC CASE NO. (if available): 04532677
 IAC CASE NO. (if available):

VEHICLE INFORMATION

OLD VIN: 1 0 1 V V 4 2 0 4 V 6 1 2 8 2 8 8

CURRENT RELEASE: 1999 15720

NEW VIN: 1 0 1 V V 4 2 0 4 V 6 1 2 8 2 8 8

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☐ Lease Repurchase ☒

Specific Product Reason for Repurchase: Unit has had 4 recalls for the ignition wiring and three for a stalling condition at high speeds.

Detail your agreement with the customer on the following items:

Lease/Depreciation: NA
 Upgrade/Downgrade: NA
 Allocated Items: NA
 Lease Termination: Owner will have to pay for excess miles

Vehicle Damage / Special Instructions

2199 Orendale Blvd. Florence, SC 29501
 Vehicle location: Newsome Chevrolet
 Contact: Jesse Caudle
 BAC: 165727 SVE Admin.

Recommended Disposition of Repurchased Vehicle:

Auction ☐ Scrap/Donate/Vehicle Recovery ☐ Other ☐ Explain:

The AVE must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BAC to finalize with customer/dealer)

☐ Factor & Fee ☐ Negative Equity ☐ Over Allowance

☐ No Refrain/Cash incentives of any kind will be allowed on replacement vehicle. N/A

☐ Special Lease Rates and Financing will be allowed on replacement vehicle.

☐ Current GM Card points may be applied on replacement vehicle.

☐ GM Card points will never be refunded in cash.

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRO.

Authorized: Jim Casareto 1-800-365-0283 Box 876 6-14-01
 Date: 6-14-01

Information on this form must be retransmitted to the National Response Center (NRC) to initiate the process. REPLY to 1-813-635-4732



Special Instructions

Include copy of this letter in dealership package.

**ATTENTION: (MARK HENDRIX OPS MGR &
HENDRICK CHEVROLET)**

**Note: This is a copy of a fax recently sent to you from
my office.**

**The customer understands and is responsible for
bringing the additional amount of (\$956.10) for (bank
payoff/dealer buyout). Please make sure that the
customer provides this amount to you before releasing
the GM check to the lienholder. The customer's
lienholder check and/or cash must accompany our
lienholder check to assure proper vehicle payoff.**

MARCUS LOGAN/57142

A handwritten signature in black ink, appearing to read 'S. Brigg', is written over the printed name.

P.05/15

TO 9131330301

MA 01111 1000 1

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 1AD47638973
 *****13-161526

700 CORVETTE COUPE /V8G
 101 INT MEMORY INTERIOR TRIM
 ORDER NO. CUMT20/T28 STOCK NO.
 VIN 1G1YY22G4Y5128265

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YK07 CORVETTE COUPE	39260.00	34370.00	INVOICE 05/01/00
AA8 MEMORY PACKAGE	150.00	128.00	SHIPPED 05/01/00
AG2 SIX-WAY POWER PASSENGER SEAT	305.00	262.30	EXP 1/T 05/10/00
AG9 ADJUSTABLE SPORT BUCKET SEATS	700.00	602.00	INT COM 05/10/00
WITH LEATHER TRIMMED SEATING SURFACES			PRC EXP 05/01/00
B34 COLOR-KEYED FRONT FLOOR MATS,	25.00	21.50	KNTS 8719G 8729G
CARPETED INSERTS			WFF-B QTR OPT-1
CC3 TRANSPARENT LIFT-OFF ROOF PANEL	650.00	559.00	BANK: GMAC - 023
CJ2 AIR CONDITIONING-ELECTRONIC	355.00	313.90	CHK-TO 16-154
DEAL SCHE			
DM2 REAR COMPARTMENT LUGGAGE SHADR	50.00	43.00	SHIP WT: 3157
AND PARCEL NET			EP: 49.7
F18 FEDERAL EMISSIONS	N/C	N/C	QMS: 38326.07
J14 ACTIVE HANDLING SYSTEM	500.00	430.00	MSRP 2234.46
LE1 5.7L LITER SFI, V8	0.00	0.00	
M06 6-SPEED MANUAL TRANSMISSION	815.00	700.90	
N37 STEERING COLUMN - POWER	350.00	301.00	
TELESCOPING & MANUAL TILT			
Q95 POLISHED ALUMINUM WHEEL	895.00	784.70	
782 TWILIGHT SENTINEL	40.00	31.50	
T36 FOG LAMP	64.00	59.36	
UHO AM/FM STEREO W/CD PLAYER	100.00	86.00	
UVE HEAD UP DISPLAY	375.00	322.50	
XX3 FRONT TIRE-P245/45R17 BN SSR	N/C	N/C	
Y04 REAR TIRE-P275/40XR19 DN SSR	N/C	N/C	

TOTAL MODEL & OPTIONS	44699.00	39021.74	ACT 231 38726.07
DESTINATION CHARGE	645.00	645.00	N/A 251 1740.67
DEALER CO-OP ADVERTISING		446.89	ACT 261 446.89

TOTAL	45344.00	40113.63	DAY 310 40113.63
-------	----------	----------	------------------

MEMO: TOTAL LEASE HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 38153.76

 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.

HENRICK CHEVROLET

REMIT TO GMAC NO. 023
 VIN 1G1YY22G4Y5128265
 \$ 40113.63 INV 1AD47638973
 DUE 05/10/00 DEALER 16-154

JUN 21 2001 17:18 FR

TRANSCRIPT 1516 01

Early Termination. You may have to pay a substantial charge if you end the Lease early. The charge may be up to \$1,000. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater the charge is likely to be.

3. EXCESSIVE WEAR AND TORN
You may be charged for excessive wear based on our standards for normal use and for damage in excess of \$1,000. No rebate or credit will be paid to you if the damage is less than the applicable amount.

10. PURCHASE OPTION AT END OF LEASE TERM
If you have fully performed all of your obligations under this Lease, including paying the total of your Monthly Payments and other amounts due under this Lease, then you have an option to purchase the Vehicle as set forth in the Lease Term for \$22,222.00. You may exercise this option by paying the purchase price to us by the end of the Lease Term.

Other Applicable Taxes. See both sides of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, title, and control of the Vehicle, and any other matters of importance.

12. Insurance (If you do not meet your contract obligations, you may lose the Vehicle and the right to use it under this Lease.)

11. ESTIMATED OFFICIAL FEES AND TAXES
The cost estimated appears you will pay for official registration, title and taxes over the term of your Lease, whether included with your monthly payments or otherwise. This is an estimate based upon current rates. You are responsible for any increases in the rates.

12. WARRANTIES
If the Vehicle is new, it is covered by the standard manufacturer's new vehicle warranty. If the Vehicle is used, it is not covered by any other express warranty unless otherwise stated.

- ☐ The Vehicle is covered by the standard manufacturer's new vehicle warranty.
- ☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

We warrant to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the included warranty. You expressly agree and understand that you are releasing and waiving the vehicle "as is." WE MAKE NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, AS TO THE CONDITION OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER. If this Lease is signed in Kansas, Illinois, Mississippi, Kentucky, Vermont or the Vehicle is new, or West Virginia, we do not disavow any implied warranty of merchantability or fitness for any particular purpose.

13. INSURANCE VERIFICATION
The Vehicle is insured by:

Policy Number	Insurance Company	Insurance Agent	Agent Address	Agent Phone Number
	STATE FARM	John F. Lora, Jr.	2424 34th St	(913) 719-7477

You authorize us to verify and give your authorization to place the minimum coverage required by this Lease (See Section 13).
NOTICE TO FLORIDA LESSEES: The valid and collectible liability insurance and personal injury protection insurance of any licensed rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by sections 627.401(7) and 627.736, Florida Statutes.

14. SIGNATURES
YOU AGREE TO ALL THE PROVISIONS ON BOTH SIDES OF THIS LEASE AND REPRESENT THAT YOU HAVE READ BOTH SIDES OF THIS LEASE.

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

NOTICE TO LESSEE: (1) DO NOT SIGN THIS LEASE BEFORE YOU READ IT. (2) YOU ARE ENTITLED TO A COPY OF THIS LEASE.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.

Individual Lessee Information	
Lessee Name: [Redacted]	
Address: [Redacted]	
City/State/Zip: [Redacted]	
Authorized Agent's Name:	Signature:
[Redacted]	[Redacted]
Lessor Signature/Stamp	
[Redacted]	
The undersigned Lessee of the Lease hereby has the effect of: (1) accepting the terms and conditions of the Lease; (2) acknowledging satisfaction of the Lessor's insurance coverage; (3) acknowledging the Vehicle is being leased to the Lessee; and (4) acknowledging the Vehicle is being leased to the Lessee.	
Authorized Signature: X	

JAN 18 2001 18:49 FR 80

0136384001 TO 039146370235

TELEPHONE 51 1117
P.02/70**Genuine Chevrolet**

611801

JUNQUAY-VARENA MC

SALES-RENTAL OFFICE

Subject: Repurchase of 2000 CORVETTE

To:

We regret that you are dissatisfied with your 2000 CORVETTE and that our attempt to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$41,421.00. This offer is subject to, by using the following terms:

Payable to FIRSTAR BANK	\$41,375.00
Less One Month 6.37% @ 1.5 per	\$66.10
TOTAL CHEVROLET REPURCHASE PRICE	\$41,421.00
TOTAL CASH TO PAY	\$66.10

Please return this document to Box number 611801-001 by 6/19/01. The conditions of the lease repurchase are as follows:

- the vehicle is free from any physical damage or alterations which may impact its resale value
- all factory installed equipment are intact and functional
- a title and lien title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase used only for the conversion of needed (supplied by Chevrolet)
- an "Ownership Statement" is signed at the time of the repurchase (supplied by Chevrolet)
- actual mileage does not exceed 30,000 miles at the time the transaction is completed
- the signed Finance Agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the Box number above or the address below. Upon receipt of your signed acceptance, a check will be prepared and presented to HUNTSVILLE CHEVROLET. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (205) 251-1841 extension 5742. If you have any questions or concerns.

Sincerely,

M. L. Lyle

M. L. Lyle
Business Manager Center

General Motors will repurchase the above referenced vehicle in exchange for RICH GARNER & MONICA WATERS notice of liability regarding their ownership, repairs or implied, covering this vehicle. VIN 20001 14077451.

[Redacted Signature Area]

6/19/01
DATE

General Motors

General Motors Corporation • 3001 East Riverchase Avenue • Birmingham • Alabama • 35216 • Phone • 205-251-1841

P.12/15

TO 91313283201

JUN 18 2001 18:49 FR 80

RELEASE AGREEMENT

The undersigned, (releaser) [REDACTED], and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 1988, CORVETTE, VIN 1G1YY2B0411312222, owned by the releaser(s). Therefore, in full consideration of Chevrolet's payment to the releaser(s) of \$41,422.53, and the releaser(s) paying off the loan and providing a refund of the difference back to the releaser. The Releaser, for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby releases and forever discharges Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, assertions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releaser might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releaser(s) agrees to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the Releaser(s).

Releaser(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the payment is intended to resolve this matter without litigation.

Releaser(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any promise or representation to Releaser(s) other than those contained in this Release Agreement.

Releaser(s) has read all of this Release Agreement and herein fully understands the terms and use its significance and before him signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a receipt.

This Release Agreement is executed this 19 Day of June, 2001

Releaser(s)

[REDACTED]

6/19/01

DATE

== TOTAL PAGE-03 ==

POWER OF ATTORNEY FROM OWNER TO ASSIGN TITLE TO A MOTOR VEHICLE OR FROM PURCHASER TO APPLY FOR TITLE

NOTICE: This printing of this statement under seal or otherwise is in violation of Section 292.13 of the Revised Code and is punishable by six months imprisonment and a fine up to one thousand dollars or both.

KNOW ALL MEN BY THESE PRESENTS

That I _____
 residing at _____
 do hereby certify, constitute and appoint FRANK RAME
 as my lawful agent, attorney in fact and sign each page, including affidavits
 respecting representation made, as are necessary under the laws of the State of
 Michigan to execute and record the following instrument: _____ Certificate of Title
 for my _____
 in my name for the following motor vehicle or to apply as my behalf for a
 Certificate of Title in my name covering the following motor
 vehicle:
 YEAR _____ MAKE _____ MODEL _____
 BODY TYPE _____ VIN/CHASSIS NO. _____

COMPLETE THE FOLLOWING ONLY IF APPLICABLE FOR AN ASSIGNMENT

I certify that the mileage registered on the instrument of this vehicle at the
 date of assignment is _____ (Check following statement if applicable)

☐ Through all mileage of this vehicle registered on the odometer of this
 vehicle for the number of miles less the odometer mileage covered for same mileage
 is returned.

☐ I (assignor) do hereby certify that I have received a copy of
 the odometer disclosure statement.

(Signature) (Owner)

STATE OF _____ }
 COUNTY OF _____ }

Subscribed and sworn to before me, a Notary Public, in and for said County, this
 day of _____ at _____

(Notary Public)

My Commission Expires _____

ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW IF APPLICABLE) REQUIRES THAT YOU STATE THE
 MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDE A
 FALSE STATEMENT MAY RESULT IN FINE AND/OR IMPRISONMENT.

I, FRANK RAME, STATE THAT THE ODOMETER

NOW READS _____ (NO ZEROES) MILES AND TO THE BEST OF MY
 KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED
 BELOW, (USE RESPONSE OF THE FOLLOWING STATEMENTS CHECKED)

- ☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE
 ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN MILES
 OF ITS MECHANICAL MILEAGE.
- ☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE
 ACTUAL MILEAGE (WARNING - ODOMETER DISCREPANCY)

YEAR	MAKE	MODEL
BODY TYPE		VEHICLE IDENTIFICATION NUMBER
TRANSFEROR'S STREET ADDRESS		
CITY	STATE	ZIP CODE
TRANSFEROR'S SIGNATURE		
DATE OF SIGNATURE		
PRINT NAME OF ABOVE SIGNATURE		
TRANSFEROR'S NAME (PRINT)		
TRANSFEROR'S STREET ADDRESS		
CITY	STATE	ZIP CODE
TRANSFEROR'S SIGNATURE (I HEREBY CERTIFY THAT I HAVE RECEIVED A COPY OF THE ODOMETER DISCLOSURE STATEMENT)		
PRINT NAME OF ABOVE SIGNATURE		

CASE NUMBER: 01400477 VIN: 1G1YY22G5V5101202
DATE OPENED: 08/28/00 MODEL YEAR: 1997
DATE CLOSED: 09/18/00 SERIES: CORVETTE COUPE
SOURCE: PAR MILEAGE: 40000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: CA
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: JOE MACPHERSON CHEVROLET
BMC PART#: 01400476 DEALER ADDRESS: 21 AUTO CTR., IRVINE, CA, 92618, USA

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

T01 Product Allegation GM 1241 Other
1 REPAIR ATTEMPT(S) STEERING LOCKS UP

STEERING LOCKED UP

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

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

INCIDENT DATE: 2000-08-25 INCIDENT TIME: 07:00:00
INCIDENT LOCATION: DRIVE WAY OF CUST HOME ON [REDACTED] COUNTRYAN VALLEY, CA [REDACTED]
DRIVER NAME: [REDACTED]
DRIVER DISABILITY: NONE

OWNER DESCRIPTION: STEERING LOCKED UP ON VEH. FIRST TIME WHILE CUST WAS DRIVING NEAR CUST HOME.

ALLEGED DEFECTIVE COMPONENT: STEERING ON CORVETTE LOCKED UP

INCIDENT RESULT:
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED: N INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:

327381

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: CUST IS SEEKING FREE TOWING ON VEH AND DEDUCTION REIMBURSED

MAINTENANCE LOCATION: JOE MACPHERSON, IRVINE, CA 949-768-7222

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED: N

INSPECTOR'S NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS: Rejected

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPOUCHASH REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAI NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVABLE:

BAC WARRANTY DATE:

BADA: 0

SALES TAX:

MILEAGE & BUY-BACK: 0

MMP:

DEPRECIATION:

UPGRADE:

APPROPRIATE:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE:

LYNN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

327381

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:

NASHVILLE

TN

HOME PHONE:

CASE NUMBER: 05581689 VIN: 1G1YY22G5V5101751
MODEL YEAR: 1997
DATE OPENED: 2001-09-26 SERIES: UNKNOWN
DATE CLOSED: 2001-09-28 MILEAGE: 80000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: JIM REED CHEVROLET COMPANY
ERC PARENT: DEALER ADDRESS: 1512 BROADWAY, NASHVILLE, TN, 37203, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) COLUMN LOCKED WHILE DRIVING

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*****

CUST STATES THAT WHILE HE WAS DRIVING HIS STEERING WHEEL LOCKED UP. CUST STATES THAT HE DOES NOT WANT HIS VEH ANY LONGER AND SEEKS TO HAVE HIS VEH "TAKEN BACK" BY GM, OR HE WILL CONTACT HIS ATTN AS HE IS AFRAID TO DRIVE IT. CUST STATES THAT EVEN IF HIS VEH IS REPAIRED, HE REFUSES TO DRIVE IT. CRM ADVISED CUST THAT IF AN ATTN IS CONTACTED, CAC CAN NO LONGER ASSIST HIM AND IT WOULD HAVE TO BE HANDLED BY OUR LEGAL DEPT. CUST STATES THAT IF IS WILLING TO TAKE HIS VEH BACK, THEN HE MAY NOT GET HIS ATTN INVOLVED, BUT UNLESS THAT IS DONE, HIS ATTN WILL BE CONTACTED. CUST STATES THAT THE ONLY WAY HIS VEH CAN GET TO A DLRSHP IS IF IT IS TOWED AND THE ONLY WAY THEY WILL TOW IT IS IF HE SIGNS A DAMAGE WAIVER STATING THAT THE TOW COMPANY IS NOT LIABLE FOR ANY DAMAGE DONE SINCE HIS STEERING COLUMN IS LOCKED. CUST STATES HE REFUSES TO SIGN THIS WAIVER AS HE SHOULD NOT FEEL LIABLE FOR ANY THAT OCCURS FROM TOWING. CUST REQ C/B AFTER CRM WAS TO GET SOME INFO. CRM CONTACTED ROADSIDE; REP STATED THAT IF COLUMN; 0; 370366735

2001-09-26

CRM* LOCKS UP. A WAIVER IS USUALLY SOMETHING THAT THE TOW CO HAS A CUST SIGN. CRM CONTACTED DLRSHP AND SPOKE TO SVM, SKIP, WHO STATED THAT THIS CONDITION IS NOT COMMON IN OLDER CORVETTES, ONLY IN NEWER MODELS. SVM STATES THAT BEFORE ANY TYPE OF ASSTIS AVAIL, CUST MUST BRING VEH IN AND IF HE REFUSES TO SIGN A WAIVER, THAT IS HIS OPTION. CRM CONTACTED CUST TO ADVISE; CUST STATES THAT HE WILL PROBABLY JUST "HAND OVER THE KEYS TO HIS ATTYNY." CRM ADVISED CUST THAT ONCE THAT HAPPENS, IT IS BTW LEGAL DEPT AND ATTYNY; CAC NOT INVOLVED. CRM APOLOGISED AND ADVISED CUST THAT THERE WAS NOTHING THAT COULD BE DONE UNTIL VEH WAS SEEN BY DLR. NO FURTHER ACTION REQ'D. TALIEA POCAIGUE/ATX CAC; 0; 370366987
2001-09-26

CUST states that his veh has been to the dealer and the veh is fixed. CUST seeks what is going to be done. CRM advised the CUST that he does not fall with in the repurchase guidelines because one his veh is fixed, two he is outside of warranty, three this is not a repeat repair. CUST thanked CRM. Karen Christensen/crm/pdx/cars; 0; 370552276

*****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:
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:
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:
SOLUTION SOUGHT:

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

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

290569

TECHNICAL ASSISTANCE SYSTEM
 *** ON RESTRICTED ***

TA12700 PAGE #: 1
 M41-015

CASE NO: 2506518 VIN: 1G1YY2205V5102298
 DATE OPENED: 09/15/1997 MODEL YR: 97
 DATE CLOSED: 09/12/1997 SERIES: Y8
 SOURCE: MILEAGE: 009380
 DEALER CODE: B20039 STATE: CA
 ADDRESS: [REDACTED] CHEVROLET
 HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT:
 SYMPTOM ABSTRACT---- ALLEGED STRG WHEEL COL LOCK WHILE DRIVE
 RESOLUTION ABSTRACT-
 UCC CODE 1----- K41
 UCC-1 DESCRIPTION--- STEERING COLUMN STD
 UCC CODE 2----- S99
 UCC-2 DESCRIPTION--- CENTRAL FILE
 UCC CODE 3-----
 UCC-3 DESCRIPTION---

YS/ 97Y8 CASE #: 02506518
 ENG: 3.7 L81 [REDACTED]
 COMPTYPE: 1G1YY2205V5102298
 MILEAGE: 009380
 ABSTRACT: ALLEGED STRG WHEEL COL LOCK WHILE DRIVE

9/15/97 FOLLOWING CONTINUED FROM CASE 2491339
 9/10/97 DLR TECH, MARCOS AGUEDANO, CALLED BACK STS OWNER [REDACTED]
 STRG WHEEL/COL HAS LOCKED UP WHILE DRIVING ON MORE THAN 1
 OCCASION. DLR STS OWNER [REDACTED] SEEMED TO OCCUR WHEN TURNING.
 CUSTOMER STS DIC DISPLAYED "TURN KEY OFF FOR 10 SECONDS" FOLLOWED
 BY "SERV STRG COL". DLR STS HAS OCCASION. DLR STS HAS THE
 FOLLOWING DTCS: U1064, U1096, U1016, P0719, P1518, P1571, P1626.

TAN LEFT MESSAGE WITH BOWNY KILCO REGARDING STRG WHEEL LOCK UP
 WHILE DRIVING. CHAD LODENSTEIN

9/11/97 TAN RECEIVED CALL FROM BARRY STRINTER AT DELPHI SAGINAW
 STRG SYSTEMS. BARRY ADV'D HE WILL CONTACT RELEASE ENGINEER AND
 HAVE HIM FOLLOW UP ON CASE. CML

CASE NO: 2506518 VIN: 1G1YY22G5V5102298
DATE OPENED: 09/15/1997 MODEL YR: 97
DATE CLOSED: / / SERIES: YB
SOURCE: CHEVROLET MILEAGE: 009380
DEALER CODE: R20039
ADDRESS: [REDACTED] CA
HOME PHONE: [REDACTED] BUS. PHONE: EXT:

*** REVISED CASE ***

SYMPTOM ABSTRACT----- Standard ALLEGED STEERING WHEEL COLUMN LOCK W

RESOLUTION ABSTRACT-----

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

15-SEP-9715:04W18CV8K
YS/ 97YB

CASE #: 02506518

ENG: 5.7 L81

COMPTYPE:

1G1YY22G5V5102298

MILEAGE: 009380

ABSTRACT: ALLEGED STRG WHEEL COL LOCK WHILE DRIVE

15-SEP-9708:36W13CV8B

9/15/97 FOLLOWING CONTINUED FROM CASE 2491339

9/16/97 DLR TECH, MARCOS AGUEDANO, CALLED BACK STS OWNER [REDACTED]

STRG WHEEL/COL WAS LOCKED UP WHILE DRIVING ON MORE THAN 1

OCCASION. DLR STS OWNER [REDACTED] SEEMED TO OCCUR WHEN TURNING.

CUSTOMER STS DIC DISPLAYS "TURN KEY OFF FOR 10 SECONDS" FOLLOWED

BY "SERV STRG COL". DLR STS HAS OCCASION. DLR STS HAS THE

FOLLOWING DTCS: U1064, U1095, U1015, P071B, P1518, P1571, P1526.

TAN LEFT MESSAGE WITH SONNY KILCO REGARDING STRG WHEEL LOCK UP

WHILE DRIVING. CHAD LOEWENSTEIN

9/11/97 TAN RECEIVED CALL FROM BARRY STRIETER AT DELPHI SAGINAW
STRO SYSTEMS. BARRY ADV'D HE WILL CONTACT RELEASE ENGINEER AND
HAVE HIM FOLLOW UP ON CASE. CHL

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

COLUMBUS, GA

CASE NUMBER: 04852691 VIN: 1G1YY22G5W5100097
MODEL YEAR: 1998
DATE OPENED: 2001-07-10 SERIES: UNKNOWN
DATE CLOSED: 2002-03-18 MILEAGE: 27295
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 3615 MANCHESTER EXPY, COLUMBUS, GA, 31909, USA

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

M41 Steering Column/Lock/Attaching Parts Broken
1 REPAIR ATTEMPT(S) LOCKED UP WHILE DRIVING

N01 Electrical General Other
6 REPAIR ATTEMPT(S) cust states veh to dlr 6x

S13 Reimbursement Requested Other
1 REPAIR ATTEMPT(S) cust seeking cost assist

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify sp Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm] section on how to make decision,
review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)

- * If necessary follow Devin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]
 - * If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]
- Vehicle reimbursement or Goodwill decision - Repair already done

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

CUST STATES THAT HIS STEERING WHEEL LOCKED UP WHILE DRIVING, HIS VEH IS OUT OF WRNTY BY TIME (9 MONTHS), HE HAS ALL SVC DONE TO HIS VEH, HE HAS HAD A LOT OF INCONVENIENCE B/C OF THIS VEH. CUST STATES THAT THIS VEH HAS LEFT HIM STRANDED ON ROAD 3X'S. CUST IS IN THE PROCESS OF PURCHASING NEW CORVETTE AND IS HAVING SECOND THOUGHTS ABOUT THE SVC ASPECT OF IT, CUST FEELS THAT IF CHEVROLET DOESN'T MAKE THIS SAFETY CONCERN RIGHT BY REIMBURSEMENT HE WILL BE RE-THINKING PURCHASING A NEW VETTE. CUST SEEKS REIMBURSEMENT FOR THIS REPAIR. CRM CALLED DLR AND SPOKE W/ DARBY, SVC MGR, HE STATES THAT BECAUSE HE IS OUT OF WRNTY BY TIME THERE WILL BE

NO GROUNDS FOR REIMBURSEMENT ALSO BECAUSE DLR HAS ONLY SEEN CUST ONCE FOR OIL CHANGE. CRM
THANKED DLR, CRM SPOKE W/ TM, HILLARY HIGHTOWER, TO GET OVER SHOULDER APPROVAL FOR
REIMBURSEMENT CONSIDERATION ON THE GROUNDS THAT
VEH IS STILL W/ IN DLR EMPOWERMENT
2. VEH IS OUT OF WRNTY BY TIME (9MONTHS)
3. CUST TAKES GOOD CARE OF VEH, PER SVC MGR.
CONTINUED*****; 0; 363627661
2001-07-10

*****CONTINUED*****

4. CUSTOMER HAS PURCHASED 2 CORVETTES BEFORE THIS AND HAS BEEN GM CUST FOR 26 YEARS.
5. CRM FEELS THAT THIS WOULD BE THE NEXT RIGHT THING TO DO TO MAINTAIN CUST LOYALTY.
CRM ADVISED CUST TO SEND IN PROOF OF PAYMENT, ORIGINAL REPAIR ORDER, PROOF OF OWNERSHIP FOR
REIMBURSEMENT CONSIDERATION. CRM AWAITS DOCS.
JEFFREY MITCHELL/CAC/ATX; 0; 363627782
2001-07-17

DOCS RECEIVED. ATTACHING TO FILE. WILL SMITH/CARS/TAMPA; 0; 364247269
2001-07-17

cust called, stated sent in orig ro, orig proof paymnt & copy of title. cust states &
electrical concerns. cust bought new veh in GA, but had been in TX. cust still seeking
rebate from GA dlrship bcz owned 4 prev Vets. cust states old veh is Lemon so just traded
for this new Vet, so wants refund/reimb of \$500 for repair. this crm advised cust of reimb
processing. cust ok w/cac. linda malthby/pdx cac; 0; 364257918
2001-07-20

TM HAS REVIEWED FILE AND NOTES THAT TM HIGHTOWER HAS GIVEN OVER THE SHOULDER APPROVAL FOR
RIEM/////TM WILL WAIT FOR GM LIASON LOOK AT FILE/////RFLORES/TEAMCARS/ATX.; 0; 364500574
02-03-18

CLOSING DUE TO INACTIVITY....
JULIE MACK/ATX; 0; 385340708

*****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:

NOTE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
IDENTIFY 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:

LEASE # BUY-BACK: 0
ERP:

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:

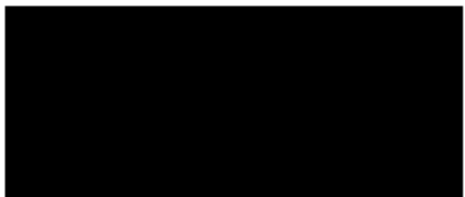
NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

RESOLUTION SOUGHT:

CONTACT PHONE:



CHEVROLET
P.O. Box 33170
Detroit, Mi 48232-5170

07-16-01 P01:22 RCVD

48232+5170 A series of vertical bars of varying heights, likely a barcode or automated mail sorting mark.

04 852691

telephone
facsimile
e-mail

Re: File number 04852691

Please find the following:

- 1) Original Repair order/invoice
- 2) AmEx Receipt for payment
- 3) proof of ownership
 - Current registration
 - Confirmation of June payment

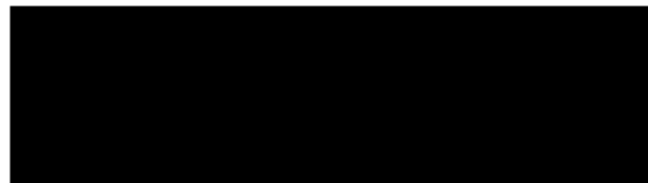
Please note I have moved from
Texas to Georgia my correct address
is:

COLUMBUS, GA

(THIS ADDRESS IS SHOWN ON Game Payment CONF.)

Thank you

Current address:



Columbus, Georgia

This is the GMAC MORTGAGE
ADDRESS.

BILL HEARD SERV #2
3615 N MANCHESTER EX
COLUMBUS, GA 31908
706-322-0001

WATCH 212
5-1-86 0-0-1-1
731675
0100327220

SA 1066 367833
TYPED 4EX 22500
TYPED RELEASE
DATE 11.01.01 15:38:22

TOTAL \$567.06

DATE 11/01/01 15:38:22
BY 36757
DATE 11/01/01

RECEIVED AND ACKNOWLEDGES RECEIPT OF GOODS
AND SERVICES TO THE AMOUNT OF THE
TOTAL SHOWN HEREON AND AGREES TO PAY THE
TERMS SET FORTH BY THE
CREDIT AGREEMENT WITH THE LENDER

ORIGINAL

1-800-CHRY
222-1020
W5100097

367833



3815 N. MANCHESTER EXPRESSWAY

BILL HEARD CHEVROLET CO. DIRECT LINE (706) 323-4224
P.O. BOX 8888 COLUMBUS, GEORGIA 31908

INVOICE

DUPLICATE 1
PAGE 1

NEW BRAUNFELS, TX
HOME:

HUB:

SERVICE ADVISOR: 24 MANDY SCHAFER

COLOR	YEAR	MAKE/MODEL	VIN	ENGINE	TRANSMISSION	DATE
RED	98	CHEVROLET CORVETTE	1G1YY22G5W5100097			0/27295
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT DATE
08AUG1997			13:48 09JUL01		CASH	09JUL2001
R.O. OPENED	READY	OPTIONS: DLR:08276 ENG:5.7 Liter V8 MFI AXL:BHE				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES STEERING IS LOCKED UP CHECK AND ADVISE							
C900 REPAIR-ESTIMATE							
217	CM			3.50			
674	CM			0.10			
1 26050960 LOCK					162.68	162.68	162.68
MISC CONNECTOR						7.99	7.99
27295 THEIR STEERING MOTOR HAS OPEN CIRCUIT REPLACED THEIR STEERING LOCK MOTOR							

TOWING	T2020 TOWING	217	CM	0.00		0.00	0.00
27295 DONE							

SUBL WRECKER773009JK
PO#36783

CM
BILL HEARD
THANK YOU FOR TRUSTING BILL HEARD TO SERVICE YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS AND TO BE COMPLETELY SATISFIED. IF YOU ARE COMPLETELY SATISFIED, TELL YOUR FRIENDS. IF WE HAVE NOT, PLEASE CONTACT OUR SERVICE MANAGER AT 322-7888. AGAIN, THANK YOU FOR YOUR PATRONAGE.

JUL 07 2001
AXC
INITIALS

ORIGINAL

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONDUCTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty conditions of all the vehicles with respect to the sale of this business. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither guarantees nor authorizes any other person to assume for any liability in connection with the sale of this business.	DISBURSEMENTS	
		LABOR AMOUNT	297.50
		PARTS AMOUNT	162.68
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	87.50
		MISC. CHARGES	7.99
		TOTAL CHARGES	555.67
		LESS INSURANCE	0.00
		SALES TAX	11.39
		PLEASE PAY THIS AMOUNT	567.06

GMAC-CLEVELAND, OH
25000 GREAT NORTHERN CORP #340
NORTH OLUMSTED, OH 44070-

Reference #: 2385140
CONFIRMATION # 1061589277

COLUMBUS GA

Correct address

This letter confirms your telephone authorization on 06/15/2001 instructing TrueCheck to electronically withdraw a payment from your bank account at COLUMBUS BANK & TRUST CO. This debit was dated 06/15/2001 and was for the amount of \$731.49. This amount less the \$5.00 service fee will be paid on your GMAC-CLEVELAND, OH account #010440546332 as you instructed.

If you have any questions about this debit, please call GMAC-CLEVELAND, OH at 1-800-760-8381.

If you need to determine if your debit has cleared, please call your local branch of COLUMBUS BANK & TRUST CO.

Thank you for using TrueCheck, a service of Fort Knox National Company. All transactions are processed through Fort Knox National Bank.



To make a future payment "over the phone" simply call us direct at 1-877-494-3493. You'll need your checkbook, account number with your lender and the amount of your payment including the \$5.00 service fee.

KEEP THIS NUMBER HANDY!
1-877-494-3493

Texas Department of Transportation

REGISTRATION RENEWAL RECEIPT

COUNTY: DALLAS
STICKER: [REDACTED]
PLATE NO: [REDACTED]
DOCUMENT NO: 09425036649120357

TAC NAME: TAVIE MURPHY
DATE: 06/13/2001
TIME: 3:07PM
EMPLOYEE ID: DEB51EC

EFFECTIVE DATE: 06/13/2001
EXPIRATION DATE: 5/2002
TRANSACTION ID: 0942503705315071

OWNER NAME AND ADDRESS

NEW BRAMFELS, TX

OLD ADDRESS

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
PLATE TYPE: PERSONALIZED PLT
STICKER TYPE: NB

PREVIOUS PLATE NO: [REDACTED]
VEHICLE IDENTIFICATION NO: 1G1YY22G5W5100097
YR/MAKE: 1996/CHEV MODEL: CVT BODY STYLE: CP
EMPTY WT: 1300 CARRYING CAPACITY: 0
BODY VEHICLE IDENTIFICATION NO:

VEHICLE CLASSIFICATION: PASS

UNIT NO:
GROSS WT: 3200 TONNAGE: 0.00
TRAVEL TRAIL LENGTH: 0

INVENTORY ITEM(S)
WINDSHIELD STICKER

YR
2002

FEE	AMOUNT
WINDSHIELD STICKER	\$ 50.50
AUTOMATION FEE (LARGE CNTY)	\$ 1.00
REFLECTORIZATION FEE	\$ 0.30
CNTY ROAD BRIDGE ADD-ON FEE	\$ 10.00
TOTAL	\$ 61.80

VEHICLE RECORD NOTATIONS
RELEASE OF PERSONAL INFO RESTRICTED
ACTUAL MILEAGE

V: CHEVROLET CASE 000159919 TYPE: G-GENERAL
 DE: PAYNE CHEVROLET-OLDSMOBILE, IN
 YR/MDL: 1998/CORVETTE

Base Case Information

OWNER: [REDACTED]
 ADDRESS: [REDACTED]

CITY: GREENSBRIAR
 VIN: 1G1YY22G5W5100469
 RESP DEALER: 00000
 MILEAGE: 21140
 YEAR/MODEL: 1998/CORVETTE

STATE: TN ZIP: [REDACTED]
 DELIVERY DATE: 08/07/1997
 CORPORATE CASE #:

CASH TYPE : G-GENERAL STATUS: C
 OPEN DATE : 04/07/2000 ORIG OPEN DATE: 04/07/2000
 REOPENED: N
 LAST ACTIVITY DATE: 04/14/2000 BY: LATOYA WILKINS
 CLOSE DATE: 04/14/2000 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: I (IN/OUT)
 REPAIR ORDER:
 SAFETY CASE: N
 LEGAL FILE: (Y/N)
 REIMBURSED OWNER:
 WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:
 CUSTOMER SATISFACTION: D
 ARBITRATION LETTER: (Y/N)
 ARBITRATION OFFERED: TRADEOUT:
 VEHICLE BUYBACK:

DEALER CONTACTED: N
 CONTACTED DATE: 04/07/2000
 DEALER CLOSED: 04/07/2000

DEALER NUMBER: 17105
 NAME: PAYNE CHEVROLET-OLDSMOBILE, IN
 CITY: SPRINGFIELD ST: TN

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
M41	0		THE STEERING COLUMN LOCKS UP
T22	0		CUST SENT IN SVC SURVEY

Certificates

o Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/07/2000 10:01:00
THE CUST CALLED STATING THE STEERING COLUMN LOCKED, THE CUST
STATED THIS HAS HAPPENED BEFORE, THE CRM CALLED AND SPOKE TO
THE SVM MR PHELPS, HE STATED AT THIS TIME THE VEHICLE HAS NOT
BEEN DIAGNOSISED THE CRM QUESTIONED IF THIS WAS THE SAME PROBLEM
AS THE CUST HAD BEFORE WOULD THE TAC DIV BE CALLED TO ASST HE
STATED YES, HE STATED THEY WERE ABLE TO CORRECT THE PROBLEM 1YR
AGO AND WILL MAKE ALL EFFORTS TO CORRECT THE PROBLEM, THE CRM
STATED TO THE CUST THE VEHICLE HAD YET TO BE DIAGNOSISED, HE THEN
STATED HE WAS GOING TO GET AN ATTORNEY AND GO TO THE PAPERS, BECAUSE
HE IS AFRAID TO DRIVE THE VEHICLE, THE CRM STATED IT IS CHEV POLICY
TO MAKE ALL ATTEMPTS TO REPAIR THE VEHICLE, THE CUST STATED HE DIDNT
WANT TO DRIVE THE CAR STATING HE DIDNT WANT TO PLAY RUSSIAN ROULETTE
W/THE VEHICLE, THE CRM ASKED THE CUST TO NOT TO THINK THAT WAY GIVE
CHEV A CHANCE TO CORRECT THE PROBLEM
RHONDA BALLARD/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/12/2000 14:58:47
CUST STATES WITH HIS RECENT PROBLEMS STEERING WHEEL LOCKING AND VEH DI
RING IN INTERSECTION CUST IS AFRAID TO DRIVE CAR. CUST SEEKS TO TRADE
FOR ON NEWER MODEL. CRM CALLED DLR TALKED TO SLS MGT STEVE SANDERS, WH
WILL GET AREA SALES MGT. INVOLVED TO HELP GET CUST WHAT HE NEEDS. AN
ITA DERRICK/CARS PDX

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 04/14/2000 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/14/2000 20:11:04
CORE CRM RECD CUSTOMER'S SVC SURVEY, CUST IS-
COMPLETELY SATISFIED WITH SVC DEPT
COMPLETELY SATISFIED WITH SVC ADVISOR
SATISFIED WITH SVC DELIVERY
COMPLETELY SATISFIED WITH PAYNE CHEVROLET
DEFINITELY WOULD RECOMMEND DLRHP FOR SVC
NOT AT ALL SATISFIED WITH 1998 CORVETTE

CUST STATES "HAS BEEN ALOT OF ELECTRICAL PROBLEMS, WHEN BACKING UP STE
ERING WHEEL LOCKED UP WHILE DRIVING-CAR DIED WHILE MAKING LEFT HAND TU
RN. THIS CAR SCARES ME TO DRIVE"
*GAVE TO OB CALLER TO FOLLOW UP
DOC#001051505

CHRISTY CROWDER/CORR/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/17/2000 11:42:37
CUST STATES CUST NEEDS SOMEONE HERE TO GIVE DLR PERMISSION TO GET ANOT
R CORVETTE FOR CUST B/C CUST WANTS TO TRADE VEH. CRM ADVISED CUST
AND DLR THAT THIS IS A SALES ISSUE AND THEY WILL NEED TO SPEAK WITH TH
EIR SALES MANAGER. LATOYA WILKINS/AUSTIN

GM 1241

No GM 1241 Data available for this case.
GM 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: GREENBRIAR

STATE: TN

ZIP: [REDACTED]

AGE: 000

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENTION: [REDACTED]

INDEMNIFICATION DECISION: [REDACTED]

DATE: [REDACTED]

INDEMNIFICATION REQUEST: 0

DATE: [REDACTED]

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:

PERRYOPOLIS

PA

HOME PHONE:

CASE NUMBER: 04091626

VIN: 1G1YY22G5W5130300

DATE OPENED: 2001-05-07

MODEL YEAR: 1998

DATE CLOSED: 2001-05-07

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 31000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: C. HARPER CHEVROLET BUICK PONTIAC CA

VERNON, PA, 15012, USA

DEALER ADDRESS: INTERSECTION RTES 51 & 70, BELLE

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

LOCKED UP

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

FORM CALLER:

All campaigns (recalls) are vehicle identification (VIN) specific. If you provide me with a VIN, I can review it and see if your specific vehicle is involved".

CRM INSTRUCTIONS:

Review VIN PROFILE tab for open campaigns. If there is not an open campaign on the vehicle.....

INFORM THE CALLER:

"I have reviewed your vehicle identification number, and at this time there are no open campaigns. If there should be any campaigns in the future, General Motors will attempt to notify you by first class mail".

***** IMPORTANT! *****

Do not advise the caller that a pending campaign will definitely be released. Only provide campaign information as it relates to the caller's specific vehicle.

{[Campaigns RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Bulletins/Campaigns/CampaignsMain.htm]}

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

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

JUST STATES SHE WAS DRIVING THE VEH AND STEERING LOCKED UP ON HER.

BT SEEKS OPEN CAMPAIGNS.

CRM ADDED NO CAMPAIGNS FOR THE STEERING, BUT DID ADDS OF SEAT BELT CAMPAIGN.

KARLA FASSLER.CAC.PDX; 0; 358110926

*****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:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
COUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
FILE 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:

CASE NUMBER: 00679721 VIN: 1G1YY22G5X5103891
DATE OPENED: 2000-06-20 MODEL YEAR: 1999
DATE CLOSED: 2000-06-20 SERIES: CORVETTE COUPE
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SERVICE MOTOR COMPANY
BRC PARENT: DEALER ADDRESS: 105 S KAMEHAMEHA HWY, WAHIAWA, HI, 96786, USA

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

M01 Steering General Inoperative
1 REPAIR ATTEMPT(S) locks up
T04 General Information Other
0 REPAIR ATTEMPT(S) cust called into cac on 6-20-00

Repairing a certain part on my vehicle.

INFORM THE CALLER:

The Customer Relations Center is not a technical center and we would be unable to offer you any type of repair information. However, if you would like we can provide you with other options. I suggest contacting the service manager at your local dealership in order to try and find out the information. If you would like a particular service manual, please call HELM Publications @ 1(800) 782-4356

**If the customer would like to order a particular manual, use the literature Request process.
repairs

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

cust called into cac on 6-20-00. cust states that his veh is at the dlrshp right now and has been since 6-2-00. cust states that his steering wheel locked up while he was driving. cust states that the dlrshp has not been able to correct the concern. cust states that he needs to find out how to get his veh repurchased or pursue the lemon law of hawaii. crm contacted the dlrshp and spoke with Derek, the svc mgr and was adv that the veh has two concerns:-- the steering wheel locks up randomly, and then when the veh turns off and the steering wheel is suppose to lock up for the safety feature it does not. svc mgr states that they have the part ordered to fix the steering wheel not locking up but they do not know what to do to fix the other concern. TAC has been invloved and they are not sure what to do either. svc mgr states that their gm representative is coming to look at the veh tomorrow. crm adv the cust of this and that he needs to wait and see what happens when they get the repair made. (cont); 0; 330390950
2000-06-20

(cont) cust states that he will contact cac again if there are any updates. cust also states that he needs to know how to get a loaner veh as well, crm refered him to roadside assistance. cust was satisfied and ended the call. corr/crm/danika whitman/pdx; 0; 330391132

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

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:

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

INSPECTOR'S 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
MARP:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4798244	VIN Number:	1G1YY2G5X5111859
Date Opened:	6/8/2001	Model Year:	1999
Date Closed:	6/15/2001	Series:	Corvette
Dealer Code:	B20053	Mileage:	34544
Address:	RYDELL AUTOMOTIVE GRNORTHBRIDGE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK SERVICE COLUMN LOCK MESSAGE INT.

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—

08/08/2001 13:28:28 SBD TEMPLATE - JACOBS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 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

N (Y/N) CAN COMPLAINT BE DUPLICATED

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) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N (Y/N) ARE THERE ANY DTC'S

Y (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED COLUMN LOCK MOTOR

08/08/2001 13:28:28 HISTORY

CONCERN

CUSTOMER STS THE STEERING COLUMN LOCK WILL LOCK BY ITSELF WHILE DRIVING

CUSTOMER STS THE VEHICLE WILL STALL INT WHEN THE MESSAGE COMES UP

DIAG

TECH STS HE CANNOT DUPLICATE THE CONCERN

TECH STS THE STEERING COLUMN LOCK HAS BEEN REPLACED

TECH STS HE HAS NO CODES

TAG SUGGESTION

TAG ADVISES TECH TO FIND OUT FROM CUSTOMER WHEN THE STEERING COLUMN
LOCKED WHILE DRIVING

TAG ADVISES TECH OF PI# A001328

TAG ADVISES TECH OF PI# A000285

06/15/2001 12:55:55 BURKETT - DLR USED VME TO CLOSE CASE.

REPLACED COLUMN LOCK ACTUATOR AND IGN SWITCH.

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT 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: AVM

TRANSACTION: Straight Repurchase

REQUEST TYPE: Non-Mandated

REPURCHASE REASON: steering wheel locked three times and vehicle has stalled with no restart.

DEALER BAC:

DEALER NAME: POWERS-SWAIN CHEVROLET INC

DEALER ADDRESS: , ,

CONTACT: Sales, KILE POWERS

PHONE NUMBER: 910-864-9500

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: N

MILEAGE @ BUY-BACK:

BRC WARRANTY DATE:

MRP:

NADA:

SALES TAX:

DEPRECIATION: 6,466.00 FIRST OCCURANCE @ 14,369 MILES

UPGRADE: NA

AFTERMARKET: NA

LEASE TERM: NA

DAMAGE: NA

OTHER:

FINCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: N

LEGAL TYPE: N

LEMON LAW: N

DEALER ADMINISTRATION: N
RELEASE: N

VEHICLE DESTINATION:
LIEN PAYOFF: N
TITLE BRAND: N

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:

CONTACT PHONE:

ADDRESS:

GM

01134755

Business America Center

Fax

From: [REDACTED] To: MSX
 Date: August 14, 2000 From: [REDACTED]
 Phone: [REDACTED] Pages: 10 including this cover sheet
 Re: File # C01134755(SHERYL MCLEAN)

☐ Urgent ☐ For Review ☐ Please Comment ☒ Please Reply ☐ Please Recycle



Repurchase Approval/Check Approval Form

Original VIN	1G1YY22G5X5112087	Vehicle is going to:	Is Vehicle Drivable?	Issue 1899?
BAC Refund Amount Code	114093	<input checked="" type="checkbox"/> Auction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Customer Name		<input type="checkbox"/> Scrap/Donate/VRP	Dealer Admin Fee Applies	Issue Release?
Dealer Name	Powers-Swain Chevrolet	<input type="checkbox"/> Re-Bill	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Dealer Contact/Title	Kyle Powers-Swain/Parts Dir	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	910-864-9500	<input type="checkbox"/> Voluntary settlement of a state run arbitration or court proceeding		
Dealer Fax	910-864-9593	<input type="checkbox"/> Voluntary settlement of a GM alternative dispute resolution program		
Year - Make	1999 Chevrolet	<input type="checkbox"/> Decision of a state run arbitration or court proceeding		
Model & Trim level	Corvette	<input type="checkbox"/> Decision of the GM alternative dispute resolution program		
Body Type	2 Dr Coupe	<input checked="" type="checkbox"/> Voluntary mediated customer satisfaction repurchase		
Delivery Date	11/25/1998	Retrieve Sales Tax?	Lien Payoff Required?	Title Brand?
Buyback Mileage	26,700	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Transmission	Automatic	Vehicle Meets Prerequisite of LEMON LAW <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Engine (in Liters)	5.7	Vehicle located at repurchase Dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Product Code	1Y09	If no, where: GM Dealership? Please enter BAC		
UCC Code(s)	J07,M41	Dealership Name:		
MSRP	\$45,265.00	Contact Name:		
NADA (Trade In Value)	\$35,035.00	Address:		
Case Number	C01134755	City St ZIP:		
Type of Transaction	R - Repurchase	Phone #:		
Type of Case	General	Fax #:		
Replacement VIN	NA	Special Instructions?		
Repurchase Source	Avon-George Rumanaki	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes please attach form)		

Reason for Repurchase: Steering wheel locks while driving and engine stalls with no start.

Check Information					
	Customer		Lender		Plaintiff's Attorney
Check Amt	\$11,568.96	Check Amt	\$36,890.02	Check Amt	
Check Made Payable to:	Powers-Swain Chevrolet	Check Made Payable to:	Centura Bank	Check Made Payable to:	
Address:		Address	134 North Church Street	Address:	
City St ZIP	Fayetteville, NC	City St ZIP	Rocky Mount, NC 27804	City St ZIP	
Phone #		Attention	Dorothy Perry	Attention:	
Fax #		Phone #	800-236-8972	Phone #	
		Fax #	na	Fax #	
		Assistant #	084100135183	Fed Tax ID	
				Firm Name	

BAC Case Specialist's Signature	Crystal S. Ball	Case Number	58782
Authorized GM Signature		Authorized GM Printed Name	



Genuine Chevrolet

August 8, 2000

Fayetteville, NC

Subject: Repurchase of 1999 Chevrolet Corvette

SETTLEMENT OFFER

Dear [REDACTED]

We regret that you are dissatisfied with your 1999 Chevrolet Corvette VIN#1G1YY22G5X5112087 and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$38,799.00. This offer is arrived at, by using the following figures:

Purchase Price	\$45,365.00
Less usage	\$ 6,566.00
TOTAL CHEVROLET REPURCHASE PRICE	\$ 38,799.00

Please return this document to fax number (813) 435-0961 or the address below by 8/9/00. The conditions of the repurchase are as follows:

- the vehicle is free from any abnormal damage or alterations which may impair its resale value
- all factory installed equipment are intact and functional
- a title and clear title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Chevrolet)
- an "Owner's Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)
- actual mileage does not exceed 30,000 miles at the time the transaction is completed
- the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to Powers-Donah Chevrolet. After 5-10 business days for check processing, The dealership will contact you to schedule the transaction once they receive the check. You will be provided a complete title transaction which the dealer's name. I can be reached at (800) 231-1041 extension 30702 if you have any questions or concerns.

Sincerely,

Crystal S. Bell
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for release of liability, promising from warranty, express or implied, covering this vehicle. VIN# [REDACTED]
CO1134789

Signature [REDACTED]

8 AUG 2000

RELEASE AGREEMENT

The undersigned, (owner) [REDACTED], Releasee(s), and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 1999, Corvette, VIN 1G1YY22G9K112387, owned by the releasee(s). The Releasee(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby releases and forever discharges Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasee might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasee(s) agree to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releasee(s) agree that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the payment is intended to resolve this matter without litigation.

Releasee(s) also agree that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any promise or representation to Releasee(s) other than those contained in this Release Agreement.

Releasee(s) understand and agree that this release extends to all claims of every nature and kind whatsoever, known or unknown, suspected or unsuspected with respect to the subject vehicle.

Releasee(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this 8 day of AUG, 2000

Releasee
[REDACTED]

POWERS - SWAIN CHEVROLET, INC.
FAYETTEVILLE, N.C. 28425

43359

USED CAR APPRAISAL

V.I. NO. 16148225705106081

[REDACTED] 11/12

MAKE Chevy MODEL 97

REG. NO. [REDACTED] U.S. NO. [REDACTED]

BODY COLOR Red TOP COLOR [REDACTED] TRIM COLOR [REDACTED]

☐ AUTOMATIC ☐ MANUAL 2.4 5 SPEED ☒ 3.0 ☐ 3.5

☒ AIR ☐ AM ☐ FM ☐ CD ☐ TRUCK ☐ CABRIOLETT

☐ 1600 ☒ 2000 ☐ 2400 ☐ 2800 ☐ 3500

ENGINE 4 5 6 8 5 OIL

COMMENTS

DISPOSAL RETAIL VALUE

NET APPRAISAL 32500

INITIALS GB

ACV

ON

97

30,500



P.O. Box 35845
4700 Bregg Blvd.
Raleigh, NC 28303

CAR INVOICE

DEAL# 6120

Phone
(910) 854-9500

DATE 8/23/98

STATE NC

SALESMAN

RAFAEL D ANDERSON

PHONE NO. 888

DAR

RELEASE

22

MAKE OF CAR	MODEL	YEAR	BODY STYLE	STOCK NO.	COLOR	SERIAL NO.	KEY NO.
CHEVROLET	CORVETTE	1997	2DR CP	9C369	TORCH RED	1G1YY22095510001	K72

RESIDUALS & FINANCING INCLUDES

LAND TRIFT

LIFETIME

AMOUNT DEDUCTIBLE

DESCRIPTION OF USED CAR TRADED IN

MAKE	YEAR	MODEL	BODY STYLE	STOCK NO.	SERIAL NO.
CHEVROLET	1997	CORVETTE			1G1YY22095510001

DESCRIPTION OF OPTIONAL EQUIPMENT ON THE USED CAR TRADED IN

30875

OF FINANCING CO. BRANCH BANK AND TRUST 29515.17

OPTIONAL EQUIPMENT AND ACCESSORIES

POSITION	DESCRIPTION	PRICE
----------	-------------	-------

200 - FACTORY INSTALLED

100 - DEALER INSTALLED

NET SALES PRICE \$ 28520.67

32500.00

16755.67

NET EQUITY 16744.33

MAC
P.O. BOX 0132
ROCKEYSVILLE MD 21030

FOR NEW CAR SALE

BASIC PRICE OF NEW CAR

45265.00

TRUCK CHARGE

PREP. & CONDITIONING

FEDERAL EXCISE TAX ON NEW CAR

FACTORY INSTALLED EQUIPMENT

508.55

CAR, CO. & ANTIFREEZE

DELIVERED PRICE
OF NEW CAR

TOTAL

45773.55

FOR USED CAR SALE

BASIC PRICE OF USED CAR

SALES TAX ON USED CAR

DELIVERED PRICE
OF USED CAR

TOTAL

FOR NEW OR USED CAR SALE

EXTRA

OPTIONAL EQUIP. & ACCESSORIES

FACTORY INSTALLED

DEALER INSTALLED

CHARGE FOR OTHER SERVICES ON

FED. EXCISE TAX ON EXTRAS

SALES TAX

TOTAL BASIC PRICE

COST OF FINANCING

TOTAL BASIC PRICE

TOTAL BASIC PRICE

FINANCING

DISCOUNT BY REG. NO.

N/A

CASH ON DELIVERY

N/A

N/A

ALLOWANCE FOR USED CAR TRADED IN

16744.33

OPTIONAL EQUIP.

PAYMENTS

BRANCH BANK AND TRUST

36

255.95

34414.20

AT 1

AT 2

AT 3

TOTAL

51168.53

C01134100

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK ☐
 LAC ☐
 CHEVROLET ☒
 OLDSMOBILE ☐
 PONTIAC-GMC ☐
 DEALER BAC CODE: 1140A5

DATE: 7-31-00
 DEALER NAME & CITY: Powers-Summit Chevrolet NC
 DEALER CONTACTPHONE NO: 910-264-9522
 CUSTOMER NAME: [REDACTED]
 CUSTOMER DAY PHONE NO: [REDACTED]
 CAC CASE NO. (if available): C00557600
 TAG CASE NO. (if available):

VEHICLE INFORMATION:

OLD VIN: 1G1VY2265K5112087

CURRENT MILEAGE: 26,700

NEW VIN: [REDACTED]

TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☒ Lease Repurchase ☐

Specific Product Reason
for Repurchase:

Steering wheel locked three times and vehicle
has stalled with no restart. On last condition in vehicle.

Detail your agreement with the customer on the following items:

Usage/Depreciation: \$6,466.00 First Accumulation @ 14,369 miles @
45¢ per mile

Trade/Downgrade: [REDACTED] Base Price \$45,265

Aftermarket Items: [REDACTED] Usage 6,466

Lease Termination: [REDACTED] Repurchase Amount \$38,799.99

Vehicle Damage / Special Instructions: The vehicle is currently @ Durham for stall
condition. Repair required dealer to test drive vehicle for 1000 mile
to ensure it is repaired

Recommended Disposition of Repurchased Vehicle:

Auction ☒ Scrap/Donate/Vehicle Recovery ☐ Other ☐ Explain:

The AVIM must advise the customer and the dealer that the following items will be a factor in determining the
customer's financial participation. (BRC to finalize with customer/dealer)

☐ Taxes & Fees ☐ Negative Equity ☐ Over Allowance

☐ No Rebates/Cash incentives of any kind will be allowed on replacement vehicle.

☐ Special Lease Rates and Financing will be allowed on replacement vehicle.

☐ Current GM Card points may be applied on replacement vehicle.

☐ GM Card points will never be refunded in cash.

DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS
ARE RECEIVED BY THE DEALER FROM THE BRC.

Authorization: George W. Richards

1-800-248-0178

404082-8178

7-31-00

Val

Notations

Date

Information on this form must be communicated to the Business Resource Center (BRC) to initiate the Process

TAX to 1-811-635-4282

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST**

<input checked="" type="checkbox"/> COPY OF TITLE OR REGISTRATION	<input checked="" type="checkbox"/> SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<input checked="" type="checkbox"/> WARRANTY HISTORY	<input checked="" type="checkbox"/> ACV ON TRADE-IN DOCUMENTATION (LA)
<input checked="" type="checkbox"/> INCENTIVES FROM 8022 IN BARS	<input checked="" type="checkbox"/> REB/LEMON LAW RULING (LA)
<input checked="" type="checkbox"/> DESCRIPTIONS OF INCENTIVES 8071 IN BARS	<input checked="" type="checkbox"/> RECEIPTS FOR ANY AFTER-MARKET ITEMS (LA)
<input checked="" type="checkbox"/> CHECK REQUEST FORM	<input checked="" type="checkbox"/> SIGNED SETTLEMENT OFFER LETTER
<input checked="" type="checkbox"/> RVDC SPECIAL INSTRUCTIONS FORM (LA)	<input checked="" type="checkbox"/> SIGNED RELEASE AGREEMENT
<input checked="" type="checkbox"/> RVDC CALCULATION WORKSHEET	<input checked="" type="checkbox"/> SIGNED DEALER CONFIRMATION LETTER
<input checked="" type="checkbox"/> FRA FORM	<input checked="" type="checkbox"/> GM CARD EARNINGS ON BUYBACK FORM (LA)
<input checked="" type="checkbox"/> INVOICE ON ORIGINAL VEHICLE	<input checked="" type="checkbox"/> STATEMENT OF FINANCE CHARGES FROM BANK
<input checked="" type="checkbox"/> INVOICE FOR CONVERSION PACKAGE (LA)	<input checked="" type="checkbox"/> INVOICE FOR ATTORNEY FEES (LA)
(LA) MEANS IF APPLICABLE	<input checked="" type="checkbox"/> REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	G111122G5X511287
Year-Make and Model:	999 Chevy Corvette

LIENHOLDER INFORMATION:

Lienholder Name:	Centura Bank
Lender Contact Person and Date:	Kristi Roach 8-9-00
Physical Address:	134 N Church St.
City/State/Zip	Rocky MT, NC 27804
Phone:	800-236-8872
Fax Number:	Na
Account Number:	024100135103
Dealer Buyoff/Payoff Amount:	\$26,663.52 x 7% 26,830.02!
Buyoff/Payoff Expiration Date:	8-9-00 w/ 30 day
Per Diem:	\$15.55

Additional Information:

File Number
CD1134788

Customer Name

Worksheet filed out by:
CRYSTAL G. BELL/06782

Old Vehicle VIN:
1G1YY28G0B112087

New Vehicle VIN:

Date:
8/7/08

Replacement Vehicle Costs		Base Price		Lease Terms MD ___ MI ___ Lease Usage Mo ___ MI ___	
1	Replacement Vehicle Costs	1	Base Price	1	Dealer Buyout Price
2	Conversion Cost	2	Conversion Price	2	
3		3		3	Payments (opt)
4	Tax/Reg./Lic./Title (opt)	4	Tax/Reg./Lic./Title (opt)	4	Pre-Payment(s) (Pro-rate)
5	Aftermarket Items	5	Aftermarket Items	5	Cap Cost Reduction
6	Other	6	Other	6	
7		7	Incentives (deduct)	7	Tax/Reg./Lic./Title (opt)
8	Total Replacement Price	8	Total Purchase Price	8	Other
9		9		9	Total Additions
10	Usage/Depreciation	10	Usage/Depreciation	10	
11	Damage	11	Damage	11	
12	Upgrade	12	Over Allowance	12	Usage/Depreciation
13	Add-Ons	13	Negative Equity	13	Damage
14	Downgrade (deduct)	14		14	Over Allowance
15		15	Total Deductions	15	Negative Equity
16	Total Customer Cost	16		16	Security Deposit
17		17		17	Incentives
18		18		18	Total Deductions
19		19		19	
20	Total Repurchase Amount	20	Total Repurchase Amount	20	Total Repurchase Amount
21		21		21	
22		22		22	Total Refund to Customer
23		23		23	
24		24		24	
25	Estimated Auction Price	25	Estimated Auction Price	25	Estimated Auction Price
26	Projected Loss	26	Projected Loss	26	Projected Loss

Payment Method		Contact(s)		Address(es)	
A	Credit to Dealership			BAC Code	114085
B	Check to Customer			Dealer Name	POWERS-SWAIN CHEVROLET
C	Check to Lienholder & Customer				
D	Check to Lienholder				
E	Check to Attorney (1089 Info)				
F	Check to Other				

TU 913133812617 P.10/10

AUG 15 2008 16:17 FR

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

BALTIMORE

MD

HOME PHONE:

CASE NUMBER: 04659481 VIN: 1G1YY22G5X5129696
MODEL YEAR: 1999
DATE OPENED: 2001-06-22 SERIES: CORVETTE COUPE
DATE CLOSED: 2002-04-10 MILEAGE: 16000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BOB BELL CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7900 EASTERN BLVD, BALTIMORE, MD, 21224, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
1 REPAIR ATTEMPT(S) STEERING COLUMN LOCK REPLACED

G23 Axle Bearings (Front/Rear) Other
1 REPAIR ATTEMPT(S) LEFT & REAR BEARING REPLACED

886 CAC Resolved With Goodwill CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S) GMPP CUSTOM CARE

1 Open Campaign Other
1 REPAIR ATTEMPT(S) CAMPAIGN #01044

J51 Alternator Other
1 REPAIR ATTEMPT(S) GENERATOR REPLACED

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) 48M/60K CUSTOM CARE

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_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*****

CRM advised the cust. of the avm's response. cust. was satisfied. jmoore, atx, cars, 48967;
0; 383148737
2002-03-25

TN ASSIGNING REQUEST TO CRM PRINCESS GOOSBY TO FOLLOW UP W/DLR, COMPLETE REQUEST.
MARY WAYS-DELAWARE/TN/AUSTIN; 0; 385920721

2001-06-22

CUST STATES THAT HE E-MAILED CAC AND ADV THEM OF THE VEH CONCERNS HE HAD AND WHEN ASKED HOW HE WOULD PREFER TO BE CONTACTED, AND CUST REQUESTED BY A PHONE CALL, BUT INSTEAD HE WAS EMAILED AND ADV TO CALL INTO CAC. CUST STATES THAT MADE GM LOOK "CHEESY", CUST STATES THAT HE HAS HAD SEVERAL ISSUE W/ VEH INCLUDING: A SHIMMY IN THE BRAKES, AN ELECTRICAL PROBLEM CAUSING THE SPEAKERS TO POP, A REAR BEARING REPLACED (WHICH HE WAS ADV BY DLR THAT USUALLY DOES NOT HAPPEN TO ANY VEH W/ SUCH LOW MILEAGE), AND NOW HIS STEERING COLUMN HAS LOCKED. CUST STATES THAT HE FEELS TRAPPED IN VEH AND HE HAS NO RECOURSE FOR PURCHASING VEH AND HE NO LONGER WANTS IT. CUST SEEKS FOR GM TO REVIEW OVER HIS CONCERNS BECAUSE HE SHOULD NOT HAVE VEH AT THE DLR EVERY OTHER MONTH FOR THE AMOUNT OF MONEY HE HAS PAID FOR VEH. CRM ADV CUST THAT AT THIS TIME, ALL WE CAN DO IS TRY TO GET VEH REPAIRED. CRM CONTACTED DLR, BUT THE SVC MGR WAS N/A. CRM ADV CUST THAT A CALLBACK WILL BE MADE ON 6/25/01 BETWEEN 2-4PM

CONT.....

EROSE/CAC/ATX; 0; 362081533

2001-06-22

CRM WILL CONTACT DLR AND FIND OUT:

- 1) HOW MANY TIMES VEH HAS BEEN AT DLR
- 2) HAS VEH HAD ANY REPEATATIVE REPAIRS
- 3) HAVE ALL OF CUST CONCERNS BEEN CORRECTED
- 4) ARE ALL OF CUST PREV REPAIRS MANUFACTURER DEFECTS
- 5) IS AVM AWARE OF CUST VEH CONCERNS

AFTER THIS INFO IS GATHERED, CRM WILL BE ABLE TO DETERMINE IF ANY GOODWILL SHOULD BE OFFERED.

EROSE/CAC/ATX; 0; 362082132

2001-06-22

CUST WK # 301-838-5185

EROSE/CAC/ATX; 0; 362082155

2001-06-22

CRM RECEIVED ELECTRONIC CONTACT ON 6-22-01. CUST STATED THAT "Thanks for the email reply, but I asked for a phone call. That was an option on the website. I had the Customer Assistance Center number, but didn't want to wait on hold and go through an automated systems responses. This is extremely time consuming. I was under the impression that since you're website allowed me to select the method you would use for a reply, that you would have called rather than emailed. Even in your reply, you agree the phone is the best method to resolve this issue. My phone number is [REDACTED] I look forward to a call from a representative.

Thank you,

CUST SEEKS A CALL FROM CAC. THEREFORE, CRM CONTACTED CUST VIA TELEPHONE AND INFORMED CUST THAT HE WILL BE RECEIVING A SCHEDULED CALL BACK ON MONDAY 6-25-01. CUST COMPLAINED ABOUT EXCESSIVE PROBLEMS THAT HE HAS EXPERIENCED WITH HIS VEHICLE AND WAS JUST MAKING SURE THAT HE WILL INDEED BE CONTACTED NEXT WEEK. AMANDA HOERIG/ATX/IRC; 0; 362103874

2001-06-25

CRM CONTACTED DLR AND SPOKE W/ THE SVC MGR CHARLES WALDEN, WHO STATED THAT CUST HAS BEEN TO DLR 58X AND THERE HAVE BEEN NO REPEATATIVE REPAIRS AND ALL OF THE REPAIRS WERE MINOR BESIDES THE STEERING LOCK REPLACEMENT PERFORMED IN 6/01. CRM WILL CONTACT CUST AND CONFIRM THAT ALL OF THE VEH CONCERNS HAVE BEEN REPAIRED.

EROSE/CAC/TX; 0; 362342083

2001-06-25

CUST STATES THAT HIS ULTIMATE CONCERN IS HIS "SAFETY". CUST STATES THAT HE HAS HAD SO MANY PROBLEMS W/ VEH AND DOES NOT FEEL VEH IS SAFE OR RELIABLE. CUST SEEKS A RESOLUTION FROM GM, SUCH AS REPURCHASE OR AN EXT SVC CONTRACT. CUST STATES THAT HE HAS CONTACTED A LAWYER AND HE IS SEEKING TO GET OUT OF VEH. CRM ADV CUST THAT BECAUSE HE HAS CONTACTED LAWYER AND HAS ESCALATED VEH ISSUES TO A LEGAL MATTER, CAC CAN NO LONGER ASSIST CUST. CUST SEEKS TO HAVE VEH REPURCHASED. CUST STATES THAT HE HAS BEEN TO DLR SEVERAL TIMES REGARDING AN ELECTRICAL

PROBLEM W/ VEH AND TWO OF HIS MAIN CONCERNS ARE THE REAR WHEEL BEARING GOING OUT AND THE MECHANIC AT THE DLR ADV HIM THAT USUALLY DOES NOT HAPPEN UNLESS VEH HAS ACCUMULATED 10000 MILES NOT AT 12000MI AND THE STEERING COLUMN LOCKING UP ON CUST WHILE CUST WAS DRIVING. CRM ADV CUST TO CONTACT BRC 1-800-231-1841. CRM CLOSING CUST FILE PER: CUST HAS SOUGHT A LAWYER.

BROSE/CAC/ATX; 0; 362354185

2001-06-25

06-25-01 CAC CRM INCORRECTLY TRANSFERRED CALL TO LEGAL. CUSTOMER HAS NOT HIRED AN ATTORNEY, HE WAS SEEKING INFO ON IF HE SHOULD HIRE AN ATTORNEY.

***** Legal CRM explained that if he hires an attorney, a demand letter needs to be sent, or a lawsuit needs to be filed. A case manager will then be assigned customers case to research.

***** Customers options: CRM advised warranty booklet CHAPTER ON CUST. SATISFACTION.

1.) WORK WITH DEALER,

2.) CALL CAC 1800# TO WORK WITH AVM & DLR. and explain you have not hired an attorney, but will consider it, depending this calls out come. 3.) Call BBB AUTOLINE for possible arbitration hearing. CRM advised phone number & explained can arbitrate for repairs or repurchase. BRC Legal D. Kuligowski x58059. THIS IS NOT A LEGAL CASE.; 0; 362355703

2001-06-28

CRM CONTACTED DLR AND SPOKE W/ KEVIN CARROLL WHO STATES THAT HE IS ONE OF THE SVC MGR'S AND THAT CUST HAS BEEN TO DLR 4X FOR THE FOLLOWING REPAIRS:

1. MAY/01/ 11,854MILES- REAR AXLE BEARING REPLACED AND CAP FELL OF DOOR HANDLE

2. MAY/01/9600MILES-BRAKES SQUEALING-DLR DID NOT DUPLICATE

3. MARCH/01-BRAKES OUT OF ROUND

4. FEB/ 01-CAMPAIGN #00034 PERFORMED, SEATBELT UNTWISTED, AND REPAIRED CONSOLE

MR CARROLL STATES THAT CUST HAS NOT BEEN TO DLR FOR ANY OTHER REPAIRS.

BROSE/CAC/ATX; 0; 362602673

01-06-28

ALSO ON MARCH 28, 2000 THE RIGHT FRONT SPEAKER WAS REPLACED.

BROSE/CAC/ATX; 0; 362602864

2001-07-10

TM OVER THE SHOULDER REVIEW APPROVED. WILL DISCUSS W/ GL MICHELLO RESTO TO SEE WHAT CAN BE OFFERED FOR ALL OF THE INCONVENIENCES.

BUSINESS CASE:

1. ORIGINAL OWNER

2. REGAIN CONFIDENCE IN VEH AND GM PRODUCTS

3. INCONVENIENCE

BROSE/CAC/ATX; 0; 363650151

2001-07-24

TM HAS GIVEN CRM OVER THE SHOULDER APPROVAL TO OFFER GMPP CUSTOM. CRM SUBMITTING FOR GMPP CUSTOM 4/60 FOR THE FOLLOWING BUSINESS REASONS.

1. ORIGINAL OWNER

2. RESTORE CONFIDENCE IN GM AND IT'S PRODUCTS

3. INCONVENIENCE

CRM WILL DISCUSS W/ GL.

BROSE/CAC/ATX; 0; 364838975

2001-08-31

CRM SPOKE WITH MICHELLE SVC WRITER AT DLSP. SHE WENT THROUGH HISTORY REPAIRS OF VEHICLE.: CUSTOMER HAS HAD CONCERNS WITH BRAKES-CUST STATED THEY WERE SQUEALING. IT WAS DIAGNOSED AND THE NOISE APPEARED TO BE NORMAL(MAY)CUST STATED ELECTRICAL CONCERN-THECAUSE WAS THE TERMINATOR, IT WAS TESTED. NO INFO ON WHAT CAUSED PART TO FAIL.(JULY)

THE RIGHTFRONT SPEAKER WAS REPLACED DUE TO STATIC. THE CAUSE WAS A SHORT IN SPEAKER.

ALSO WHEEL BEARINGS CONCERN- CAUSED DUE TO LOUD HUMMING- REAR AXEL BEARING REPLACED

TWO STEERING COLUMN CONCERNS:

1ST CONCERN: IN JUNE THE ACUATOR REPLACED - MANUF DEFECT

2ND CONCERN: IN JULY FRONT TIRES NEEDED TO BE BALANCED REGARDING STEERING

MICHELLE STATES ALL REPAIRS DUE TO MANUFACTORS DEFECTS. THESE CONCERNS ON OCCURED ONCE.

VEHICLE IS REPAIRED. CUST IS SEEKING EXTENDED WARRANTY. GMPP CUSTOM CARE WILL COVER ALL CUST CONCERNS ONCE OUT OF BUMPER TO BUMPER. SVC MGR STATES ALL MINOR CONCERNS.....MICHELLE RESTO/ATK/GOODWILL LIAISON; 0; 368142062
2001-08-31

CRM WILL CREATE BUSINESS CASE FOR GMPP CUSTOM 60M/60K BASED ON INFORMATION FROM DLSHP, VIN PROFILE AND WORK HISTORY....

REQUEST FOR GMPP CUSTOM CARE 60M/60K FOR THE FOLLOWING BUSINESS REASONS:

ORIGINAL OWNER

CUST KEEPS VEHICLE WELL MAINTAINED

NUMEROUS CONCERNS INCLUDING: BRAKES-NOT DUPLICATED, ALTERNATOR REPLACED 1X, SPEAKERS REPLACED 1X,

WHEEL BEARING-REAR AXEL REPLACED 1 X, ACUATOR REPLACED 1X, BALANCE TIRES 1X***ALL DUE TO MANUF DEFECTS VERIFIED BY SVC MGR

VEHICLE IS REPAIRED

INCONVENIENCED FROM GOING TO DLSHP SEVERAL TIMES

TO RESTORE FAITH IN GM AND DLSHP

CUST CONCERNED ABOUT REPAIRS ONCE VEHICLE OUT OF BUMPER TO BUMPER

NO MISUSE ABUSE

CRM WILL VERIFY ADDRESS AND GET CUSTOMER ACCEPTANCE

MICHELLE RESTO/ATK/GOODWILL LIAISON; 0; 368142438

2001-08-31

CRM CONTACTED CUST TO OFFER GMPP CUSTOM 60M/60K AND GET VERIFICATION OF ADDRESS.

CUST DECLINED OFFER OF GMPP DUE TO FACT PURSUING A LAWYER AND LEMON LAW. CUST IS STILL

CONSIDERING BUT HAS SPOKEN WITH A LAWYER TO SEE IF HE HAS A CASE. IF CUSTOMER SPEAKS TO

LAWYER AND HE FEELS OFFER IS FAIR THEN CUSTOMER WILL CALL BACK AND ACCEPT...CRM WILL SUSPEND FILE UNTIL FURTHER NOTICE...MICHELLE RESTO/ATK/GOODWILL LIAISON; 0; 368143696

2001-10-18

CONTACTED CUSTOMER. CUSTOMER ACCEPTED OFFER, HOWEVER VEHICLE IS NOT REPAIRED. CUST IS STILL DISATISFIED WITH VEHICLE. SPEAKER IS BLOWN FOR THE FOURTH TIME. CUST STATED DOES NOT HAVE A CASE FOR LEMON LAW AND WILL NOT BE PURSUING A LAWYER. CRM INFORMED CUST WILL RESEARCH FURTHER WHEN BOTH DLSHPS HAVE BEEN CONTACTED...MICHELLE RESTO/ATK/GOODWILL LIAISON; 0; 372276906

2001-11-09

Contacted dlr to gather info regarding cust repairs. Spoke to svc mgr Charles Walsh. He advised that cust came in on Nov. 1, 2001, and had right door speaker replaced & traction control checked out. He states speaker was replaced due to excessive static & traction control checked & no codes found & traction control operating as designed. Contacted cust to inquire about repairs and he states that he is not at all satisfied w/GM and he will probably not purchase another GM due to all concerns he has experienced w/his veh. He states he always dreamed of having a Corvette & now that he has one it is not what he expected. He states he will accept anything GM offers but feels that even any offer that is made is not satisfactory unless it is money to assist w/another purchase of another GM veh. He states he has lost all faith in his Corvette and definitely feels that it will not last even the 5YB/60K parameter that crm has offered as a GMPP Value Guard. Crm apologized for any inconvenience & advised CONT>>; 0; 374193469

2001-11-09

CONT>>

that request would be reviewed & call back set for Tuesday 11/13/01 around 9AM CST. Cust acknowledged & thanked.

Isela Olivares/GW Liaison/ATK; 0; 374193591

2001-11-28

Reviewing status of request. Call was made but cust was n/a & no message left will make another attempt tomorrow 11/29/01.

Isela Olivares/GW Liaison/ATK; 0; 375820548

2001-12-28

Liaison contacted the customer (as per conversation with liaison OLIVARRI that GM BPL Ms. Rose Crookston) to inquire if reimbursement for one month's vehicle payment would be satisfactory since he was not going to keep the vehicle and the offer of the GMPP was declined. The customer advised that he really was wanting a 'buyback' or trade-in assistance, but he would 'settle' for one month's payment. Liaison inquired if the offer SATISFIED him and the customer advised he would take whatever he could get because of the time that he has been inconvenienced without his vehicle while it has been at the dealership for repairs. The customer further advised that he had contacted his attorney at a cost of \$1,000.00 and the reimbursement would cover at least half of that cost. The customer advised GM's legal department had advised if he wanted a buyback, he would have to sue. The customer advised his attorney stated he would have had to pursue legal action under their state's lemon law within the first year of>>>>; 0; 378416183

2001-12-28

>>>>ownership, but he was beyond that. The customer advised that this vehicle was his dream car and that he was planning on keeping it for the next 50 years as a 'classic' from the last millenium, but he will get rid of it as soon as he is financially able to. The customer stated that the vehicle will be going back to the dealership because of concerns (customer did not elaborate) and this has caused too much disappointment for him. The customer advised that for the first 12 months of ownership, the vehicle was at the dealership for the first five months--three months straight in which he was NEVER offered a rental. Liaison reviewed the VIN history with the customer and advised the customer that the owner's manual states that if the vehicle has to stay at the dealership overnight, then the customer is entitled to a rental. The customer advised there was an electrical problem that the dealership could not diagnose and the dealership (as per the customer) advised the customer that the vehicle was not >>>>; 0; 378416690

2001-12-28

>>>>safe to drive and kept the vehicle, but advised the customer he was not entitled to a rental and the customer could call customer service to get a rental. The customer advised he did not call CAC and opted to 'catch' rides instead. Liaison advised the customer if he was accepting of the offer of the reimbursement and he said he accepted it, that GM needed a copy of the sales agreement showing the amount financed showing the monthly payment amount and the VIN, proof of ownership such as a copy of the current registration and proof of payment such as a copy of the check, but the customer advised he pays online, so the customer was advised to send a copy of the bank statement showing his name and the latest payment made. Liaison advised the customer of the Chevrolet p.o. box address and his file number to send with the documents and attempted to advise the customer of the CAC phone number, but the customer declined the phone number stating everything will be taken care of once he receives the monetary >>>>; 0; 378417056

2001-12-28

>>>>compensation that he feels he is entitled to. The customer was advised that if no documents are received within two weeks, that a courtesy call back will be made by OLIVARRI as a reminder. Sam Guerra/liaison/atx; 0; 378417270

2002-01-08

Liaison checking status of request. Liaison awaiting documents.

Isela Olivares/GW Liaison/ATX; 0; 379354603

2002-01-14

Liaison checking status of request, no attachments yet.

Isela Olivares/GW Liaison/ATX; 0; 379876676

2002-01-23

Liaison checking status of request, no attachments yet.

Isela Olivares/GW Liaison/ATX; 0; 380660485

2002-02-01

CUST CALLED TO UPDATE FILE. CRM REVIEWED FILE. CRM ADVISED CUST THE PREV CRM WILL BE NOTIFIED THAT CUST DOES NOT UNDERSTAND WHAT DOCUMENTS & WHY THEY ARE NECESSARY TO RESOLVE CUST CONCERN. CRM NOTES CUST HAS CONTACTED BBB & WAS DENIED. CUST SEEMS TO HAVE GM ASSIST DLR

W/ BUY BACK. CRM FORWARD FILE TO PREV CRM FOR F/U. ROBERT CAPPS/CORR-OCLESBY/TPA LEVEL 1;
0; 381435146
2002-02-01

TM AUDITING AGING REQUESTS...TM NOTES PREVIOUS COMMENTS AND IS FORWARDING TO CRM JACKIE
MOORE TO DETERMINE IF BRC/ADR REQUEST EXISTS.
MARY MAYS-DELAMATER/TM/AUSTIN; 0; 381443723
2002-02-01

Will review w/J .Moore for follow up.
Isela Olivares/GW Liaison/ATX; 0; 381455066
2002-02-06

crm contacted the cust. cust. would not accept the one month lease payment. cust. seeks to
have his vehicle repurchased. crm put in a request to the avm for the repurchase of the
vehicle. crm only saw a repeat repair for the speakers. (3 x's). crm suspending the file.
jmoore, atx, cars, 48967; 0; 381882177
2002-02-07

AVM CONTACT, THERESA RANGEL, LEFT A MESS FOR AVM, MYRON SANFORD JR..... RANGELT/ATX/CORR; 0;
381968622
2002-02-16

CRM REVIEWING FILES...WILL FORWARD TO PREV CRM FOR FOLLOW-UP AND/OR GOODWILL
OPPORTUNITIES....MARYANN TREVIDO/CAC/ATX; 0; 382750555
2002-02-16

CRM TREVIDO XFERRED TO WRONG CRM....RE-FORWARD TO PREV CRM MOOREJ...MARYANN TREVIDO/CAC/ATX;
0; 382750683
2002-02-19

CRM PUT A SECOND REQUEST IN FOR AVM TO CONSIDER REPURCHASE. CRM GAVE THE REQUEST TO T.
RANGEL. JMOORE, ATX, CARS, 48967; 0; 382980069
2002-02-19

AVM CONTACT, THERESA RANGEL, LEFT THE 2ND MESS FOR AVM, MYRON SANFORD JR..
RANGELT/ATX/CARS; 0; 383004911
2002-02-20

AVM CONTACT, THERESA RANGEL, RECD A MESS FROM AVM, MYRON SANFORD JR.. MYRON STS HE WASN'T
AWARE OF THIS CUST OR HIS CONCERNS W/ THE VEH.. MYRON STS HE IS IN TAMPA AT THIS TIME FOR
THE CUST ASSISTANCE MEETINGS THAT ARE GOING ON THERE AND WILL CONTACT THEAVM AT THE DLR AS
SOON AS HE GETS BACK INTO TOWN TO DISCUSS THE CUST'S CONCERNS.. MYRON STS HE WILL THEN
UPDATE W/ CAC TO FOLLOW UP ON WHAT IS GOING TO HAPPEN W/ THE CUST... CRM FORWARDING REQ TO
PREV CRM, MOOREJ.. RANGELT/ATX/CARS; 0; 383091486
2002-02-26

crm spoke with the svc. mgr., charlie walden, who stated that the svc. mgr. had not as of
yet, made a decision on the repurchase of the vehicle. jmoore, atx, cars, 48967; 0;
383583877
2002-03-12

TM NOTES THAT CUST HAS NOT CALLED IN, AVM HAS NOT CALLED IN TO UPDATE.
MARY MAYS-DELAMATER/TM/AUSTIN; 0; 384795152
2002-03-26

working assigned f/up 3/26. Crm called dealer to inquire wether they have recieved
response from avm in regards to cust req for repurchase. Crm spoke w/Svc Mgr Charles Wallis
who adv has not heard AVM response in regards to this. Crm thanked for their assistnace.
GOOSEY/ATX; 0; 386009203
2002-04-02

Crm reviewing open req 4/2 @ 12:44 pm. Crm lft msg for AVM in regards to cust req for repurchase.

Crm will await cust response and sched f/up for 4/5 between 6-8 am. Crm suspending req. GOOSBYP/ATX; 0; 386624744
2002-04-03

Crm recieved msg 4/3/02 @ 2:15 pm. AVM has an extended absence greeting. Crm will f/up on req 4/5/02 between 6-8 am. goosbyp/atx; 0; 386716686
2002-04-09

Crm reviewing open req 4/9/02 @ 11:59 am. Crm notes no response from AVM in regards to cust req for repurchase. Last update Crm recieved was AVM had an extended absence greeting (4/3/02).

Crm lft 2nd msg to AVM in regards to cust req and will await AVM response. Crm will f/up on req 4/12 between 6-8 am. Crm suspending req. GOOSBYP/ATX; 0; 387226655
2002-04-10

Crm recieved AVM response, who adv that after reviewing this case is not showing anything outstanding in complaints some of which are normal. AVM states feels that previous offers should be w/drawn due to cust has not accepted offers, and we have lived up to our job of repairing defects under terms of cust warranty. AVM adv no repurchase of cust veh.

Crm will contact cust 4/10/02 between 8-10 am to adv of AVM decision. GOOSBYP/ATX; 0; 387286582
2002-04-10

Crm f/up with cust 4/10 @ 9:44 am. Crm adv cust calling to adv no repurchase for veh veh will be repaired under terms of warranty.

Cust states can close out any tickets regarding this veh because no longer has veh. Crm acknowledged. Crm closing req. GOOSBYP/ATX; 0; 387298082

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
DATED: 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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

PLYMOUTH, MI

CASE NUMBER: 04524026 VIN: 1G1YY22G5Y5100622
MODEL YEAR: 2000
DATE OPENED: 2001-06-12 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-06-12 MILEAGE: 19500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LOU LARICHE CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 40875 PLYMOUTH RD., PLYMOUTH, MI, 48170, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) LOCKS WHEN DRIVING

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 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 MUST CLOSE FILE.

ROBERT RARICK/ATX/CAC; 0; 361230743
2001-06-12

CUST STATES FOR SECOND TIME VEH STEERING WHEEL HAS LOCKED UP WHILE DRIVING. CUST STATES PURCHASE VEH AS SECOND OWNER AT 17000 AT FORD DLR. CUST SEEKS REPAIR, AND IF SALES ISSUES WOULD BE ADDRESSED TO CHRY, OR TO FORD(SELLING DEALER). CRM ATTEMPTED TO SPEAK WITH SVC MGR STEVE CLEMENT, UNAVAILABLE. SPOKE TO SVC WRTR THAT DEALT WITH CUST. STATED CALLED CUST TO INFORM HIM THAT COLD NOT ADDRESS CONCERN TODAY, WOULD ADDRESS IN AM, AND THAT LOANER WOULD BE AVAILABLE AS VEH IS DISABLED. THAT SHOULD THEY BE UNABLE TO FREE STEERING COLLUM, WOULD CONTACT TAC. CRM ADVISED THAT DLR IS VERY INTERESTED IN HELPING TO FIX CONCERN. HOWEVER THAT SALES ISSUES WOULD BE ADDRESSED THROUGH FORD, AS VEH WAS PURCHASED THROUGH FORD DLR.

CRM OFFERED FORD CUST ASSISTANCE # AS DLR WAS UNRESPONSIVE.
CUST SATISFIED. NO FURTHER ACTION REQUIRED.

BERT RARICK/ATX/CAC; 0; 361232277

*****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:

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 SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

MSRP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6733095	VIN Number:	1G1YY22G81511859
Date Opened:	8/26/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B39254	Mileage:	10452
Address:	KIMBALL MOTOR CO SAN LUIS OBISPO	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK ALLEGED COLUMN LOCK WHILE, SERVIC

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/26/2003 19:08:13 SBD TEMPLATE - WENGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 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)

MATT CHUDY

CUSTOMER CONCERN -

ALLEGED COLUMN LOCK WHILE DRIVING.

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

DEALER CALLED STATES HAS FOLLOW P101137. DEALER STATES LEFT YESTER ABOUT 4PM PACIFIC TIME. DEALER LOOKING FOR INFO.

TAC RECOMMENDATION -

ADVISED TO WAIT FOR CALL FROM BRAND QUALITY AND LEAVE MESSAGE WITH AVM

08/26/2003 19:08:13 HISTORY - WENGER

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

GOODLETTSVILLE
TN

HOME PHONE:

CASE NUMBER: 04898417 VIN: 1G1YY22G6V5100821
DATE OPENED: 2001-07-12 MODEL YEAR: 1997
DATE CLOSED: 2001-07-13 SERIES: UNKNOWN
SOURCE: Phone MILEAGE: 42000
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME: TOM BANNEN CHEVROLET INC
DEALER ADDRESS: 2340 GALLATIN PIKE N., MADISON, TN, 37115, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) STEERING LOCKED UP

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*****

CUST STATES WHEN SHE WAS PULLING OUT ONTO THE HIGHWAY THE STEERING WHEEL LOCKED UP AND SHE WAS NOT ABLE TO TURN. CUST STATES SHE HAD VEH TOWED TO DLR. CUST STATES SHE WAS ADVISED THAT A MOTOR NEEDED TO BE REPLCD AND IT WOULD COST \$400.00. CUST SEEKS COST ASSIST W/ REPAIR. CRM ADVISED SHE WILL CALL DLR. SVC MGR @ TOM BANNEN ADVISED CRM TO CALL BACK IN 30 MIN. CRM ADVISED CUST OF ABOVE INFO. CUST REQUESTS CALL BACK AFTER CRM SPEAKS W/ SVC MGR. TERI VANLOO/CAC/PDX; 0; 363823457
2001-07-12

CRM CONTACTED SVC MGR TONY LUTHER WHO ADVISED THAT CUST AT LEAST 2ND OWNER, NO MAINT HIST, NO PRIOR HIS ON PREV OWNER USE, OUT OF WARRANTY NO ASSIST OFFERED. CRM ATTEMPTED TO CONTACT CUST AT HOME, NOT AVAIL. CRM ATTEMPTED TO CONTACT AT WK, NOT AVAIL. CRM CALLED CUSTS HM AND L/M W/ CUSTS HUSBAND FOR CUST TO CALL CAC. TERI VANLOO/CAC/PDX; 0; 363830011

2001-07-12

*****NEXT CRM*****

ADVISE CUST GM WILL NOT ASSIST W/ THIS REPAIR B/C:
NOT ORIGINAL OWNER SO NO HIST, NO MAINT HIST AT DLR, OUTSIDE OF WARRANTY BY ALMOST 10,000
MILES AND OVER A YR. THERI VANLOO/CAC/PDX; 0; 363830133
2001-07-12

CUST CALLED IN. CRM ADVISED THAT THERE WILL BE NO ASSIST DUE TO AGE AND MILEAGE. CUST
STATES IS NOT HAPPY W/THIS. CUST STATES THAT SHE WILL NEVER BUY ANOTHER CHEVROLET. CUST
STATES THAT SHE IS GOING TO GET AN ATTORNEY. CUST DISCONNECTED CALL. CRM RECEIVED OVER THE
SHOULDER APPROVAL FROM TM, SUE BURTON TO CLOSE FILE DISSATISFIED. LEIGH WATSON PDX/CAC; 0;
363834721
2001-07-13

CUST CALLED BACK INTOCAC AND STILL IS UNHAPPY WITH THE SITUATION.
CRM LISTENED TO CUST
CUST SEEKS: TO KNOW LABOR CHARGES AND OPEN RECALLS ON VEHICLE
CRM DID VIN PROFILE AND NONE ARE OPEN.
CRM ADVISED CUST: TO CONTACT DLR ABOUT FURTHER CONCERN FOR SAFETY ISSUE.
CUST STATES: SHE WILL GO TO ANOTHER DLR. DAVEOTT/PDX/CAC; 0; 363900166

*****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:
PLACE 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:

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:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

OCEANSIDE

NY

HOME PHONE:

CASE NUMBER: 01149335

VIN: 1G1YY22G6V5103461

DATE OPENED: 2000-08-07

MODEL YEAR: 1997

DATE CLOSED: 2000-08-09

SERIES: CORVETTE COUPE

SOURCE: Phone

MILEAGE: 24000

BRC TYPE:

DELIVERY DATE:

BRC PARENT:

DEALER NAME: PAUL CONTE CHEVROLET INC

DEALER ADDRESS: 68 E SUNRISE HWY, FREEPORT, NY, 11520, USA

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

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

Other
LOCKS

J01 Engine
2 REPAIR ATTEMPT(S)

Other
REDUCED ENGINE POWER

S03 Comeback Workmanship
0 REPAIR ATTEMPT(S)

Other
MULTIPLE REPAIR ATTEMPTS

MULTIPLE REPAIR ATTEMPTS

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

CUST STATES TOOK VEH TO VALLEYSIDE CHEV FOR INTERMITTENT REDUCED ENGINE POWER, VEH COULD NOT OPERATE OVER APPROX 2 MPH. DLR HAD VEH FOR 4 DAYS, RETURNED TO CUST WITH SAME PROBLEM, CUST STATES RETURNED TO DLR VEH WAS KEPT FOR 9 DAYS RETURNED SOON SAME PROBLEM OCCURRED THEN EXPERIENCED STEERING COLUMN LOCK WHILE DRIVING. CUST STATES TOOK VEH TO 2ND DLRHP BECAUSE OF PREVIOUS DLRHP'S COMEBACK WORKMANSHIP. REDUCED ENGINE POWER NOW CONSTANT. CUST SEEKS TO KNOW CAUSE/CORRECTION OF PROBLEM
CRM ADVSD WOULD CONTACT SVC MGR. STEPHANIE ESPELAND/PDX; 0; 334546280
2000-08-07

CRM CONTACTED SVC MGR. SVC MGR GONE FOR DAY. WILL CALL BACK 8/8/00. STEPHANIE ESPELAND/PDX; 0; 334546311
2000-08-07

CRM ADVSD OF SVC MGR CALLBACK. WILL CALL CUST BACK 8/8/00 BETWEEN 12:30-2:30 PACIFIC. STEPHANIE ESPELAND/PDX; 0; 334546348
2000-08-09

CRM CONTACTED SVC MGR.
SVC MGR STATES NOT ABLE TO DUPLICATE REDUCED ENGINE POWER PROBLEM, BUT KNOWS WHAT HE NEEDS TO DO TO REPAIR STEERING. STATES HE HAS THE PART ORDERED. STATES IS NOW ATTEMPTING TO FIX A/C WHICH WAS ANOTHER OF THE CUST CONCERN. STATESHE JUST SPOKE WITH THE CUST.
CRM ADVSD WOULD CONTACT CUST TO ADVSD OF VEH REPAIR STATUS. STEPHANIE ESPELAND/PDX; 0; 334709225
2000-08-09

CRM ATTEMPTED TO CONTACT CUST 2X'S AT HM# [REDACTED] AND ALT # [REDACTED]. MESSAGE LEFT ON HM#. CUST UNAVAIL. WILL ATTEMPT CALL BACK LATER TODAY. STEPHANIE ESPELAND/PDX; 0; 334709297
2000-08-09

CRM CONTACTED CUST.

CRM ADVSD OF SVC MGR'S COMMENTS.

ST STATES HAD TALKED TO SVC MGR AND WOULD CONTACT HIM TOMORROW. STATES WOULD CONTACT CAC TO ADVS OF RESOLUTION. STEPHANIE BEPELAND/PDX; 0; 334718103

*****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:

IS 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: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:

MILEAGE • BUY-BACK: 0

ERP:

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:

TYPE OF INJURY:

TREATED:

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:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

348464

CASE NUMBER: 01244080 VIN: 1G1YY22G6V5105534
 DATE OPENED: 08/15/00 MODEL YEAR: 97
 DATE CLOSED: 10/17/00 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE: 37000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] SNELLVILLE GA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 01244080 VIN: 1G1YY22G6V5105534
 MODEL YEAR: 1997
 DATE OPENED: 2000-08-15 SERIES: CORVETTE COUPE
 DATE CLOSED: 2000-10-17 MILEAGE: 37000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: DEALER NAME: MAXIE PRICE CHEV-OLDS INC
 SRC PARENT: DEALER ADDRESS: WINDER HWY, MONROE, GA, 30655, USA

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

N42 Power Door Locks Motor/Switch/Wiring	Other
2 REPAIR ATTEMPT(S)	lock and unlock while driving
M01 Steering General	Other
2 REPAIR ATTEMPT(S)	locks up while driving
D01 A/C	Other
2 REPAIR ATTEMPT(S)	a/c driverside blows heat
N51 Windshield Wipers Including Blades/Arms	Other
1 REPAIR ATTEMPT(S)	cannot turn off while driving
S03 Comeback Workmanship	Other
2 REPAIR ATTEMPT(S)	vehicle not repaired correctly
A09 Car Damaged at Retailer	Other
0 REPAIR ATTEMPT(S)	front bumper cracked while at dlr

General product information

INSTRUCTIONS TO CRM:

GM RESTRICTED

348464

transfer the customer to the Lead Management Team for specific model they are interested in. Or send literature for models they are interested in.
 complaint vehicle- vehicle has too many electrical problems steering column locks up while driving, windshield wipers cannot shut off, a/c driverside blows heat, doors lock and unlock while driving

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

customer states she purchased vehicle used at 32,000 miles in march, 2000. customer states she has had problems with this vehicle since purchase the power door locks lock and unlock by themselves while driving, the steering wheel locks up by itself while driving, the a/c on the driverside blows heat, the windshield wipers come on by themselves while driving. customer states dealer has made repairs but she is still experiencing these concerns and the vehicle is home now undrivable the radio came on last night by itself and the dealer cannot work on vehicle for two -three weeks from now. customer seeking buyback of vehicle or tradeout of this vehicle. crm advises setup file, gave file number, and calling dealer marie andrews/tampa cars. crm advises called dealer spoke to svm greg, svm states his dealer repaired the steering column and a/c but not familiar with the windshield wiper and door lock concern. crm advises could dealer diagnosis vehicle and make repairs if possible. svm states he does not have any open time until next week. crm advises svm that the vehicle is inoperable and sitting in the customers driveway. svm states have customer tow the vehicle to the dealer and he will work the vehicle into the schedule. crm advises customer of information and customer states she needs a rental vehicle the last time dealer gave her a loaner off the lot and it was a 1990 with no a/c. crm advises call back to dealer spoke with svm greg, crm advises customer seeking rental vehicle. svm states he does not have any vehicles to loaner out but customer can get a loaner and dealer will see if reimbursement would be available through her gmpp. crm advises customer dealer does not have a loaner available and called gmpp for customer to see if there would be rental available to customer spoke to crm ramero, ramero states dealer would have to call in to seek that information. crm advises customer dealer would have to dealer with gmpp on her concern marie andrews/tampa cars.; 0; 99999
 2000-08-25

CUST STATES SHE BROUGHT HER CAR BACK TODAY FROM MAKEY PRICE CHEV FOR REPAIR WORK AND THE WINDSHIELD WIPERS STILL RUN INTERMITTENTLY, DOOR LOCKS STILL LOCK/UNLOCK WHILE DRIVING AND CUST STATES THERE IS A CRACK IN THE FRONT BUMPER THAT CUST STATES OCCUREDWHILE AT DLR. CUST STATES THAT HER WINDSHIELD IS NOW CRACKED WHERE THE WINDSHIELD WIPER MOTOR IS LOCATED; CUST STATES THIS WAS NOT PRESENT BEFORE BEING TAKEN TO DLR. CUST SEEKS REPAIR WORK ON ALL PROBLEMS. CRM ADVISES HE'LL CALL DLR FOR INFORMATION. CRM WILL CALL BACK ON 8/28/00 TO ADVISE CUST ON FINDINGS. WILLIAM H. SPARKS/PDX; 0; 336081541
 2000-08-25

CRM CALLED CUST BACK EARLIER THAN PROMISED; ADVISED CUST CRM INITIATED AVM INVOLVEMENT. CUST STATES SHE WENT TO A GLASS REPAIR FACILITY SINCE LAST CONTACT WITH CAC; CUST STATES SHE WAS TOLD THAT THE CRACK WAS IN FACT DUE TO OVERTIGHTENING OF A FASTENER ON THE WINDSHIELD WIPER MOTOR. CRM ADVISED THAT AVM'S DECISION WAS GM'S FINAL DECISION; CRM ADVISED CUST IT MAY TAKE A FEW BUSINESS DAYS BEFORE SHE IS CONTACTED ABOUT THE DECISION. CUST STATES SHE UNDERSTANDS AND WILL AWAIT NOTIFICATION OF DECISION. CUST STATES SHE HAS NO FURTHER QUESTIONS AND THANKS CRM. WILLIAM H. SPARKS/PDX; 0; 336093396

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

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

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

348464

OVER 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:

INSPECTORS NAME: INSPECTION DATE:

AGE 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:

MILEAGE @ BUY-BACK: 0

VEHICLE DRIVEABLE:

MSRP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

RECIATION:

UPGRADE:

AFTERMARKET:

GM RESTRICTED

348464

CASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

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 BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS: