

G M

11-27-03

**ATTACHMENT "4D" Cont**

Book 5 of 22

Part 1 of 3

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: 1

303033

CASE NUMBER: 3494833 VIN: 1G1YY22G6V5106117  
DATE OPENED: 10/04/99 MODEL YEAR: 97  
DATE CLOSED: SERIES: YB  
SOURCE: CHEVROLET MILEAGE: 016155  
CUSTOMER: B16014  
ADDRESS: [REDACTED] SUMMERVILLE SC  
HOME PHONE: [REDACTED] STATE: SC  
BUS. PHONE:

SYMPTOM ABSTRACT----- COLUMN INOPERATIVE STEERING ALLEGED STEERING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/04/1999 15:47:06 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

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

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NO-N-PRODUCTION ACCESSORIES (IF YES LIST)

\_N\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

\_N\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

\_N\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

\_Y\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_N\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

\_N\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

\_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

10/04/1999 15:47:06 HISTORY - RADZIOCH

DEALER STATES CUSTOMER ALLEGED THAT THE COLUMN LOCK UP WHEN DRIVING , NO DTC AND TECH CAN'T DUPLICATED THIS CONCERN .

ADVISED TECH TO GET MORE INFO FROM CUSTOMER WHEN ,WHERE AND WHAT HAPPEND .

300170

CASE NUMBER: 3353350 VIN: 1G1YY22G6V5109051  
DATE OPENED: 07/23/99 MODEL YEAR: 97  
DATE CLOSED: SERIES: YB  
SOURCE: CHEVROLET MILEAGE: 030500  
CUSTOMER: B39522  
ADDRESS: [REDACTED] CHEVROLET BAKERSFIELD CA  
HOME PHONE: [REDACTED] STATE: CA  
BUS. PHONE:

SYMPTOM ABSTRACT---- LOCK STEERING STEERING LOCKED WHILE DRIVING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/23/1999 13:42:05 SHD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

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

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

\_N\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

\_Y\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

\_Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

\_Y\_ (Y/N) S/N SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_N\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

\_N\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

\_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

07/23/1999 13:42:05 HISTORY - ROAT

CUST STATES STEERING COLUMN LOCKED WHILE DRIVING.

TECH RECEIVED CAR WITH DEAD BATTERY ON TOW TRUCK. TECH HAS DONE NO CHECKS. OWNER STATED HE LEFT LIGHTS ON. OWNER ALSO STATED AT TIMES HE GET A SERVICE COLUMN LOCK MESSAGE.

ADVISED TECH TO CHARGE BATTERY AND TRY TO REPRODUCE BEFORE REPLACING ANY PARTS. QUESTION CUST OF EXACT CONDITION OF CONCERN.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

CLARKSVILLE

IN

HOME PHONE:

CASE NUMBER: 05432627

VIN: 1G1YY22G6W5100142

MODEL YEAR: 1998

DATE OPENED: 2001-08-30

SERIES: UNKNOWN

DATE CLOSED: 2001-08-30

MILEAGE: 55000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BACHMAN CHEVROLET-OLDSMOBILE, INC.

BRC PARENT:

DEALER ADDRESS: 9650 BLUEGRASS PKWY, LOUISVILLE, KY, 40299, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Inoperative  
steering column won't unlock

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\Plus1\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab

\* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_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 steering column will not unlock. Cust seeks any info to maybe unlock it. Crm checked owners manual, could find nothing. Crm referred cust to dlr to have it fixed. Crm checked campaign 01044- cust's vin not within break-points. Crm advised will document concerns. Jacob Hoffman/pdx/cac; 0; 368072633

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

DR DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0  
INJURIES:

BODY INJURY:

ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

RECE:  
QUEST TYPE:  
REFURCHASE 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:  
FEE:  
DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
INJURY DETAILS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL 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 BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

GREENVALE

NY

HOME PHONE:

CASE NUMBER: 05640292

VIN: 1G1YY22G6W5101243

MODEL YEAR: 1996

DATE OPENED: 2001-10-05

SERIES: UNKNOWN

DATE CLOSED: 2001-10-15

MILEAGE: 36000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: EAST HILLS CHEVROLET-OLDSMOBILE INC

BRC PARENT:

DEALER ADDRESS: 1039 NORTHERN BLVD, , ROSLYN, NY, 11576, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts  
1 REPAIR ATTEMPT(S)Other  
LOCKING UP WHILE VEH IS MOVINGB16 Trunk/Tailgate  
1 REPAIR ATTEMPT(S)Other  
REMOTE UNLOCK INOPERATIVEN22 Fuel Gauge  
1 REPAIR ATTEMPT(S)Other  
REPLACE FUEL GAUGE SENSORElectrical General  
1 REPAIR ATTEMPT(S)Other  
WIRING HARNESS REPLACED

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 HAS HAD MULTIPLE PROBLEMS WITH VEH, INCLUDING ELECTRICAL WIRING HARNESS REPLACEMENT, RUBBER BOOT CAME LOOSE SPENDING GREASE ON VEH, STALLING, STEERING COLUMN LOCKED UP. VEH NOW NEEDS REPLACEMENT OF FUEL GAUGE SENSOR AND TRUNK LOCK REMOTE IS INOPERATIVE.

CUST STATES HE HAS SPENT \$4000 ON VEH SINCE WARRANTY EXPIRED 1 YR AGO, CURRENT CONCERNS WILL COST \$1300. CUST SEEKS ASSISTANCE WITH COST OF REPAIR. CRM CALLED DLRSHF, UNABLE TO REACH MGR. CRM ADVISED CUST WILL SPEAK WITH SRV MGR THEN CALL BACK CUST. ---CHRIS HADLEY/ATX/CAC; 0; 371158306  
2001-10-05

CRM CALLED SRV MGR LEON SHVARTS TO SEE WHAT ASSIST COULD BE PROVIDED FOR CUST SINCE CUST HAS SPENT SO MUCH MONEY ALREADY ON VEH AT HIS DLRSHF. SRV MGR STATES HE WILL TALK TO HIS AVM REGARDING THIS CASE AND LET CUST KNOW WHAT THE OUTCOME IS NEXT WEEK. CRM CALLED BACK CUST, ADVISED CUST TO WAIT FOR RESPONSE FROM DLRSHF/AVM ---CHRIS HADLEY/ATX/CAC; 0; 371165926  
2001-10-11

SVC MGR LEON SHVARTS CALLED IN TODAY WITH UPDATE ON CUST.. LEON STATES THAT THE CUST BILL IS \$1800.00 AND HE CAN NOT OFFER ASSISTANCE UNTIL THE AVM GETS INVOLVED.. LEON STATES THAT HE WOULD LIKE YOU TO CONTACT THE AVM FOR ASSISTANCE.. \*\*\*\*CRM PLEASE LEFT EXTENSION IN FILE FOR SVC MGR TO CONTACT YOU.. THIS CRM WILL FORWARD MESSAGE TO CRM .. NO FURTHER ACTION NEEDED BY THIS CRM... LA'MIRACLE MANNING ATX CAC; 0; 371663994  
2001-10-12

CRM PLACED CALL TO AVM ADAM LAU NODE 914055 MAILBOX 8482. CRM WILL FORWARD BACK TO PREVIOUS CRM TO WAIT FOR AVM RESPONSE. ROBIN MOJICA/ATX; 0; 371754290  
2001-10-15

AVM ADAM LAU STATES HE IS CALLING TO REVIEW. AVM STATES HE WILL CONTACT DLRSHF AND WILL CALL BACK WITH UPDATE. JAYNE WOODBURY/AVM TEAM/TAMPA; 0; 372014194  
2001-10-15

AVM Adam Lau called stating that he seeks to document that he has reviewed the veh history & unfortunately, it does not support providing assistance from GM. CRM advised AVM that decision would be documented in this closed file. Debra Gorham/AVM Mobility/Tampa; 0; 37035960

\*\*\*\*\*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:

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 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:  
LINE PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

INJURY POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

DATE:

\* BUSINESS: 0

**DATE OF ACCIDENT:**

DATE OF PURCHASE/LEASE:

**PURCHASE/LEASE AS:**

CLB,

2241

CONTACT INFORMATION\*\*\*\*\*

CONTACT NUMBER: 1

**CONTACT TYPE:**

**CONTACT PHONE:**

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

BOISE , ID

CASE NUMBER: 05513587 VIN: 1G1YY22G6W5101677  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-13 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-26 MILEAGE: 60000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: No DEALER NAME: ROUNDTREE CHEVROLET  
SRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Inoperative  
0 REPAIR ATTEMPT(S) LOCKED ON VEH

A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) FOR ASSISTANCE

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\Plus1\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\Plus1\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\Plus1\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATED VEH STEERING COLUMN LOCKED ON VEH WHILE CUST WAS DRIVING ON THE HIGHWAY. CUST SPOKE W/ THE DLR AND THEY ADVISED THE CUST THAT THE REPAIR WAS NOT COVERED UNDER EXTENDED WARRANTY. CUST STATED KNOWN PROBLEM BY CHEVY. CRM ADVISED CUST DID NOT HAVE A OPEN CAMPAIGN VEH. CUST SEEMS TO GET VEH REPAIRED AT NO COST TO HIM. CRM ADVISED WOULD NEED TO CONTACT THE SVC MGR. CRM SPOKE W/TODD TAMMILL AND HE STATED HE WOULD LOOK INTO VEH HISTORY TO SEE IF ANY ASSISTANCE COULD BE PROVIDED. CRM ADVISED CUST OF THIS. CUST STATED IF WE DO NOT FIX FOR CUST HE IS GOING TO DEMAND A BUYBACK. CRM WILL CONTACT THE CUST @7PM MDT. WITH NEW INFO. ALICIA RAMIREZ/CAC/PDX; 0; 369274112  
2001-09-13

\*\*\*NEXT CRM IF DLR CALLS IN PLEASE OBTAIN INFO ON WHETHER ASSISTANCE WOULD BE PROVIDED AND IF NOT PLEASE OBTAIN BUSINESS REASONS. PLEASE ALSO ADVISE CUST WILL INSIST A BUYBACK IF NO ASSISTANCE WOULD BE PROVIDED. ALICIA RAMIREZ/CAC/PDX; 0; 369274174  
2001-09-13

CRM CONTACTED THE CUST BACK AND STATED THAT NO NEW INFO HAS BEEN ADDED TO THE FILE. CRM ADVISED WOULD DO MORE RESEARCH FOR THE CUST AND CONTACT HIM BACK 9/18/01. ALICIA RAMIREZ/CAC/PDX; 0; 369286113  
2001-09-18

CRM CONTACTED THE DLR AND SPOKE W/TODD AGAIN. TODD STATED THE VEH AT THE DLR AND THEY WERE TAKING CARE OF PROBLEM FOR CUST AT NO COST TO HIM. CRM THANKED. CRM WILL C/B CUST TO MAKE SURE HE IS SAT. ALICIA RAMIREZ/CAC/PDX; 0; 369699537  
2001-09-18

CRM CONTACTED THE CUST AND L/M. CRM WILL CONTACT THE CUST BACK 9/20/01 BETWEEN 7-8PM EDT. ALICIA RAMIREZ/CAC/PDX; 0; 369709431  
2001-09-20

CRM CONTACTED THE CUST AND L/M FOR CUST TO CONTACT CAC TO MAKE SURE CONCERNS ARE BEING TAKEN CARE OF THE DLR LEVEL. CRM ADVISED OF #800 AND FILE #. CRM WILL CHECK FILE 9/25/01 AND IF CUST HAS NOT CALLED BACK IN I WILL ATTEMPT TO CONTACT AGAIN. ALICIA RAMIREZ/CAC/PDX; 0; 369881257  
2001-09-26

CRM CONTACTED THE CUST AND L/M TO MAKE SURE VEH BEING FIXED TO SAT. CRM HAS TM THORN OVER THE SHOULDER APPROVAL TO SEND CALL CAC LETTER. ALICIA RAMIREZ/CAC/PDX; 0; 370392771  
2001-09-26

REVIEWED FILE, LETTER RA0006...APPROVED...NICOLE REN/GL/PORTLAND CAC; 0; 370396283

\*\*\*\*\*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:  
ERC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
GRADE:  
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:  
RELATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

05513587

September 26, 2001

[REDACTED]  
Boise, ID [REDACTED]

Request: C05513587

Dear [REDACTED]

We would like to discuss your concerns regarding 1998 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Alicia Ramirez  
Customer Relationship Manager

RS0006-P/nlr

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 03842650 VIN: 1G1YY22G6N5121752  
MODEL YEAR: 1998  
DATE OPENED: 2001-04-16 SERIES: UNKNOWN  
DATE CLOSED: 2001-06-25 MILEAGE: 24000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: COX CHEVROLET INCORPORATED  
BRC PARENT: DEALER ADDRESS: 2900 CORTEZ RD W, BRADENTON, FL, 34207, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
5 REPAIR ATTEMPT(S) LOCKUP

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\*\*\*\*\*

Customer states when she starts the car put in gear, the veh will move about a foot and the steering column locks.  
cust seeks legal rights or lemon law. crm advised refer owners manual.  
flaidley.cars.tier1.tampa; 0; 356282657  
2001-04-16

CRM STATES THAT HE HAS HAD STEERING TROUBLE AND WAS TOLD BY PERSON @ DEALERSHIP THAT VEHICLE WAS A BUYBACK. CUST STATES THAT HE LOVES HIS VEHICLE AND JUST WANTS IT REPAIRED. CRM CONTACTED DEALERSHIP AND SPOKE WITH GREG STEBBINGS THE SERVICE MANAGER. PERSON THERE HAS BEEN A BULLETIN SENT ON A FIX FOR VEHICLE AND ALSO WHILE VEHICLE THERE CAMPAIGN WORK WILL BE DONE.  
CRM ADVISED CUST AND CUST WAS VERY SATIS. CUST STATED THAT ALL HE WANTED WAS HIS VEHICLE REPAIRED AND CRM ASSURED THAT WILL DO OUR BEST TO MAKE THAT POSSIBLE. CRM ADVISED OF DIRECT



NUMBER TO GIVE A CALL WITH ANY FUTURE CONCERNS, CUST AGREED.  
SHAMALI DAVID/TIER2/TPA; 0; 356308928  
-04-17

CUSTOMER SAID THE VEHICLE HAS BEEN SITTING THERE SINCE SATURDAY, HE WAS TOLD MONDAY THAT THY COULD NOT GET TO IT UNTIL TUESDAY, AND NOW TODAY THEY STILL HAVE NOT TOUCHED IT. HE WOULD LIKE HIS VEHICLE TOWED TO ANOTHER DEALERSHIP (SUNSET CHEVROLET). HE SAID HE HAS HAD MORE THAN A FEW PROBLEMS W/ THIS DEALER. HE RECEIVED DISCOURTEOUS TREATMENT TODAY AS HE WENT TO THE DEALERSHIP IN HIS WORK UNIFORM--FORWARDING BACK TO S. DAVID TIER 2----P.TONO/CARS  
TIER1/TPA; 0; 356393857  
2001-04-17

CUST STATED THAT HE WENT INTO COX CHEVROLET AND SPOKE WITH A SERVICE ADVISOR WHO STATED THAT VEHICLE WAS NOT REPAIRED, EVEN THOUGH VEHICLE BEEN THERE SINCE SAT 4-14, AD COULD NOT GUARANTEE THAT THEY WILL GET TO VEHICLE TOMORROW EITHER. CUST ALSO STATES THAT SA HAD NO KNOWLEDGE OF A STEERING COLUMN BULLETIN SENT OUT. CUST STATES THAT SA WAS RUDE AND HE DOES NOT WANT VEHICLE AT THAT DEALERSHIP ANY LONGER. CUST STATES THE ONLY REASON HIS VEHICLE WAS TOWED THERE WAS DUE TO GMPP GUIDELINES THAT VEHICLE HAS TO BE TOWED TO THE NEAREST DEALER. CUST REQUESTED THAT ROADSIDE CONTACTED TO INQUIRE IF VEHICLE COULD BE TOWED FROM ONE DEALER TO THE NEXT. CRM CONTACTED CUST AND PER ROADSIDE CRM COULD HAVE BEEN DONE UNDER NEW VEHICLE WARRANTY HOWEVER UNDER GMPP COULD NOT BE DONE.  
CRM ADVISED CUST AND CUST STATED WILL PAY TO GET VEHICLE TOWED TO SUNSET DEALER @ [REDACTED]  
[REDACTED] CUST STATES THAT HE HAS A FRIEND THAT WORKS THERE [REDACTED] AND CUST WILL NOTIFY CRM IF AND WHEN THEY CAN REPAIR VEHICLE. CUST VERY UPSET @ DEALER; 0; 356396260  
2001-04-17

AND WANTS TO LOG A COMPLAIN ON THEIR DISCOURTESY WITH NOT EVEN PROVIDING THEM WITH A RENTAL EVEN THOUGH THE GMPP MAJOR GUARD SPECIFIES THEY SHOULD HAVE. ( IF VEHICLE IN DEALER LONGER THAN 2.0 LABOR HOURS AND VEHICLE IS INOPERABLE AND KEPT OVERNIGHT).  
[REDACTED] APOLOGIZED FOR INCONVENIENCE AND SPECIFIED THAT WILL TRY TO ASSIST THE BEST WAY CAN.  
SHAMALI DAVID/TIER2/TPA; 0; 356396675  
2001-04-18

CUST STATES CRM SHAMALE DAVID WAS HANDLING REQUEST. . MRS DAVID HAD STATED TO CUST THAT SHE HAD CONTACTED THE DEALERSHIP COX SPOKE TO SERVICE MANAGER GREG STEBBINS S/M SAID THERE WAS A BULLETIN ON STEERING COLUMN. . CUST WENT TO BOTH COX AND SUNSET DEALERSHIPS AND WAS TOLD THERE WAS NO SUCH BULLETIN. CUST CONCERN IS THAT STEERING COLUMN LOCKS UP. CUST WANTS TO KNOW IF THE BULLETIN EXISTS AND IF SO TO RECEIVE A COPY. TURNS KEY ENGINE STARTS THEN STEERING LOCKS THEN DIC STATES STEERING LOCK ACTIVATED. FORWARD TO TIER TWO REP. JOHN KOVACS CARS TAMPA TIER 1; 0; 356480025  
2001-04-18

CUST CALLED IN, CUST STATES THAT HIS VEH IS AT SUNSET CHEV AND WHEN SERVICE MANAGER ATTEMPTED TO DRIVE VEH, VEH STEERING DEACTIVATED ITSELF AND STARTED WORKING. CUST STATES THAT STEERING IS AN ONGOING CONCERN AND WAS TOLD BY SM THAT THERE WAS NO BULLETIN ON PROBLEM.  
CRM ADVISED THAT WAS TOLD OF BULLETIN BY SM @ COX, IF THERE IS DONE THEN APOLOGIZED FOR INCORRECT INFORMATION BEING GIVEN. CRM STATED WILL CONTACT SM @ SUNSET DEALER AND SEE IF TAC CAN BE CONTACTED.  
CRM CONTACTED SM @ SUNSET, LARRY MACK. PER SM THERE IS AN OPEN SERVICE BULLETIN ON VEH FOR STEERING COLUMN LOCK PROBLEM, SM STATES HOWEVER AS VEH HAS NOT BEEN DIAGNOSED COULD NOT TELL IF APPLIES TO PARTICULAR VEH. SM STATES KNOWS CUST PERSONALLY AND WILL HAVE NO PROBLEM ASSISTING CUST. SM STATED THAT VEH HAS NOT BEEN WORKED ON YET HOWEVER WILL BEGIN SOMETIME LATER THIS EVENING. CRM THANKED SM FOR ASSISTANCE. SM COULD NOT GIVE BULLETIN NUM FROM TOP OF HEAD.  
CRM ADVISED CUST OF CONVERSATION. CUST SATIS THAT SM WILL BE WORKING ON VEH. CUST TRUSTS; 0; 481701  
-04-18

SM WITH HIS VEH AND WILL ALLOW HIM TO "DO HIS THING". CRM ADVISED THAT WHEN VEH DIAGNOSED TO CONTACT CRM JUST TO FOLLOWUP AND UPDATE AS TO SITUATION. CUST AGREED AND AGAIN THANKED CRM FOR ASSISTANCE WITH CONCERN.  
SHAMALI DAVID/TIER2/TPA; 0; 356481885

2001-04-20

RESUMED FILE, NO RESPONSE CALL STATING REPAIR NOT MADE, CUST SATIS.  
DAVID/TIER2/TPA; 0; 356650822  
2001-06-19

CRM RECD CALL FROM CUST. CUST STATES THAT SINCE THE LAST TIME CRM TALKED ABOUT CONCERN VEH HAS LOCKED 2 TIMES. LAST TIME WAS LAST NIGHT AND CUST CALLED ROADSIDE AND IT TOOK 4 HR 45 MIN FOR TOW TRUCK TO PICK UP PREGNANT WIFE OUT OF THE STORM. CUST IS UPSET AND REQ NEW VEH. CUST REFUSES TO START NEW PAYMENTS OVER HOWEVER ONLY HAS 9 PAYMENTS LEFT.

CRM WILL CONTACT AVM.

CRM ADVISED CUST WILL CONTACT OUTSIDE SOURCE AS CAC CANNOT ASSIST W/ REPURCHASE. CRM WILL AWAIT RESPONSE HOWEVER MAY ELECT TO CONTACT SM FOR INPUT. VEH PURCHASED AT SUNSET AND NOW INAS TOWED TO SUNSET. CRM SCHEDULED CUST TO RETURN CALL ABOUT 4-6:45PM AS CUST AT FARM AND NO ACCESS TO PHONE. CUST ALSO PROVIDED ALT [REDACTED] AND [REDACTED]

CRM ALSO CONTACTED SUNSET @ LISTED NUMBER AND SPOKE W/ LARRY MACK THE SM. PER SM CUST VEH WAS TOWED AND CUST DID MENTION NO LONGER WANTING VEH. CRM ALSO ADVISED WILL BE CALLING AVM AND NOTIFYING OF CONCERNS. SM ADVISED TO GO AHEAD.

CRM LEFT MESSAGE FOR [REDACTED] ( DO NOT PROVIDE NAME TO CUST); 0; 361818258  
2001-06-19

CONFID....

AND ADVISED OF CUST CONCERNS. CRM WILL AWAIT RESPONSE.  
SDAVID/T-2/TPA; 0; 361818297  
2001-06-19

SPOUSE HAS FILE AS WLL # 04596207.  
SDAVID/T-2/TPA; 0; 361818712  
2001-06-19

CUST [REDACTED] CALLED IN. CUST SEEKS TO SPEAK WITH DAVIDS. CUST STATES THAT DAVID TOLD CUST TO CONTACT HER BACK TO DAY. CRM WILL CONNECT CUST AND IF NOT AVAILABLE. CRM WILL LEAVE VM FOR [REDACTED] SUE HEYDEN/CARS/TAMPA/TIER1; 0; 361831540  
2001-06-19

CRM RECD RETURN CALL FROM CUST NO CRM ADVISED CUST NO RESPONSE. CRM ADVISED CUST TO RETURN CALL 6-20 AROUND 12M AS CUST STATED WOULD NO BE CONTACTABLE TOMORROW. CUST AGREED.  
SDAVID/T-2/TPA; 0; 361844705  
2001-06-20

CRM RESUMED TO REVIEW. NO RESPONSE FROM AVM YET. CRM WILL SUSPEND PENDING RESPONSE.  
SDAVID/T-2/TPA; 0; 361901067  
2001-06-20

Customer states he would like to speak w/crm david  
cust seeks update on file  
crm advised cust there has been no response from AVM yet, explained to cust crm david would give him a call when the response comes in  
forwarding file back to crm david  
flaidley.cars.tampa.tier1; 0; 361906858  
2001-06-20

FORWARDED TO REVIEW FILE, CRM CONTACTED CUST TO NOTIFY, NO ANS, NO MACH FOR MESSAGE.  
VID/T-2/TPA; 0; 361910928  
2001-06-20

CUST STATES HE HAS NOT HEARD ANYTHING FROM PREV CRM AS TO UPDATE ON HIS FILE. CUST SEEKS TO SPEAK TO PREV CRM DAVIDS. CRM ADVISED CUST THAT PREV CRM DID ATTEMPT A CALL BACK @ 1:00 PM 6/20/01 AND THERE WAS NO ANSWER. CRM ALSO ADVISED CUST THAT

PREV CRM IS NOT AVAILABLE @ THE MOMENT AND HE COULD BE TRANSFERRED TO THE V/M.  
CUST DECLINED TO BE TRANSFERRED. CRM WILL FWD BACK TO PREV CRM DAVIDS.

MOISERS BLESSING/TAMPA/CARS/TIER1; 0; 361921590  
2001-06-20

CRM RECD VM FROM T-1 REP ON CUST CALL. CUST REQ RETURN CALL AROUND 6-7PM, CRM WILL CALL AT LISTED NUMBER.

SDAVID/T-2/TPA; 0; 361927046  
2001-06-20

CRM RECD CALL FROM CUST IN REFERENCE TO UPDATE, CRM ADVISED CUST NO RESPONSE RECD HOWEVER WILL CONTACT SVC MGR IN THE AM TO SEE IF RECD ANY INFO. CUST AGREED AND CRM REQ RETURN CALL AROUND NOON. CRM ALSO ADVISED WILL LEAVE ANOTHER MESSAGE FOR MR GILLEY (DIVISIONAL REP). CUST AGREED.

SDAVID/T-2/TPA; 0; 361930704  
2001-06-21

CRM RECD RESPONSE FROM AVM STEVE GILLEY. PER AVM REVIEWED FILES @ DEALERSHIP AND LOOKED AT VEH. CUST WARRANTY EXPIRED 3-01 AND IS USED VEH THEREFORE REPURCHASE NOT OPTION. VEH COULD BE REPAIRED AND WILL BE HOWEVER NOT ELIGIBLE FOR REPURCHASE. AVM ADVISED WILL HAVE SM CONTACT CUST TO NOTIFY CUST HOWEVER IF CRM SPEAKS TO CUST COULD ADVISE OF DECISION.

SDAVID/T-2/TPA; 0; 361993976  
2001-06-21

CRM RECD RESPONSE FROM AVM STATING THAT HE IS STILL WORKING ON FILE. AVM STATED GOING TO DEALERSHIP TODAY TO LOOK AT VEH AND WILL RETURN CRM CALL THIS AFTERNOON W/ DECISION. CRM WILL ATTEMPT TO NOTIFY CUST OF DECISION.

CRM CONTACTED CUST, NO ANS, WILL AWAIT CALL IN.

SDAVID/T-2/TPA; 0; 361995108  
2001-06-21

CRM NEVER RECD RESPONSE FROM CUST, WILL HAVE BUDDY TODD P ATTEMPT TO CONTACT CUST TO OFFER DECISION.

SDAVID/T-2/TPA; 0; 362019138  
2001-06-22

TL took escalated call from crm, cust stated he wants veh fixed (steering column locking up issue) veh has been in the dlr for over 10 days or repurchased, cust stated that SM Larry Mack at Sunset Chevy told cust that there is no fix, TL advised cust of AVM decision based on the notes from 06-21-2001, that there will NOT be a repurchased and that cust should continue to work w/dlr for a fix, cust became very upset and demand the AVM's name and number, TL did not give out any info, TL advised cust to work w/SM Mack, and if cust seeks a meeting w/AVM that SM could asst him w/that. CUST requested dlr owner's name, TL advised [REDACTED] Before cust hung, cust stated w/not let this issue die. Doug Smith

TPA/TL/T1; 0; 362103296  
2001-06-25

CUST STATES HAS NOT HEARD FROM ANYONE IN SEVERAL DAYS. CUST STATES DEALER IS DENYING EVERYTHING THEY TOLD CUST. CUST SEEKS TO SPEAK TO CRM DAVID. CUST STATES CAN BE REACHED AT [REDACTED] CUST STATES DOES NOT WANT TO LEAVE A VOICE MAIL. CRM ADVISED CUST THAT FILE WILL BE UPDATED AND FORWARDED WITH ALARM TO CRM DAVID. MOISERS GRULLON/CARS/TAMPA/TIER 1; 0; 362333900  
2001-06-25

CRM RECD RETURN CALL FROM CUST INQUIRING IF IN FACT AVM WAS AT DLRSH P LOOKING AT VEH. CUST STATES WAS TOLD THAT AVM WAS NOT AT DLRSH P BY LARRY MACK. CRM CONTACTED [REDACTED] AND PER AVM WAS THERE AND DENIED REPURCHASE.

CRM ADVISED CUST PER [REDACTED] WAS THERE. CUST UPSET AS HE FEELS IS GETTING RUN A ROUND FROM DLR ABOUT VEH. CUST STATED WAS TOLD VEH READY TO BE PICKED UP HOWEVER CUST REFUSED TO GET VEH. CRM ADVISED FINAL DECISION MADE OF NO REPURCHASE AND NO MORE ASSISTANCE OFFERED. CUST DEMANDED AVM CONTACT #, CRM ADVISED NO NUM AVAIL AND ADVISED COULD LEAVE MESSAGE OF

CUST REQ CALL. CUST REFUSED AND STATED WILL GO TO DLR AND HANDLE THROUGH HIRARCHY THERE. CRM AGAIN APOLOGIZED FOR OUTCOME AND ADVISED REQ# PROVIDED FOR DOCS OF DISCUSSION. CUST THANKED [REDACTED] AND UNDERSTOOD NO MORE ASSISTANCE. CRM WILL CLOSE DISAT AS DISPUTING OUTCOME W/ DLR.  
SDAVID/T-2/TPA; 0; 362340687  
2001-06-25

CUST STATES HE IS TRYING TO REACH THE AVM TO DISCUSS THE DECISION BEFORE FOING ABOUT IT THE LEGAL WAY  
CRM ADVISED CUST TO CONTACT THE DLR & MAYBE THEY COULD HELP HIM, CRM ALSO ADVISED CUST THAT ONCE HE GOES LEGAL WAY IT BECOMES A LEGAL MATTER & WE WILLNO LONGER BE ABLE TO ASST HIM  
CUST UNDERSTOOD  
CRYSTAL BLAIR/CAR/TAMPA/TIER1; 0; 362353106  
2001-06-25

cust stated that his wife just got back from the dlr and stated that there is something wrong w/the steering. cust stated that his wife told the dlr about it and was told that it was normal. cust stated that he got into the car and drove the veh and stated that it is not normal and you can barely turn the wheel. cust stated that when you turn the corner and go to straighten out the wheels the veh keeps going around the corner. cust seeks for his veh to be repaired. crm advised that i would transfer back to crm dauids for further assistance. kimberly steele/cars/tampa/tier1; 0; 362362991  
2001-06-25

CRM ADVISED CUST THAT WILL DOC CONCERN AND ALSO WILL HAVE SVC DEPT HANDLE CONCERN IN THE AM. CUST STATES WILL HAVE VEH TOWED INTO DIRSHP RIGHT NOW AS DOES NOT WANT TO DRIVE VEH. CUST UPSET AND STATED THAT HE HAS MEETING W/ GEN MGR AND SVC MGR AND WILL DEFINATELY DISCUSS CONCERN THEN. CUST STATES JUST WANTS CONCERNS NOTED.  
SDAVID/T-2/TPA; 0; 362363587

\*\*\*\*\*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:

VEHICLE 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:  
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:  
MARKET:  
LEASE TERM:

DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOFF:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LEIN 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:

DATE:  
% BUSINESS: 0

ACCIDENT: DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE:  
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:

GREENBAY, WI

CASE NUMBER: 04832729 VIN: 1G1YY22G6W5125980  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-09 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-28 MILEAGE: 37000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: IVAN GANDRUD CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 919 AUTO PLAZA, GREEN BAY, WI, 54302, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T18 Request for Miscellaneous Information Customer Satisfaction  
0 REPAIR ATTEMPT(S) ANY CAMPAIGNS OR SP?

M01 Steering General Inoperative  
0 REPAIR ATTEMPT(S) LOCK UP

T19 Campaign Correction Required Other  
1 REPAIR ATTEMPT(S) STEERING/ #01044

S50 Roadside Assistance Complaint Other  
0 REPAIR ATTEMPT(S) SEEMS RETURN FOR TOWING

A07 Referred to Dealer Customer Satisfaction  
0 REPAIR ATTEMPT(S) FUTURE CONCERNS

Notification of open campaigns or special policies.

INFORM THE CALLER:  
Customers will receive a letter in the mail.

## AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request  
[[Campaign Status Request RUN C:\Program-1\Plus1\Microsoft\Iexplore.exe  
[http://carsweb/wabknowledge/JobAids/SES/Content/CampaignStatusRequest\\_Corepoint.html](http://carsweb/wabknowledge/JobAids/SES/Content/CampaignStatusRequest_Corepoint.html)]]  
Notification of open campaigns or special policies.

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES WAS DRIVING VEH AND STEERING LOCKED UP. CUST STATES HAD VEH TOWED TO CHEV DLR TO HAVE REPAIRED. CUST STATES HE WENT TO A CORVETTE WEBSITE WHERE THEY HAVE A CHAT LINE, CUST STATES HE WAS SPEAKING WITH OTHER OWNERS WHO HAVE EXPERIENCED THIS PROBLEM AND WAS INFORMED THAT A RECALL WAS COMING OUT FOR THIS CONCERN. CRM ADVISED FROM VIN PROFILE & WEB KNOWLEDGE NO OPEN CAMPAIGNS OR SP. CRM ADVISED IF A CAMPAIGN WAS TO COME OUT, CUST COULD APPLY FOR REIMBURSEMENT. CUST SATISFIED. CRM ADVISED COST OF FILE #. CRYSTAL ROBECK/CRM/PDX; 0; 363538029  
2001-07-10

## CUST STATES IN E-MAIL:

I was on vacation. Car had Steering Wheel Lockup. Towed to dealer. Warranty expired 2 months ago. Since so many Corvettes experience this problem, is Chev going to help out? On Corvetteforum.com, [REDACTED] said GM would have an answer by 6/30/01. My car is at a dealer far away, my vacation is over early and I need help. Can I buy a bypass kit if GM does not cover the cost? Will They cover the \$100 towing bill I

already have?

My calls to dealers gave no help to answer these questions. They act like I'm an idiot and dumb. I'm getting frustrated.

Email Address: [REDACTED]

ERICA HOOKS/KANA/TPA; 0; 363624431  
2001-07-10

CRM ADVISED CUST IN E-MAIL:

Thank you for contacting the GM Internet Response Center. We sincerely apologize for the steering wheel lockup you are experiencing with your 1998 Chevrolet Corvette.

We observed that you are currently working with a Customer Relationship Manager in the Customer Assistance Center. Please continue to work with them as they are in the best position to provide you with a timely resolution. The Chevrolet Customer Assistance Center can be reached at 800-222-1020. They are open weekdays from 8:00am until 11:00pm, Eastern Time. When calling, please make reference to file C04832729.

Please feel free to e-mail us again. Thank you for making Chevrolet your vehicle of choice!

ERICA HOOKS/KANA/TPA; 0; 363624580  
2001-07-10

CRM SPOKE W/GARY ASSISTANT SVC MANAGER WHO STATES CUST CALLED IN 7/9 REGARDING CONCERN. GARY STATES ONE OF THE SVC ADVISORS SPOKE W/CUST WHO THOUGHT SOME SORT OF TECH BULLETIN, OR CAMPAIGN WAS COMING OUT IN REGARDS TO THE 1998 CORVETTES, GARY STATES HE HAS SEEN A FEW CORVETTES WHERE WHEN THE BATTERY IS RUNNING LOW, THE VEH WILL START BUT THE STEERING WILL LOCK UP. GARY STATES HOW THEY SOLVE THIS IS SIMPLY CLEARING THE CODES ON THE VEH. GARY STATES HE WOULD LIKE CUST TO BRING VEH IN TO HAVE DIAGNOSED, AND WILL LOOK INTO COST ASSISTANCE IF NECESSARY. CRM ATTEMPTED TO CONTACT CUST TO RELAY INFO, GOT V/M. CRM LEFT MESSAGE FOR CUST TO CONTACT CAC. \*\*\*\*\*NEXT CRM PLEASE ADVISE CUST OF INFO ABOVE, ASK CUST WHAT THE CONDITION WAS WHEN VEH LOCKED UP. PLEASE ADVISE CUST BEFORE WE CAN OFFER COST ASSISTANCE CUST WILL NEED TO TAKE VEH TO JAVN GANDRUD CHEVROLET FOR DIAGNOSIS, AND ASSIST HIM IN MAKING AN APPOINTMENT\*\*\*\*\* CONT.; 0; 363627095  
2001-07-10

CONT..... THANKS CRYSTAL ROBECK/CRM/PDX; 0; 363627107  
2001-07-10

cust states he got message from prev CRM...CRM reviewed file...CRM advises of info in file...cust states he does not want to pay tow bill to Gandrud...CRM called Vogels, spoke with svc mgr...svc mgr states he will reimburse diagnostic fee if concern is determined to be a defect...states he will call Gandrud and discuss repair with them...CRM advises cust...cust satisfied.  
Andrew Kickerts>ATX>CAC; 0; 363645347  
2001-07-11

CUSTOMER STATES THAT HE IS WANTING TO HAVE AN UPDATE \*\*\*\*\*  
CUSTOMER SEEKS UPDATE

CRM ADVISED CUSTOMER THAT THE DEALERSHIP IS GOING TO MAKE THE DECISION FOR ASSISTANCE BASED ON THE DIAGNOSES  
CECILIA FALKOWAY ATX CARS; 0; 363725248  
2001-07-12

Case # 1281828

Cust states per e-mail: This is in regard to case # C04832729.  
Yesterday I had a friend from Lexington, KY who works for a Chev dealership check to see if anyone there was familiar with the steering lockup problem on '97-'00 Corvettes. One mechanic told him he has repaired that problem 25 to 30 times on those Corvettes and he said he was not the only one there who had worked on



those cars. With that kind of record, why doesn't GM own up to the problem and have it taken care of? I'm sure I'm not the only one who has had a vacation ruined as mine was or was put in a situation where he was stranded far from home. My car is sitting 60 miles from home at a small town dealership who has barely heard of Corvettes and never experienced this problem. I need the car back ASAP. If you need to confer with the dealer in Lexington, it is Thoroughbred Chevrolet, 1-800-815-4321. I don't know the name of the mechanic but the service mgr. is Earl Thompson....cont...; 0; 363791891  
2001-07-12

Kana case # 1281828

Cust states per e-mail (...cont...): I bet if I checked with other Chev dealers in larger cities I would find this problem to be quite widespread. The website CORVETTEFORUM.COM mentions this as the biggest complaint of '97-'00 Corvette owners. Check under "Ask Dave Hill" and "Tech Tips." A member of a Corvette club also told me that there is a class action lawsuit being prepared to help Corvette owners who experience this problem. I appreciate what you're doing but I need assurance that GM will pay for it before I authorize work done on the car. Otherwise I can buy the "Steering Column Lockup Bypass Kit" for \$60 referred to in the above website and do the repair myself. By the way, the mechanic in Kentucky said the lockup was due to one of two things: 1) malfunction of Steering Wheel Lock Actuator or 2) Body Control Module. Please let me know what this is going to cost before proceeding with any work. Cust seeks to have steering wheel lockup concern resolved. ...cont...; 0; 363791993  
2001-07-12

Kana case # 1281828

Crm checked webknowledge and noticed campaign 01044 under new for 07/10/01. Custs VIN file doesn't show cust is eligible for this campaign, but crm checked campaign and custs VIN falls under break points for recall. Crm will contact dlr to confirm. Crm will advise cust via e-mail of campaign after let confirming recall info with dlr. Crm advised via e-mail: Thank you for your recent E-mail. A computer file has been established so we may document your concerns. Currently, we are in the process of reviewing your request. Once further information is available, you will be contacted. If you have any questions, or further comments, please contact our office at [REDACTED] Please reference file number C04832729 when calling. We should have an update for you by the end of business today. ALEX NAIR/TAMPA--IRC; 0; 363793505  
2001-07-12

\*\*\*\*\*DO NOT SHARE CAMPAIGN INFO WITH CUST YET AS HIS VEH DOESN'T SHOW IT'S ELIGIBLE FOR COVERAGE\*\*\*\*\* Crm contacted dlr and spoke with service manager Wayne. Wayne states he ran custs VIN in GMVIS and it did not show up as having campaign 01044 open on it. Crm advised Wayne that custs VIN falls under the VIN break points for the campaign. Wayne stated that he felt campaign applied to custs veh so already ordered parts. Wayne states the parts should arrive today 7/12. Wayne stated his AVN will be in today also and will confirm with him that repair will be covered by campaign. Wayne advised crm to contact him (wayne) 7/13 for AVN's decision. ALEX NAIR/TAMPA--IRC; 0; 363800657  
2001-07-13

Crm contacted dlr and spoke with svc mgr Wayne. Wayne states that part is in, they have installed it, and they are now fine tuning it. Wayne states he will submit repair to be covered under warranty. Wayne states he has told cust that it will be covered. Wayne states he's pretty sure it will be covered, but just in case requested to have file comments forwarded to dlr. Crm advised would check on procedure to do that. Wayne requested for comments to be faxed to attn: [REDACTED] ALEX NAIR/TAMPA--IRC; 0; 363806192  
2001-07-13

kana case # 1281828 dated 7/13.

Cust states per e-mail: Still waiting for reply. Need answers now as I am traveling out of town to pick up the car this morning. Is GM paying for the repair and the towing?

Apparently the dealer thinks so. I did not want the repair done by the dealer unless Gm paid for it. I could install a bypass kit for \$59. This whole thing has left a bad taste for Gm and the dealer who is very inept. They do not let me know anything. I have to call them every day to find out what's going on. I now have had my car sitting there for 6 days an hour and a half from home. You have given me no answers either. You are vague about everything and left me hanging.

**CUST SEEKS UPDATE ON REQUEST**

Crm advised via e-mail: Thank you for your recent e-mail. We apologize for the delay in responding. I contacted the service manager, Wayne, of Vogel Chevrolet this morning and he stated that they will cover the repair under warranty. ...CONT...; 0; 363886697  
2001-07-13

kana case # 1281828 dated 7/13.

Crm advised via e-mail (...cont...): They received a part yesterday that is supposed to solve your steering column lock up concern. When I spoke with him, the repair had already been completed and they were testing it for quality and fine tuning it as we spoke. He stated it would be ready when you arrive. Once again, we apologize for the inconveniencing and dissatisfaction that you've experienced.

If you have any other questions or comments or are not satisfied with your repair, please contact the Customer Assistance Center at 1-800-222-1020 and refer to your request number, # C04832729, or continue using the e-mail system by addressing your e-mail to cac@chevrolet.com.

Thank you for contacting Chevrolet!

ALEX NAIR/TAMPA--IRC; 0; 363886747  
2001-07-16

kana case # 1281828 dated 07/13/01

states per e-mail: I still have an unanswered question that everyone has avoided. If the repair is covered under warranty, does it also include the towing expense which I paid for with my credit card. How do I recover that cost? Thank you for your quick response today. That is very much appreciated. The tow truck was called by someone at GM when I called the toll-free number and I was not given a receipt or bill by the driver.

**CUST SEEKS REIM FOR TOW CHARGES**

Crm advised via e-mail: Thank you for your recent e-mail. We apologize for the delay in responding. Chevrolet Roadside Assistance is responsible for contacting the tow company for you. Requests for reimbursement on tow charges must be handled by them. Please contact Chevrolet Roadside Assistance at 1-800-243-8872. There are prompts that will lead you to the department responsible for reimbursement requests.

Thank you for contacting Chevrolet!

ALEX NAIR/TAMPA--IRC; 0; 364136892  
2001-08-03

CUST STATES HIS VEHICLE WAS TOWED TO THE DEALER BECAUSE OF A STEERING LOCK-UP. CUST STATES HE WAS TOLD HE WOULD BE REIMBURSED FOR TOWING. CUST SEEKS TOWING REIMBURSEMENT. CRM ADVISED CUST THAT HE WAS OUT OF WARRANTY AT THE TIME OF HIS TOW. CUST THEN STATED SOMEONE TOLD HIM THAT HE COULD GET REIMBURSED. CRM SPOKE TO EVELYN SHE STATED THAT CUST WILL NOT BE REIMBURSED BECAUSE HE WAS OUT OF WARRANTY, BESIDES HE ALREADY PAID WITH HIS CREDIT CARD. CRM TRANSFERRED CUST TO ROADSIDE REIMBURSEMENT BECAUSE HE STATED WHEN HE CALLS HE KEEPS GETTING CUT OFF. ORLANDO J. BROWN/CAR/TPA; 0; 365699977  
2001-08-03

ROADSIDE ASSIST TRANSFERRED CUST BACK TO CAC, EVELYN STS CRM HAD DISCONNECTED. EVELYN STS UNABLE TO ASSIST CUST AS HE HAD NOT RECEIVED OUT OF WARRANTY APPROVAL FOR TOW. EVELYN STS BE HANDLED THROUGH CAC. CRM ADV WILL HANDLE CUST'S CONCERN. CUST STEVEN TOWED AFTER STEERING LOCKUP, WHILE WAITING FOR REPAIR AT SMALL DLR, DLR RECEIVED INFO ON CAMPAIGN FOR THIS CONCERN. CUST SEEKS REIMBURSEMENT FOR THE TOW RELATED TO THIS CAMPAIGN. CUST WAS JUST BARELY OUT OF WARRANTY TIME/MILES. CRM ADV WOULD RESEARCH, CUST HAD TO LEAVE AS A RIDE WAS WAITING FOR HIM, WILL BE BACK LATER TODAY. CRM ADV WILL RESEARCH AND CALLBACK THIS AFTERNOON NOON- 1PM...CRM CANTHONY/ATX; 0; 365701989  
2001-08-03

crm contacted cust, adv would need more time to research as cust has never received a copy tow receipt. cust sts all was handled over the phone through roadside. crm adv would search, scheduled callback next wed, 8/8, 1-3pm....crm canthony/atx; 0; 365722710  
2001-08-17

WHITE MAIL CORRESPONDENCE RECEIVED IN VISUAL INFO

CRM ACCESSED THIS REQ. #04832729 IN WHICH PREVIOUS CRM ANTHONYC IS ALREADY ASSISTING CUST WITH THEIR CONCERNS.....CRM ATTACHING DOCS TO THIS REQ. #04832729 & FORWARDING BACK TO PREVIOUS CRM TO FURTHER ASSIST THE CUST WITH THEIR INQUIRY \*\*\*\*\* CRM JOANIE MARTIN/CARS CORR TAMPA; 0; 366903323  
2001-08-20

crm contacted cust today in regards to concern. cust has been trying to track down a receipt inorder to pursue a reimbursement for towing. crm unable to track receipt either. crm will contact a billing crm @ roadside to assist, as tow was set up thru roadside, cust's credit card# taken as well, at this time. cust sts tow driver had cust sign a doc, but did not provide a copy. ....crm canthony/atx; 0; 367175020  
2001-08-20

crm contacted roadside, spoke with jim, who sts a receipt will be mailed to cust within 7-10 business days. crm will contact cust to adv. cust not available, left message. will try to contact again later to inform where to send docs for consideration of reimbursement.....crm canthony/atx; 0; 367176301  
2001-08-31

CUSTOMER STATES: HAS RECIEVED THE RECEIPT HE WAS WAITING FOR.

CUSTOMER SEEKS: NEXT STEP TO FILE FOR REIM

CRM ADVISED: GAVE CUSTOMER ADDRESS TO SUBMIT FOR REIM CONSIDERATION, ASKED CUSTOMER TO MAIL SHORT NOTE DESCRIBING THE SITUATION AND REQUESTING REIM. ORIG. RECEIPT, PROOF OF PMT AND OF OF OWNERSHIP.

NO FURTHER ACTION REQUIRED OF THIS CRM

RICHARD BALINAS / CAC / ATX; 0; 368120430

2001-09-06

INBOUND CORRESPONDENCE- OGL WILL ATTACH DOCS AND FORWARD TO WORKING CRM FOR REVIEWE. KATIE DESMOND/GL/PDX; 0; 368651851

2001-09-07

crm reviewing open files, notes docs received yesterday, will set alarm, work on cust's concern 09/11/01, will contact cust to update after it is submitted....crm canthony/atx; 0; 368745240  
2001-09-13

CUST STATES THAT HE WOULD LIKE TO SPEAK TO CHRISTINE ANTHONY. CRM ADVISED CUST THAT WE DID NOT HAVE DIRECT EXTENSIONS AND OFFERED ASSISTANCE. CUST STATES THAT HE SEEKING TO KNOW THE STATUS OF HIS REQUEST. CRM REVIEWED NOTES. CRM ADVISED CUST THAT WERECEIVED THE REQUESTED DOCUMENTS AT THE END OF LAST WEEK. CRM ADVISED CUST THAT MS ANTHONY WAS BEGINNING THE PROCESS FOR REIMBURSEMENT. CUST THANKED AND DISCONNECTED. CRM WILL FORWARD FILE TO ANTHONYC FOR COMPLETION.

KIENA KELLY/ATX/CARS; 0; 369241533

2001-09-17

crm revealing cust docs regarding campaign #01044. cust seeks reimbursement for towing expense. cust sts veh was towed to dlr for concern, just out of warranty 3months, at the time veh was towed to dlr, no information was available at dlr, or through GM in regards to campaign on veh. Cust sts while veh was being diagnosed by dlr, a bulletin was received regards to this campaign. cust feels due to fact, common concern, veh barely out of warranty and cust greatly inconvenienced by concern on his first day of vacation, unable to get veh back for several days, cust sts he should be reimbursed for the cost of towing, which may have been covered had this occurred just a couple of months earlier, while veh still under warranty. crm adv towing not generally covered for concerns involved in campaign, cust felt since campaign was not announced until after veh towed to dlr, should be

covered. crm adv would submit docs to goodwill liason for consideration, nothing promised..... cont'd...; 0; 369581977

2001-09-17

.....cont'd.....crm notes cust docs show charges of \$137 for towing, which cust requests reimbursement for. Crm had spoken with roadside about this, as cust had impression they would be reimbursing him. roadside sts once concern became part of campaign, no consideration for reimbursement available. crm will discuss reimbursement or other options with GL.....crm canthony/atx; 0; 369582322

2001-09-28

CUST STATES HE WANTED AN UPDATE ON HIS REIMBURSEMENT TOWING FEE 137.00 . CRM ADVISED THAT THE FILE IS STIL BEING RESEARCHED. ANTHONY JOHNSON/CAC/ATX; 0; 370538631

2001-09-29

KAMA CASH # 1470851

SENT 9-29-01; 0; 370662800

2001-09-29

CUST E-MAILED...On July 7, 2001 my 1998 Corvette was towed due to steering column lockup.

Under a recall it was fixed at no charge. I am still trying to get reimbursed for the towing.

Yesterday I called again and talked to an Anthony Johnson who was very arrogant and rude. If you have him in a position to deal with customers, you may want to think about it. When I mentioned it was going on three months since this whole mess began, his reply was: "You're not the only customer we have to deal with." I realize there are probably a lot of unsatisfied customers like myself and we all must wait our turn to approach the "gods" at GM for grace but as a business owner myself I think it's important to treat each customer with respect and handle problems quickly. Of course, GM is big enough that one customer doesn't really matter.

KRISTA GASTON/E-MAIL/PDX; 0; 370662821

2001-09-29

CONF....Whether you pay the \$137 for towing or not isn't going to make or break me. Just all I please ask is a decision. Mr. Johnson would also not put me in touch with or give me the name of any other representatives when I asked to speak to someone else. GM has become like the federal government.

My lease on my Corvette is up in May and at that time I will be deciding whether I want to get my fourth Corvette or move on to another company.

As of now, I would never deal with GM again.

Would someone over there please take a few minutes to handle this. I am begging you to get it taken care of. Is there anything else I need to do? I know your next move will be to send me a canned form letter telling me it is being taken care of which I will add to the pile of such forms I already have. Don't bother sending such meaningless letters. It's a waste of time when you could actually be doing something constructive.

KRISTA GASTON/E-MAIL/PDX; 0; 370662860

2001-09-29

CRM REPLIED.....Thank you for contacting the GM Internet Response Center. We appreciate your taking the time to write to us about the handling of your concerns pertaining to your Chevrolet Corvette. Chevrolet realizes that the consumer is not only attracted to a quality product, but also to quality customer assistance that comes with the product. This office gathers information and based on that information determines the best method of handling. We are continually making improvements in ways to assist the needs of our customers. The comments you have made will help us provide the quality service you expect from Chevrolet. We have notified the Customer Service Representative who is currently processing your request.

Thank you for making Chevrolet your Vehicle of choice!

If you have any further questions or comments please feel free to contact the GM Customer Assistance Center at 1-800-222-1020 between 8am and 11pm Eastern Standard Time or by E-mail at [cas@Chevrolet.com](mailto:cas@Chevrolet.com).  
Krista gaston/e-mail/pdx; 0; 370663045

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:

ENGINE TYPE:  
LEASE - BUY-BACK: 0  
WARRANTY:

TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS:  
CITY/STATE:  
PHONE NUMBER:

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



Green Bay, WI



08-14-01P01:08 RCVD

Chevrolet Motor Division  
Customer Assistance Center  
PO Box 7047  
Troy, MI 48007-7047

48007+7047



04032729

[REDACTED]  
Green Bay, WI [REDACTED]  
August 9, 2001  
File#CO4832729

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

Dear Sir:

On July 7, 2001 my 1998 Corvette was struck by the steering column lockup so common on '97 to '00 Corvettes. I called Chevrolet Roadside Assistance who sent over a tow truck and took my car to Vogel Chevrolet in Kiel, WI. Since I was an hour and a half from home, I had to get a friend from Green Bay, where I live, to come pick me up. By the way, I was on the first day of vacation which then came to an abrupt end.

When I got home I found out on the website called "CORVETTEFORUM.COM" that this was a common problem. I asked the dealership how much it was going to cost to fix the car and they had no idea since they rarely work on Corvettes at that dealership. I was ready to order the "Steering Column Lockup Bypass Kit" advertised on the above website to fix the car myself on the dealer's lot.

I then found out from a friend that there was either going to be a bulletin or recall on this problem. The dealership again knew nothing. A few days later I called them again and by then they had received word from GM. They said they would fix it for free. I asked about the towing and they said to contact GM which I did by phone and e-mail numerous times. No one knew what to say. [REDACTED] told me to contact Roadside Assistance. They were checking into it and numerous calls resulted in getting hung up on and finding a chain of being switched from one person to another many times. I memorized the options on the phone answering system you have because I heard it so many times.

I got my VISA bill and on it was a \$132 charge from GM for towing. I called a few more times and finally talked to [REDACTED]. She was going to call me between 1 and 3 pm yesterday to give me a final answer. I stuck by the phone all afternoon but got no call, which did not surprise me given my past history with this situation.

Anyway, my feeling is that since this was a recall, I should not have to pay for the towing. Someone by the name of Orlando at GM told me the recall came out between the time I was towed and the time the car was repaired and even though the car was sitting on the dealers lot in Kiel, I would not get the towing reimbursed. It seems [REDACTED] was leaning toward paying for it but she didn't call as promised.



Now I need to pay my VISA bill but do not feel I should pay for this part. The line on my charge card reads as follows:

07/10 07/10 NSLR GM ROADSIDE HEATHROW FL \$137.00

I am going to dispute this item on my card so I won't get charged for it right now.

Please credit this amount to my Visa card.

Right now I am thoroughly disgusted with GM for first of all, swearing up and down no such problem exists, then giving me such a major runaround from one person to another trying to ditch the problem, and then not calling me back. May I add that Vogel Chevrolet is completely incompetent to work on Corvettes and the service manager, Wayne Miller, never once called me, even when the car was finished. I called him every step of the way while the car sat there a week!

I have owned quite a few GM products but I am seriously thinking of going back to Nissan from now on as I was completely satisfied with the 300ZX and Quest I owned and the service I received.

To contact me call [REDACTED] or e-mail [REDACTED]

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]  
Green Bay, WI  
[REDACTED]



09-04-01P04:39 RCVD

Chevrolet Customer Assistance  
PO Box 33170  
Detroit, MI 48232-5170

Attn: [REDACTED]

48232-5170 

[REDACTED]  
Green Bay, WI [REDACTED]  
August 31, 2001  
File # CO4832729

Chevrolet Customer Assistance  
P.O. Box 33170  
Detroit, MI 48232-5170  
Attn: Christina Anthony

Dear Ms. Anthony,

Enclosed are the following: Proof of ownership in the form of my car registration, the receipt for the towing, a copy of the credit card bill to show I already paid the towing bill and this brief explanation of what happened.

My 1998 Corvette had steering column lockup. I was towed on 7/7/01 to Vogel GM in Kiel, WI. The car was repaired at no charge because of a recall. Now I am requesting that the towing be reimbursed and the \$137 charge be credited to the Visa Card on which the charge appears.

Thank you for your help in this matter.

Sincerely,  
[REDACTED]  
[REDACTED]





## Receipt for Service

1000 AAA Drive  
Hawthorn, FL 32746-5063  
407/444-8033  
Fax 407/444-7679

Green Bay, WI

Date	Receipt No.
08/24/2001	72818

### GM Roadside Assistance Program

Case No.	Payment Method	Service Date	Make	Year	VIN No.
803/01000005	Credit Card	07/07/2001	Chevrolet	1998	1G1YY22G0W5125880
TCode	Description			Quantity	Amount
T8	Tow Service in Miles			18	137.00

**THIS IS NOT A BILL. SERVICES HAVE ALREADY BEEN BILLED TO YOUR CREDIT CARD.**  
AAA is the service provider for the GM Roadside Assistance Program.



## SHELL PLATINUM VISA® FROM CHASE

ACCOUNT: CHARTER MEMBER

NEW BALANCE	PAYMENT DUE DATE	TOTAL CREDIT LINE	TOTAL AVAILABLE CREDIT	CASH ACCESS LINE	AVAILABLE CASH	STATEMENT CLOSED DATE

## Free Gasoline Summary

Gasoline Previously Earned	Gasoline Redeemed This Statement	Gasoline Earned This Statement	Gasoline Available To Be Redeemed	Total Earned Since 08/01	Gasoline Expiring on 08/02 Statement
\$6.25	\$6.25	\$6.48	\$6.48	\$6.25	\$6.25

## Here is your Account Summary:

	TOTAL
Previous Balance	\$16.00
(-) Payments, Credits	186.05
(+) Purchases, Cash, Debits	701.71
(+) FINANCE CHARGES	8.86
(=) New Balance	\$202.78
Minimum Payment Due	\$11.50

NOW, WHEN YOU ACCESS YOUR ACCOUNT ONLINE, YOU CAN ALSO PAY YOUR SHELL PLATINUM BILL FOR FREE! REGISTER TODAY AT [WWW.CHASE.COM/CARDS](http://WWW.CHASE.COM/CARDS).



## Your charges and credits at a glance:

TRAN. DATE	POST DATE	REF. NO.	DESCRIPTION OF TRANSACTIONS	CREDITS	CHARGES
06/08	07/08	2000Q	PAYMENT THANK YOU		
			SHELL TRANSACTIONS		
06/08	07/08	01084	SHELL NO 042000001 GREEN BAY WI		14.00
06/08	07/08	01085	SHELL NO 042000002 GREEN BAY WI		6.00
06/08	07/08	01086	SHELL NO 042000003 GREEN BAY WI		1.00
06/08	07/08	01087	SHELL NO 042000004 GREEN BAY WI		3.85
06/10	07/10	01104	SHELL NO 042000005 GREEN BAY WI		10.00
06/11	07/11	01105	SHELL NO 042000006 GREEN BAY WI		4.10
06/12	07/12	01106	SHELL NO 042000007 GREEN BAY WI		2.80
06/13	07/13	01107	SHELL NO 042000008 GREEN BAY WI		2.00
06/13	07/13	01108	SHELL NO 042000009 GREEN BAY WI		11.80
			TOTAL SHELL GASOLINE TRANSACTIONS		78.55
06/08	07/08	01084	ELIZABETH LAKES RD AMEN ELIZABETH LAKE WI		
06/08	07/08	01085	KODAK'S GREEN BAY GREEN BAY WI		
06/08	07/08	01086	GOODWILL GREEN BAY GREEN BAY WI		
06/08	07/08	01087	FOX VALLEY WREST SHOPP GREEN BAY WI		
06/08	07/08	01088	DENTAL ASSOCIATES GREEN BAY WI		
06/08	07/08	01089	IN WISCONSIN GREEN BAY WI		
06/10	07/10	01104	ELIZABETH LAKES RD AMEN ELIZABETH LAKE WI		
06/10	07/10	01105	ELIZABETH LAKES RD AMEN ELIZABETH LAKE WI		
06/10	07/10	01106	SHOPPO 800 GREEN BAY WI		
06/10	07/10	01107	KODAK'S GIFT STORE 800 GREEN BAY WI		
06/10	07/10	01108	LIBERTY MONK 800114 800 GREEN BAY WI		
06/10	07/10	01109	WEST BAY 800114 800 GREEN BAY WI		
06/10	07/10	01110	DENTAL ASSOCIATES 800 GREEN BAY WI		
			PURCHASE CREDIT		
Total of your credits and charges					

CASE NO: 9293705 VIN: 1G1YY2266K5106380  
DATE OPENED: 05/20/1999 MODEL YR: 99  
DATE CLOSED: 05/25/1999 SERIES: YB  
SOURCE: CHEVROLET MILEAGE: 008090  
DEALER CODE: H10822 STATE: CO  
ADDRESS: CO  
HOME PHONE: BUS. PHONE: EXT:  
SYMPTOM ABSTRACT--- ACTIVATED COLUMN DRIVE LOCK UNWANTED  
RESOLUTION ABSTRACT- WIRING AND/OR CONNECTOR, INSTRUMENT PANEL - REPAIR  
UCC CODE 1-----  
UCC-1 DESCRIPTION--- STEERING  
UCC CODE 2-----  
UCC-2 DESCRIPTION---  
UCC CODE 3-----  
UCC-3 DESCRIPTION---

05/20/1999 12:17:29 STD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION  
1 NUMBER OF DAYS VEHICLE IN DEALERSHIP  
Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP  
N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES  
LIST)  
N (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)  
N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE  
N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S 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.)  
N (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)  
05/20/1999 12:17:29 HISTORY - MILLER

DLR STATES THAT VEHICLE IS IN FOR ALLEGED UNWANTED COLUMN LOCK ACTUATION  
( LOCKED POSITION ) WHILE DRIVING.  
CONDITION OCCURRED 1X, DLR STATES NO PERSONAL OR PROPERTY DAMAGE IS  
REPORTED.

DLR IS UNABLE TO DUPLICATE AND STATES THAT VEHICLE HAS SEVERAL  
COMMUNICATION CODES STORED.  
DLR WILL DOCUMENT DTC'S, CLEAR CODES AND MANIPULATE G104 IN AN ATTEMPT TO  
INDUCE DTC'S.  
DLR TO CALL BACK WITH DETAILS.

GM RESTRICTED

349832

CASE NUMBER: 01756056 VIN: 1G1YY22G6X5110543  
 DATE OPENED: 10/02/00 MODEL YEAR: 99  
 DATE CLOSED: 10/02/00 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 26754  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: TX  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

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

CASE NUMBER: 01756056 VIN: 1G1YY22G6X5110543  
 MODEL YEAR: 1999  
 DATE OPENED: 2000-10-02 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2000-10-02 MILEAGE: 26754  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: FRIENDLY CHEVROLET CO  
 SRC PARENT: DEALER ADDRESS: 2754 N STEMMONS Fwy, , DALLAS, TX, 75207, USA

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

M01 Steering General Other  
 2 REPAIR ATTEMPT(S) LOCKS UP INTERMITTANT  
 D01 A/C Exposed  
 1 REPAIR ATTEMPT(S) ACID ON HOSES

CRM Instructions:

1. DO NOT INFORM THE CUSTOMER OF THE ALERT!
2. Determine if the customer's current concern is related to the alert.
3. Inform the customer, "It is (BRAND ID's) first priority to repair your vehicle. I would like to gather some additional information so that I can assist in making sure that your concerns are resolved."

Questions to ask customer:

- How long has the problem existed?
- Describe the condition when it happens.
- Did you drive the vehicle with the Service Manager?

Questions to ask Service Manager:

- Were you able to experience/duplicate the concern



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Did you drive the vehicle with the customer?  
Did you compare the customer's concern with a like vehicle?  
Did you contact TAC?

Go to SBS in Webknowledge [[Chronic Repair RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
http://carsweb/webknowledge/CARSCP/SBS/html/Chronic%20Alerts%207-28.htm]]

## CHRONIC PROBLEMS

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THE VEH HAS MULTIPLE PROB, IT GET TAKEN TO DLR EVERY MONTH FOR SOMETHING, A/C HOSES, STEERING WHEEL LOCKS UP WHILE DRIVING..CUST SEEKS TO GET A TRADE IN FOR THE VEH BECAUSE OF SO MANY PROBLEMS..CUST SEEKS TO GET OUT OF THE VEH IF CHEV CAN ASSIST..CRM STATES WILL NEED TO CALL DLR FOR VEH HISTORY OF CONCERNS...SVC ADV STEVE STATES HISTORY OF MULTIPLE CONCERNS WVRTY REPAIRS,BUT THE ELECTRICAL PROB CAN BE REPAIRED TO BEST OF TECH POSSIBLE, IF DESIGN PROB OF THE WAY THE BATTERY WAS PUT INTO VEH IF BATTERY LEAKS ACID ONTO A/C ASSEMBLY, STEVE HAS SEEN A NUMBER OF PROB WITH CORVETTE DESIGN OF BATTERY PLACEMENT, HE CAN PUT A BOX TO CATCH THE ACID..CUST THINKS THE VEH IS UNRELIABLE AFTER LEAVING CUST STRANDED...CRM ADVISED THAT THE DLRSP CAN BETTER ASSIST WITH THE TRADE-IN, OUR PRIORITY IS TO REPAIR VEH..CUST DOES WANT TO TAKE THE TIME TO TAKE OFF AND TAKE VEH TO SHOP, AND STILL MAKE PAYMENTS WHILE VEH IS REP...CRM INFORM OF STEPS TO TAKE IN BACK OF OWNERS MANUAL..

BERRY WASHINGTON/CARS ATK; 0; 339351265

\*\*\*\*\*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:

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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:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

MADE:

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:

ATED:

IF SO, WHERE:

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## \*\*\*\*\*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 \*\*\*

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Case No:	4000179	VIN Number:	1G1YY22G8X5127889
Date Opened:	6/15/2000	Model Year:	1999
Date Closed:	6/20/2000	Series:	Corvette
Dealer Code:	B39196	Mileage:	10109
Address:	FAIRWAY CHEVROLET COLAS VEGAS	State:	NV
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/15/2000 16:07:07 SBD TEMPLATE - COLE

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

\_Y\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

\_NA\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

\_Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

\_Y\_ (Y/N) SM SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

\_N\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

\_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/15/2000 16:07:07 HISTORY - COLE

SM ALAN STATES HAS A 99 YB THE CUSTOMER ALLEGES THE STEERING COLUMN LOCKED UP WHILE DRIVING , VEHICLE WAS SHUT OFF AND THERE WAS NO ACCIDENT.

ADVISED TO CONTACT ENGINEERING PER PI A000914.

THIS WAS TAKEN FROM A DCS MESSAGE OF 4-10-00.  
THIS FOR INFORMATION ONLY.

ATTENTION: SERVICE MANAGER

SUBJECT: REQUEST FOR CUSTOMER COMPLAINT VEHICLES THAT ALLEGEDLY HAVE  
EXPERIENCED STEERING COLUMN LOCK MECHANISM ENGAGEMENT DURING VEHICLE  
OPERATION

MODELS: 1997-2000 CHEVROLET CORVETTE

GM SERVICE OPERATIONS IS REQUESTING YOUR ASSISTANCE. WE ARE LOOKING FOR  
1997-2000 MODEL YEAR CHEVROLET CORVETTE VEHICLES THAT ALLEGEDLY HAVE  
EXPERIENCED STEERING COLUMN LOCK MECHANISM ENGAGEMENT DURING VEHICLE  
OPERATION. IF YOU RECEIVE A 1997-2000 MODEL YEAR CHEVROLET CORVETTE FOR  
SERVICE WITH THIS CONDITION, PLEASE DO NOT PERFORM ANY DIAGNOSIS OR  
REPAIRS. AN ENGINEER MAY WANT TO VISIT YOUR DEALERSHIP AND INSPECT THE  
VEHICLE IN ITS ORIGINAL STATE. PLEASE CONTACT:

NAME: [REDACTED]

PHONE [REDACTED]

PAGER [REDACTED]

PLEASE BE PREPARED TO PROVIDE YOUR NAME, THE DEALERSHIP'S NAME AND  
LOCATION, YOUR TELEPHONE NUMBER, THE VIN OF THE SUBJECT VEHICLE AND A  
BRIEF DESCRIPTION OF ITS CONDITION. THESE ENGINEERS HAVE AGREED TO  
RESPOND TO YOUR INITIAL TELEPHONE CALL OR PAGE WITHIN TWO HOURS IF  
CONTACTED BETWEEN 7:00 AM AND 7:00 PM EST.

YOUR ASSISTANCE IS GREATLY APPRECIATED.

END OF MESSAGE

GM SERVICE OPERATIONS

K.COLE 40824

# TECHNICAL ASSISTANCE SYSTEM

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Case No:	4942821	VIN Number:	1G1YY22G7W5100389
Date Opened:	7/6/2000	Model Year:	1998
Date Closed:	7/11/2000	Series:	Corvette
Dealer Code:	B18163	Mileage:	22555
Address:	CLEMENTS CHEVROLET-CROCHESTER	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCKED U

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--

07/08/2000 18:08:53 SBD TEMPLATE - DIEHL

STRATEGY BASED DIAGNOSTICS

1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

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

Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

N\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

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

Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

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

N\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

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

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

07/08/2000 18:08:53 HISTORY - DIEHL

CUSTOMER ALLEGES THAT THE STEERING COLUMN LOCKED WHILE THE CAR WAS MOVING.

DLR TECH BRAD STS HAS NOT DONE ANY DIAGNOSTICS.

TAC ADVISES TO FOLLOW THE SERVICE MANUAL. INSPECT THE FEEDBACK CIRCUIT  
IN THE LOCK MOTOR.

DLR TO ADVISE

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CASE NUMBER: 05299770 VIN: 1G1YY22G7W5113689  
 DATE OPENED: 08/13/01 MODEL YEAR: 98  
 DATE CLOSED: 08/16/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 48000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: OK  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] TULSA , OK [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05299770 VIN: 1G1YY22G7W5113689  
 DATE OPENED: 2001-08-13 MODEL YEAR: 1998  
 DATE CLOSED: 2001-08-16 SERIES: UNKNOWN  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: RELIABLE CHEVROLET INC  
 SRC PARENT: DEALER ADDRESS: 3655 S CAMPBELL, SPRINGFIELD, MO, 65807, USA

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

M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	LOCKED
A01 Open Campaign	Technical Bulletin
0 REPAIR ATTEMPT(S)	NONE

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- \* Identify and 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/GoodwillMain.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 make appropriate "Goodwill" decision.
  - ( Note: Never make a "Final" commitment without appropriate documentation.)



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\* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN  
 C:\Progra-1\Plus\1\Micros-1\Iexplore.exe  
 http://carsweb/webknowledge/quickref/html/DawinWrightLetters/goodwill.htm]]  
 \* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN  
 C:\Progra-1\Plus\1\Micros-1\Iexplore.exe  
 http://carsweb/webknowledge/CARSCP/SBS/html/Contacting%20GM%20Field%20Personnel%20SBS%207-14.htm]]  
 Vehicle reimbursement or Goodwill decision - Repair already done  
 \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT STEERING WHEEL LOCKED UP IN THE MIDDLE OF A HIGHWAY. CUST STATES THAT  
 SVC MGR AT DLRSHP WAS NOT HELPFUL.  
 CUST SEEKS REIMBURSEMENT FOR REPAIR..

CRM ADVISED CUST THAT CRM NEEDED TO RESEARCH ON CUST'S BEHALF. CRM SCHEDULED CALL BACK  
 FOR AUGUST 16, BETWEEN 2-4 P.M.; 0; 366595182  
 2001-08-13

CUST STATES THAT HE NORMALLY USES CLASSIC CHEV. DIANE COLLINS/CAC/ATEX; 0; 366595640  
 2001-08-13

CUST STATES THAT HE BUYS A LOT OF PARTS FROM RELIABLE WORKING WITH LYNN. DIANE  
 COLLINS/CAC/ATEX; 0; 366595834  
 2001-08-13

CUST OWNS EAST SIDE AUTO MART. DIANE COLLINS/CAC/ATEX; 0; 366595913  
 2001-08-16

Crm contacted GMPP to see if veh is still covered by MajorGuard. GMPP cust serv informed  
 crm that cust could transfer policy within 30 days of purchase but if that was not done  
 then new owner of veh did not have MajorGuard coverage. Diane Collins/cac/atex; 0;  
 366833603  
 2001-08-16

Crm contacted dlrsHP speaking with Svc Advisor, Curtis, who states that veh does not  
 fall within parameters of campaign 1044. Curtis states that if campaign is expanded to  
 include veh that cust will receive notification in the mail and that cust will be  
 reimbursed for repair at that time. Diane Collins/cac/atex; 0; 366836227  
 2001-08-16

Crm contacted cust advising cust that veh did not fail within campaign 01044 so  
 reimbursement was not possible. Crm advised cust that if campaign was broadened to  
 include his veh that cust would be notified through mail and that cust could be  
 reimbursed for repair then.  
 Cust states that he understands resolution.  
 Cust states that he thinks that veh locking up is a safety issue that GM should address.  
 Crm advised cust that crm was documenting his opinion regarding veh operation and repair  
 being a safety issue. Crm advised that cust's opinions were important to GM and that  
 documentation was reviewed by TAC and engineering.  
 Crm reviewed file with senior crm in regard to closing.  
 Cust satisfied.  
 No further action is required. Case is closed.  
 Diane Collins/cac/atex; 0; 366841814

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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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:

LINE TYPE:

MILEAGE @ BUY-BACK: 0

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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 BOUGHT:

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

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

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GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

POMPANO BEACH  
FL

HOME PHONE:

CASE NUMBER: 05428012 VIN: 1G1YY22G7W5117483  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-30 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-08 MILEAGE: 52000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: LOU BACHRODT CHEVROLET INC  
ERC PARENT: DEALER ADDRESS: 1801 W ATLANTIC BLVD., POMPANO BEACH, FL, 33069, USA

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

S13 Reimbursement Requested Other  
0 REPAIR ATTEMPT(S) STEERING WHEEL

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

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 consumer's 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/CARSCEF/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/CARSCEF/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]  
Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES WAS TURNING INTO DRIVE WAY AND THE STEERING WHEEL LOCK AND SHUT WHOLE CAR DOWN  
AND HAD VEH TOWED, AND WENT TO DLR AND SPOKE WITH SVC DEPT WHO STATES ITS DEFECTED AND  
CALL ON SOME VEHICLES ALREADY REGARDING STEERING WHEEL LOCK  
CUST SEEKS REIMBURSEMENT FOR PART AND LABOR  
CRM ADVISED TIER2 FOR FURTHER RESEARCH

BRANDY MAYSTIER1/CARS/TAMPA; 0; 368036840  
2001-08-30

Cust stated that he was turning into his drive way the steer wheel locked and the engine stopped. Cust stated that he had to call tow company. Cust stated that veh was towed to the dealership. Cust stated that it happened in 7/20. Cust seeks reimbursement \$422.60. cust stated that he purchased veh in may. Cust stated that the dealership has told him that this is a common problem. cust stated that some are of these veh are on recall. Cust stated that dealership told him that. crm advised cust that she would have to research the information about reimbursement. crm will follow up with dealership. crm will contact cust on 9/11 at 10am. linda williams/tampa/tier2; 0; 368037712  
2001-09-11

crm contacted dealership 954-971-3000. crm talked to svc writer mike. mike stated that it was the steering lock that was the problem. mike stated that it is the same as the recall. mike stated that crm would need to the svc mgr mike byrne. crm talked with the svc mgr. svc mgr stated that cust does a have svc contract is with phonix ext warranty. svc mgr stated that it was not covered under the ext warranty. svc mgr stated that what was done on the veh was the same the recall. svc mgr stated that he has had alot of cust that have had the same problem that they had to pay. svc mgr stated that since cust is not is reg. cust that he will not authorize reimbursement. crm asked if svc mgr had the break down of repair. svc mgr stated that it was \$234.00 in labor and \$164.68 in parts, plus tax. svc mgr stated that he will do some research but he feels that cust should not get reimbursement. crm talked with tm jennifer about case. tm stated to contact cust and find out when and where he purchased \*\*\*\*continued\*\*\*\*; 0; 369073426  
2001-09-11

veh. tm stated to find out if cust works with purchasing dealership. crm will contact cust about those questions. crm will contact cust on friday sept 14th at 3pm. linda williams/tampa/cac/57783.; 0; 369073563  
2001-09-17

contacted cust. crm asked cust where he purchased veh. cust stated that he purchased veh somewhere day of 2001. cust stated that dealership is the only dealership that cust has used. crm advised cust that she will still need to research the information about possible reimbursement. crm advised cust that she would like to contact cust on friday sept 21 at 11am. cust stated that would be fine. linda williams/tampa/cac/57783; 0; 369600626  
2001-09-17

crm forgot to put additional notes in file. cust purchased veh from a car wholesales. linda williams/cac/tampa/57783; 0; 369600806  
2001-09-21

crm was unable to make call back time for cust. crm will have to contact cust on wednesday sept 26 at 2pm. linda williams/tampa/cac/57783; 0; 369942864  
2001-09-26

CRM REVIEWED FILE WITH TM TIFFANY BAKER. TM STATED THAT CUST IS 2ND OWNER AND VEH WAS NOT INVOLVED IN CAMPAIGN NOTICE OF STEERING LOCK. ALSO DUE TO FACT THAT CUST DOES NOT USE THE DEALERSHIP THAT CUST HAD REPAIR DONE ON VEH. CUST JUST PURCHASED VEH IN MAY FROM WHOLESALER. TM STATED TO DENY REIMBURSEMENT OF CUST. CRM TRIED TO CONTACT CUST. CRM L/M FOR CUST TO CAC. CRM ADVISED OF 800 NUMBER AND REQUEST NUMBER. CRM WILL TRY TO CONTACT CUST ON MONDAY OCT 1ST AT 4PM. LINDA WILLIAMS/TAMPA/CAC/57783; 0; 370367003  
2001-09-26

CUST CALLED IN FOR CRM. CRM ADVISED CUST THAT WE ARE UNABLE TO REIMBURSE CUST FOR STEERING WHEEL LOCK. CRM ADVISED THAT DO DUE FACT THAT CUST HAS NO DEALERSHIP RELATIONSHIP AND THAT HE IS SECOND OWNER OF VEH AND THAT VEH VIN IS NOT IN CAMPAIGN NOTICE. CRM ADVISED THAT REIMBURSEMENT IS DENIED. CUST STATED THAT HE WAS NOT HAPPY WITH THAT DECISION. CUST STATED THAT HE WAS ALMOST IN AN ACCIDENT BECAUSE OF STEERING LOCKING UP. CUST STATED THAT HE WANTED TO BE TRANSFERRED TO OUR LEGAL DEPT. CRM ADVISED CUST THAT SHE COULD NOT DO THAT. CUST STATED THAT HE WANTED TO TALK TO SUPERVISOR. CRM ADVISED CUST THAT SHE IS A MANAGER AND THAT DECISION FOR REIMBURSEMENT IS FINAL. CUST WAS VERY UPSET WITH THAT. CUST DISCONNECTED CALL. CRM IS CLOSING FILE DISSATISFIED. LINDA WILLIAMS/TAMPA/CAC/57783; 0; 370391901  
2001-09-26

CUST STATES SHE IS CALLING FOR LINDA WILLIAMS. CUST SEEKS ADDRESS FOR CHEVROLET, WHICH THIS CRM PROVIDED. CUST STATES EVERYTHING THAT IS IN PREV CRM WORK HISTORY. CRM ADV CUST [REDACTED] WOULD HANDLE THIS FILE AND THAT [REDACTED] WAS N/A AT THIS TIME, CRM ADV [REDACTED] IT WOULD BE FORWARDED TO PREV CRM WITH REQ FOR C/B. CRM LINDA SMITH/TAMPA/CAC/57035; 0; 370392829  
2001-09-26

CUST MOTHER IS CALLED IN. CUST MOTHER STATED THAT VEH BELONGS TO HER. MOTHER STATED THAT VEH LOCKED UP IN THE MIDDLE OF STREET. MOTHER STATES THAT SHE PAID FOR THE REPAIRS OF VEH. MOTHER STATED DEALERSHIP ASSURED HER THAT THIS IS A DEFECT MATTER WITH CHEVROLET. MOTHER STATED THAT SHE WORKS FOR THE GOVERNMENT. MOTHER STATED THAT THE FIRST THING THAT SHE IS GOING TO DO IS TO GO TO 60 MINUTES. CRM ADVISED CUST MOTHER THAT CRM WILL FORWARD THIS TO SUPERVISOR. MOTHER STATED THAT SHE IS GETTING A NOTORISED STATEMENT. CUST STATES THAT SHE WILL GET HER ATTORNEY INVOLVED. MOTHER STATED THAT SHE CANNOT BELIEVE CHEVROLET WANTS THIS KIND OF PUBLICITY. CUST MOTHER STATE THAT SHE WILL GIVE CRM UNTIL NEXT WEDNESDAY TO CALL BACK ABOUT THIS SITUATION. MOTHER STATED THAT AFTER THAT SHE WILL GET AN ATTORNEY. CUST MOTHER STATED THAT SHE WANTED ALL THE VIN NUMBERS THAT IS INVOLVED IN CAMPAIGN NOTICE. CRM ADVISED THAT CRM DOES NOT HAVE ACCESS TO THAT INFORMATION. MOTHER STATED THAT SHE WILL GET IT FROM THE\*\*\*CONTINUED\*\*;  
0; 370393617  
2001-09-26

DEALERSHIP THEN SHE WILL HAVE HER ATTORNEY SUPENIA THE INFORMATION. CRM IS SUSPENDING FILE DISSATISFIED. LINDA WILLIAMS/TAMPA/CAC/57783; 0; 370393663  
2001-10-01

CRM NO LONGER WITH THE COMPANY. TL FWD FILE PER TM ( TIFANY BAKER) INSTRUCTIONS. TL MILES MASON TAMPA; 0; 370805678  
2001-10-01

RECEIVED FILE AND REVIEWED. FILE IS SUSPENDED DISSAT. CRM TO SPEAK WITH TM TO SEE IF FOLLOW-UP NEEDED OR WILL BE CLOSED DISSAT AS CUST HAS ALREADY BEEN DENIED REIM DUE TO PURCHASED OUTSIDE NVW, FROM WHOLESALER, AND NOT INVOLVED IN CAMPAIGN 01044A WHICH CUST IS SEEKING REIM UNDER.  
AMY GIBSON/TPA/CAC/57189; 0; 370809105  
2001-10-08

TM REVIEWED FILE AND AGREES WITH DISSAT CLOSING, NO BBB LETTER.  
JENNIFER RESSEGUIE/TM/TAMPA; 0; 371403483  
2001-10-08

CRM CLOSING DISSAT NO ABB LETTER PER TM RESSEGUIE.  
AMY GIBSON/TPA/CAC/57189; 0; 371410016

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

IDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'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:  
TRIN:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BEC WARRANTY DATE:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:



RESTRAINT:

IF SO, WHERE:

EXTERNAL 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:
DONE OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

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

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4061980	VIN Number:	1G1YY22G7X5100725
Date Opened:	7/17/2000	Model Year:	1990
Date Closed:	9/12/2000	Series:	Corvette
Dealer Code:	B11223	Mileage:	16104
Address:	Z FRANK LLC CHICAGO IL	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INTERMITTENT LOCK STEERING DTC STEERIN

RESOLUTION ABSTRACT- STR WH ROTAT SEN (EVO) RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/17/2000 08:16:46 SBD TEMPLATE - ERMAN

## STRATEGY BASED DIAGNOSTICS

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

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

\_N\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

\_NA\_ (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.)

\_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

07/17/2000 08:18:48 HISTORY - ERMAN

## CONCERN:

BRIAN SAID THE CUSTOMER ALLEDGED THE STEERING COLUMN LOCKED WHEN BACKING UP. THE CUSTOMER ALSO SAID THE SERVICE COLUMN LOCK MESSAGE CAME ON.

**DIAGNOSIS:**

**BRIAN SAID HE HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN. BRIAN SAID THIS CAR HAS DTC C1206 C1267 B2578 B2583 B2721 B2723 U1056 U1084 U1016.**

**ADVISED TRY TO DUPLICATE THIS CONCERN BEFORE CHANGING ANY PARTS.  
1 CHECK ALL THE PIN CONNECTION FOR THE STEERING LOCK ACTUATOR.**

GM RESTRICTED

374707

CASE NUMBER: 05331768 VIN: 1G1YY22G7X5111393  
 DATE OPENED: 08/15/01 MODEL YEAR: 99  
 DATE CLOSED: 08/15/01 SERIES: CORVETTE COUPE  
 SOURCE: YES MILEAGE: 32000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] BOCA RATON FL [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 05331768 VIN: 1G1YY22G7X5111393  
 MODEL YEAR: 1999  
 DATE OPENED: 2001-08-15 SERIES: CORVETTE COUPE  
 DATE CLOSED: 2001-08-15 MILEAGE: 32000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: MARCONE CHEVROLET OF DELRAY  
 BRC PARENT: DEALER ADDRESS: 310 SE 6TH AVE., DELRAY BEACH, FL, 33483, USA

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

A01 Open Campaign Other  
 0 REPAIR ATTEMPT(S) CAMPAIGN  
 N01 Steering General Other  
 0 REPAIR ATTEMPT(S) STEERING COLUMN RECALL

#### Vehicle operation or design

#### INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]

- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

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374707

Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES... RECEIVED CAMPAIGN LETTER ABOUT STEERING COLUMN LOCKING. CUST STATES SHE WAS ON THE HWY DRIVING ABOUT SIXTY MILES AND HER STEERING LOCK UP. CUST WAS ABLE TO PULL OVER. CUST HAD TO TRY TO START VEH ABOUT 10 TIMES BEFORE SHE COULD GET IT STARTED. CUST THEN TOOK VEH TO DLRSHP AND TOLD SVC MGR ABOUT RECALL AND WHAT HAD HAPPEN. SVC MGR TOLD CUST HE WOULD TAKE HER TO WORK. CUST SAID SVC GOT IN HER CAR TO TAKE HER BACK TO WORK AND SHE ASKED HIM WHAT WAS HE DOING. HE TOLD HER HE WAS TAKING HER BACK TO WORK IN HER CAR BECAUSE HE HAD TO TEST DRIVE IT. CUST WAS VERY UPSET AND TOLD HIM THAT I HAD JUST TOLD YO THE STEERING LOCKED UP. CUST STATED THAT THE LETTER SHOULD ALSO TOLD HER IT WAS AN URGENT MATTER TO GET HER VEH INTO SHOP RIGHT AWAY. CUST SAID SHE COULD HAVE GOTTEN HURT. CUST SEEKS...A LETTER SHOULD GO OUT TO PEOPLE TELLING THEM THAT THEY SHOULD GET THEIR VEH INTO THE SHOP RIGHT AWAY AND THAT THEY SHOULD BE GIVEN A RENTAL CAR AND NOT HAVE TO HAVE THEIR CAR USED TO TAKE HER BACK TO WORK OR HAVE HER; 0; 366767446  
2001-08-15

TAKEN BACK TO WORK IN A VAN. CUST REFUSED TO RIDE IN HER CAR UNTIL IT WAS REPAIRED. CRM ADVISED....ESCALATING TO SPECIALIST TIER 2 VIVIERNE HALE, TIER 1; 0; 366767555  
2001-08-15

CALL TRANSF FROM- TIER1....CRM RECAP INFORMATION WITH CUSTOMER.....CRM APOLOGIZED AND ADV CUSTOMER I WOULD DOCUMENT HER CONCERN. CUST STATES SHE IS VERY DISSATISFIED WITH THE WAY SM-STEVE GIAUZZI @ MAROONE CHEVROLET TREATED CUSTOMER. CUST STATES CAMPAIGN SHOULD HAVE STATED URGENT RECALL. CUST SEEKS FOR INFORMATION TO GET DOCUMENTED. CRM ADV OF REQ# AND EXT 57719. LILLANA LOPEZ/CARS/TAMPA/TIER2; 0; 366768621

\*\*\*\*\*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:

MODEL INFORMATION:  
MAINTENANCE LOCATION:

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

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● PRESENT 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:  
MESSAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTSMARKET:  
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:

374707

DRIVING 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:  
ADDRESS:    CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	3948220	VIN Number:	1G1YY2G7X5115105
Date Opened:	5/22/2000	Model Year:	1999
Date Closed:	6/14/2000	Series:	Corvette
Dealer Code:	B20262	Mileage:	9705
Address:	DBA C & M CHEVROLET SAN DIEGO	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- LOCK STEERING STEERING COLUMN LOCK WHILE DRIV

RESOLUTION ABSTRACT- STEER COLUMN - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/22/2000 18:05:30 SBD TEMPLATE - SIMPSON

STRATEGY BASED DIAGNOSTICS

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

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

\_N\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

\_N\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

\_N\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

\_Y\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

\_N\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

\_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/22/2000 18:05:30 HISTORY - SIMPSON RON WOTRING SM, STATES  
VEHICLES STEERING COLUMN LOCKED WHILE DRIVING , CALLING ABOUT PI#  
A000914.

SUGGESTED TO CALL NAME [REDACTED]

PHONE: (810) 756-7962-OR-PHONE: (810) 676-1851



PAGER:(800) 789-7243 PIN: 116-1724PAGER:(800) 789-7243 PIN: 222-2731

PLEASE BE PREPARED TO PROVIDE YOUR NAME, THE DEALERSHIP'S NAME AND LOCATION, YOUR TELEPHONE NUMBER, THE VIN OF THE SUBJECT VEHICLE AND A BRIEF DESCRIPTION OF ITS CONDITION. THESE ENGINEERS HAVE AGREED TO RESPOND TO YOUR INITIAL TELEPHONE CALL OR PAGE WITHIN TWO HOURS IF CONTACTED BETWEEN 7:00 AM AND 7:00 PM EST.

DEALER TO ADVISE.

06/14/2000 16:42:13 COLE                   - TECH STATES PER DESIGN  
ENGINEER REPLACED STEERING COLUMN TO REPAIR.

K.COLE 40824.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:GRAND TERRACE  
CA

HOME PHONE:

CASE NUMBER: 02524013 VIN: 1G1YY22G7X5122457  
MODEL YEAR: 1999  
DATE OPENED: 2000-12-12 SERIES: CORVETTE COUPE  
DATE CLOSED: 2000-12-12 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T22 CSI Reply  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
serviceM41 Steering Column/Lock/Attaching Parts  
3 REPAIR ATTEMPT(S)Other  
LOCKS WHILE DRIVING

csi reply

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Csi reply.....cust sent in a survey about their vhe they are very happy with their  
svc department but they are not very happy with their veh. Crm call the cust to find out if  
there was anything else that could be done to assist the cust there was no one home so crm  
left message for them to call Cac at their convince....Please assist accordingly.... Debora  
Perez/pdx/cac; 0; 345505714  
2000-12-12

CUST CALLED BACK. CUST STATES STEERING COLUMN LOCKED UP THREE TIMES. CUST STATES WHEN THE  
VEH WAS REPAIRED THE LAST TIME DLR TOLD HIM PARTS WERE DIFFERENT. CUST STATES WHILE ON A  
ROAD TRIP THE VEH'S INFO CENTER READ FUEL EMPTY. CUST STATES FUEL WAS NOT EMPTY. CUST STATES  
DLR REPLACED FUEL LEVEL SENSORS. CUST STATES HE WILL BE BUYING THE NEXT MODEL CORVETTE. CUST  
STATES HE LOVES THE VEH. CUST STATES HE CAN LIVE WITH THE FUEL GAUGE PROBLEM. CUST STATES HE  
CANNOT LIVE W/ THE STEERING COLUMN ISSUE.

BRIAN BONGIORNO/PDX/CAC; 0; 345514220

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

VEH DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0  
INJURIES:

BODY INJURY:

ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

PRICE:  
QUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
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:  
FEE:  
DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

INJURY DETAILS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



# Service Satisfaction Survey

Grand Terrace CA

Black Hills Chevrolet

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

Home telephone

Change to: ( )

Dear

Our records indicate that you had your 1988 Corvette serviced at Tom Bell Chevrolet on October 14, 1988. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Tom Bell Chevrolet.

Sincerely,

*Dawn L. Wright*

Dawn L. Wright

Director - Customer & Relationship Services

## Instructions

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

- ☐ Please check this box if you no longer own/leases this 1988 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON OCTOBER 14, 1988, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis?                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you offered transportation options?  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. How satisfied were you that you were kept informed about the status of your service request?                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

1011/220725122407 20268

21041354005 00000114814 112000

# About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The ease of getting your vehicle?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The condition in which it was returned?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify) \_\_\_\_\_
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice?..... ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... ☐ Yes ☐ No ☒ Don't Know/Not Sure

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Tom Bell Chevrolet?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☒ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not

18. Overall, how satisfied are you with your 1988 Corvette?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your:

Dealership: Excellent

I've had lots of Corvettes over the years (40 years) (I've owned 3, C2, C4, C5) but the problem with the defective steering column that locks up & leaves us stranded with an UNDRIVEABLE CAR has been the WORST GODDAMN SHIT WE HAVE EVER had to deal with. If it happens again we will DUMP this

20. Are you... ☐ Under 25 ☐ 26-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older

21. 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: 1-800-222-1029

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to:

CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLEDO, OH 43682-0001

101YY2227X0130457 50388  
21041364889 7927287000 112080

SUE you for FULL REFUND  
be a class action lawsuit

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

LOS GATOS

CA

HOME PHONE:

CASE NUMBER: 00565003

VIN: 1G1YY22G7K5124032

MODEL YEAR: 1999

DATE OPENED: 2000-06-08

SERIES: Corvette

DATE CLOSED: 2000-09-12

MILEAGE: 13462

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: ANDERSON CHEVROLET

BRC PART#: 1

DEALER ADDRESS: 15600 LOS GATOS BLVD, LOS GATOS, CA, 95032, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

STEERING WHEEL LOCK UP WHEN PULLING OUT OF

PARKING LOT

M30 Wheels

Other

1 REPAIR ATTEMPT(S)

WHEEL NOISE

M01 Electrical General

Other

1 REPAIR ATTEMPT(S)

RADIO, LIGHTS MALFUNCTIONING

IS TIRED OF HAVING SO MANY PROBLEMS W/ VEH AND WANTS OUT OF IT

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATED THAT HE HAS BEEN HAVING SEVERAL CONCERNS W/ VEH-- STATED LAST NIGHT THE STEERING WHEEL LOCKED UP ON HIM WHILE PULLING OUT OF THE PARKING LOT--CUST STATED VEH IS CURRENTLY AT DIRSHIP FOR THIS CONCERN AND WAS ADVISED BY SVC ADVISOR, WILLIE THAT THEY HAVE HAD 5 VEHs COME IN W/ THAT SAME CONCERN--CUST STATED HE HAS HAD PROBLEM W/ WHEEL NOISE AND THE COMPUTER SYSTEM MALFUNCTIONS AT TIMES ( RADIO, LIGHTS, ETC)-- CUST STATED HE HAS BEEN TO DLR FOR ALL OF THESE CONCERN BUT THEY KEEP REOCCURRING-- STATED SVC ADVISOR ADVISED HIM TO CONTACT US TO START REPURCHASE PROCESS-- CUST SEEKING REPURCHASE-- CRM TRIED TO CONTACT SVC MGR, JOHN SULLIVAN, N/A, LEFT MESSAGE FOR HIM TO CALL BACK W/ ANY INFO HE HAS AND IF AVN HAS BEEN NOTIFIED-- CRM TO TRY AGAIN LATER AND INFORMED CUST OF A 24-48 HR CALL BACK.  
DOMINIQUE FORBES/AUS; 0; 329332349  
2000-06-08

CRM RECEIVED MESSAGE FROM THE SHOP FOREMAN, ED IN REF TO CUST CONCERN-- ED STATED THAT THERE IS NO PATTERN THAT VEH IS CURRENTLY THERE NOW FOR STEERING COLUMN LOCK----- GM EYES ONLY-----ED STATED THAT A BRAND MGR FOR CORVETTE STATED THAT AS OF NOW THERE IS NOT A TRUE FIX FOR THIS PROBLEM NOR PULSATING BRAKES ON THIS VEH-----ED STATED THAT HE REALLY DOES NOT SEE A PATTERN OF REPAIRS FOR THE SAME CONCERN W/ VEH BUT WILL RUN THIS BY HIS AVN DUE TO CUST SEEKING REPURCHASE-- ED STATED TO ADVISED CUST TO CONTINUE TO BRING VEH TO THEM FOR HIS CONCERNS AND THEY WILL CONTINUE TO ASST HIM W/IN WARRANTY PARAMETERS-- CRM THANKED SHOP FOREMAN AND WILL CONTACT CUST. DOMINIQUE FORBES/AUS; 0; 329349910  
2000-06-12

attempted to contact cust several times at number listed on file, no success; crm left message on vme with chevrolet position of continuing to work within terms of warranty, also that shop foreman is bringing the matter to the attention of avm and that dirship will continue to assist the cust in whatever manner is necessary. if cust calls again, please reiterate chevrolet position and that all that can be done is being done at this time, thanks.is not necessary to forward to me. jana nichols/austin; 0; 329692650

2000-06-12

STATESTHAT HE CALLED AVM FROM [REDACTED] OFFICE AND LEFT A MESSAGE REGARDING THE STATUS OF HIS CASE. AVM IS INVOLVED ACCORDING TO [REDACTED] SRV/MGR AND AVM IS PLANNING ON BUYING CUST CAR BACK. AVM WILL BE CONTACTING CUST. CRM DID RELAY PREVIOUS CRM'S COMMENTS AND WILL ADVISE ANYBODY ELSE WORKING THE CASE AVM HAS BEEN CONTACTED AND IS ACTIVELY INVOLVED CRM CLOSING THE CASE.

ANGELA FARLER/PDX; 0; 329706410

2000-06-14

avm victor states that he wanted to update file that he is contacting the customer to advised that repurchase is not an option due to the vehicle does not qualify so crm advised that request was documented. glen orcutt/tampa; 0; 329869125

2000-06-29

AVM VICTOR JEW CALLED AND REQUESTED FOR CRM TO DOCUMENT NOTED INFORMATION. AVM STATED MET WITH OWNER ON 06/08/00 REGARDING VEHICLES STEERING LOCK CONCERN AND REPURCHASE CONCERN. AVM STATED NO COMMITMENT WAS MADE AND AVM STATED PART WAS ORDERED. AVMSTATED SPOKE WITH OWNER ON 06/12/00 PRIOR TO OWNER TAKING 2WEEK VACATION AND AGAIN ADVISED OWNER THAT VEHICLES CONCERN DID NOT WARRANT A REPURCHASE OR TRADE. AVM STATED CUSTOMER REQUESTED TO HAVE A LETTER FROM GM LEGAL DEPARTMENT STATING VEHICLE WILL NOT EXPERIENCE THIS LOCK OUT CONCERN AGAIN. AVM STATED HE INFORMED CUSTOMER THAT WAS NOT POSSIBLE TO OBTAIN. AVM STATED OWNER ADVISED WOULD BE GOING ON TWO WEEKS VACATION AND WOULD RECONNECT WITH DEALERSHIP ( AGAIN TO ADDRESS GM'S POSITION ON THIS MATTER. AVM STATED WHILE FATHER WAS ON TWO WEEKS VACATION SON CALLED SEEKING GM'S POSITION ON THIS MATTER. AVM STATED HE AGAIN INFORMED SON THAT VEHICLE WAS REPAIRED AND THAT VEHICLE'S CONCERN DID NOT WARRANT A REPURCHASE OR TRADE. CONT.....; 0; 331153075

2000-06-29

... AVM STATED CUSTOMER LEFT VEHICLE AT DEALERSHIP WHILE ON VACATION PER WIFE STATING CUSTOMER DID NOT WANT VEHICLE DUE TO FEAR OF VEHICLE POSSIBLY LOCKING UP AGAIN. AVM STATED WHEN CUSTOMER RETURNED ON 06/27/00 CUSTOMER CALLED AVM AGAIN SEEKING GM'S POSITION REGARDING THIS MATTER. AVM STATED ONCE AGAIN HE INFORMED CUSTOMER THAT VEHICLE'S CONCERNS DID NOT WARRANT A REPURCHASE. AVM ALSO STATED THAT PRIOR TO CALL CUSTOMER HAD ALREADY TRADED VEHICLE (CORVET) AND PICKED UP NEW VEHICLE (CORVET) . AVM STATED THAT EVEN THOUGH CUSTOMER NO LONGER HAS VEHICLE CUSTOMER FEELS GM SHOULD REPLACE VEHICLE ANDTHAT HE WILL BE WRITTING A LETTER TO GM'S PRESIDENT AND PERSUING THIS MATTER FURTHER. CRM ADVISED AVM CRM WILL DOCUMENT ALL THIS INFORMATION FOR ANY POSSIBLE FUTURE REFERENCE. TEDRANNE BOWMAN//AVM CAC//TPA; 0; 331156297

2000-06-29

AVM STATED HIS NUMBER IS 1 800 906-0123 FOR ANY CAC ONLY ASSISTANCE IF NECESSARY. TEDRANNE BOWMAN//AVM CAC//TPA; 0; 331156368

2000-06-29

AVM'S BOX NUMBER 58659. TEDRANNE BOWMAN//AVM CAC//TPA; 0; 331156399

2000-09-12

CUST SUBMITTED CSI SURVEY ALONG WITH LETTER  
CRM WILL FORWARD INFO BACK TO PREVIOUS CRM FOR UPDATE PURPOSES  
PLEASE VIEW THE ATTACHMENTS.  
PAULA BONNER CORR<>ATX; 0; 337629891

2000-09-12

CRM VIEWED ATTACHMENTS AS PREVIOUS CRM REQUESTED. IT APPEARS CUSTOMER IS SATISFIED.  
TEDRANNE BOWMAN//AVM CAC//TPA; 0; 337639400

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:



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:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
TRADE:  
TERMINAL MARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

AMOUNT BALANCE:  
L:

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:

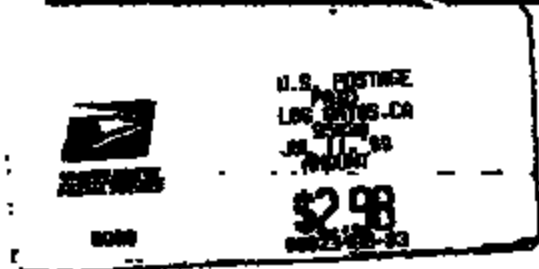
CONTACT PHONE:

ADDRESS:

LOS GATOS CA

CERTIFIED MAIL

7077 3220 0007 8866 3651



MR. RICHARD S. WAGNER CEO  
GENERAL MOTORS CORP  
P.O. BOX 33170  
DETROIT, MICHIGAN 48232-5170

RETURN RECEIPT  
REQUESTED

48232-5170

00565003

Mr. Richard J. Wagner CEO  
General Motors Corp.  
P.O. Box 33170  
Detroit, Michigan 48232-5170

July 10, 2000

Dear Mr. Wagner,

**I LOVE MY 2000 CORVETTE : And now the rest of the story!**

On June 9, 2000 I experienced "column lock" on my 1999 Corvette with 13,400 miles on it. This event was extremely scary since the car was running and I couldn't turn the steering wheel. The on board computer indicated that I should turn the key to off, wait 10 seconds and proceed. That didn't work so I called 1 800 CHEV USA and was told to have the tow truck operator disconnect the battery, wait 20 seconds to see if the computer would reset. My customer number was C00565003. That didn't work either so the car was lifted onto a flatbed trailer and we went back to the dealership where I bought the car, Anderson Chevrolet in Los Gatos, Ca. The service advisor Mr. Willie Lampkin, told me that other Corvettes were coming in with the same problems, in fact one customer had the steering lock while driving. Needless to say, I felt fortunate that the steering didn't lock up on the road while traveling at normal speeds. We had a meeting with the service manager, Mr. John Solomon who agreed with my concerns and said he would get hold of Mr. Victor Jew, the head area service manager to see how to proceed. The next day, Mr. Solomon, Mr. Victor Jew and I sat down at Anderson to go over my concerns. I told them that I no longer felt safe in the car and that my family was afraid for me and didn't want me to drive the car anymore under these circumstances. Mr. Jew said that Chevrolet buys back cars occasionally when a customer feels unsafe in a vehicle. He didn't know how much Chevrolet would give me for the car but I really didn't care because I just couldn't drive it anymore feeling as I did. A few days later, Mr. Jew said that Chevrolet wouldn't buy back the car no matter how I felt. Since this car had a history of computer problems and noise problems in the front tire area, I asked him to please review the service records at Anderson since they were the only people to ever service the car. My wife and I were going on a two week vacation the next day so he could have plenty of time to let my son [redacted] know what Chevrolet would do after reviewing the complete service record.

[redacted] had to call Mr. Jew a week later and was informed that Chevrolet wasn't going to help us. When we returned from vacation, I called Mr. Jew and let him know how disappointed my family and I were that Chevrolet didn't care about our safety feelings. I said to him that if Chevrolet would give us a guarantee in writing that the steering wouldn't lock up while driving, we might feel better about driving the car. He said Chevrolet wouldn't do that which made me feel even worse. Mr. John Solomon couldn't believe the position Chevrolet was taking and threw up his hands in disgust.

Mr. Bud Mc Mahon the lease manager, and Mr. Dave Rubenstein the general sales manager at Anderson knew of my troubles and came to my rescue. These two men put

my mind at ease by caring enough for their loyal customer. They bought my 1999 Corvette and put me into a 2000 Corvette that day. Mr Solomon said the 2000 Corvette hadn't experienced the steering lock and we all went away happy.

Your dealer organization has good people who really care and an area service manager who could care less. I love my 2000 Corvette, it's my fifth ! I feel safe now. Good luck with all your customers and employees.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Los Gatos, Ca. 

cc: Mr. David Spink  
Auto Nations Inc.  
cc: Mr. John Anderson  
Anderson Chevrolet



# Purchase and Delivery Satisfaction Survey

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

Los Angeles CA  
 310.441.1111/310.441.1111/310.441.1111

Home telephone:   
 Change to ( )

Dear \_\_\_\_\_

Thank you for choosing Chevrolet. We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely responses is very important to us and will be used to direct the continued efforts of Chevrolet and Anderson Chevrolet toward meeting the highest expectations of our customers.

Thank you for buying a Chevrolet.

Sincerely,  
*Dawn L. Wright*  
 Dawn L. Wright  
 Director - Customer & Relationship Services

00-29-00P02:26 RCVD

## Instructions

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

- ☐ Please check this box if you no longer own/lease this 2000 Corvette, and return the questionnaire.

## About Your Chevrolet Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Disappointed	Not at All Satisfied
1. Thinking about your dealership, how satisfied were you with ...					
- The convenience of the dealership's showrooms hours? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Disappointed	Not at All Satisfied	Does Not Apply/Not Applicable
2. How satisfied are you that you were treated in a professional and courteous manner? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's ...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Chevrolet vehicles? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does Not Apply/Not Applicable		
5. When you picked up your 2000 Corvette, were you greeted with friendliness and enthusiasm? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. At the time of delivery, were you offered ...						
- An orientation tour of the dealership, including the Service Department? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive to become familiar with your new vehicle before taking it home? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

101Y7220475131888 05434 20000528

11028257482 00000112100

121727

### About Your Sales Consultant - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Don't Know/Apply/Not Provided
7. How satisfied were you with the explanation of...						
- Your vehicle's features and operation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Chevrolet's Roadside Assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with...						
- The appearance of your new Chevrolet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Chevrolet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant contacted you to thank you for your purchase and resolve any concerns?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know/Not Sure <input type="checkbox"/>			
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Don't Know/Apply/Not Provided
11. How satisfied were you that...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Anderson Chevrolet?	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>
	Definitely Would <input type="checkbox"/>	Probably Would <input type="checkbox"/>	Might/Might Not <input type="checkbox"/>	Probably Not <input type="checkbox"/>	Definitely Not <input type="checkbox"/>
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>
16. Based on your experience to date, how satisfied are you with your 2006 Corvette?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Do you have any comments/recommendations about your Dealership?	_____				
Vehicle:	_____				

18. Are you ... ☐ Male ☐ Female
19. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older
20. May we include your name when providing this information to your dealership? ☐ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 18084, TOLEDO, OH 43688-8084





Mr. Richard J. Wagner CEO  
General Motors Corp.  
P.O. Box 33170  
Detroit, Michigan 48232-5170

July 10, 2000

Dear Mr. Wagner,

**I LOVE MY 2000 CORVETTE : And now the rest of the story!**

On June 9, 2000 I experienced "column lock" on my 1999 Corvette with 13,400 miles on it. This event was extremely scary since the car was running and I couldn't turn the steering wheel. The on board computer indicated that I should turn the key to off, wait 10 seconds and proceed. That didn't work so I called 1-800-CHEV USA, and was told to have the tow truck operator disconnect the battery, wait 20 seconds to see if the computer would reset. My customer number was C00565003. That didn't work either so the car was lifted onto a flatbed trailer and we went back to the dealership where I bought the car, Anderson Chevrolet in Los Gatos, Ca. The service advisor Mr. Willie Lampkin, told me that other Corvettes were coming in with the same problems, in fact one customer had the steering lock while driving. Needless to say, I felt fortunate that the steering didn't lock up on the road while traveling at normal speeds. We had a meeting with the service manager, Mr. John Solomon who agreed with my concerns and said he would get hold of Mr. Victor Jew, the head area service manager to see how to proceed. The next day, Mr. Solomon, Mr. Victor Jew and I sat down at Anderson to go over my concerns. I told them that I no longer felt safe in the car and that my family was afraid for me and didn't want me to drive the car anymore under these circumstances. Mr. Jew said that Chevrolet buys back cars occasionally when a customer feels unsafe in a vehicle. He didn't know how much Chevrolet would give me for the car but I really didn't care because I just couldn't drive it anymore feeling as I did. A few days later, Mr. Jew said that Chevrolet wouldn't buy back the car no matter how I felt. Since this car had a history of computer problems and noise problems in the front tire area, I asked him to please review the service records at Anderson since they were the only people to ever service the car. My wife and I were going on a two week vacation the next day so he could have plenty of time to let my son, [REDACTED] know what Chevrolet would do after reviewing the complete service record.

[REDACTED] had to call Mr. Jew a week later and was informed that Chevrolet wasn't going to help us. When we returned from vacation, I called Mr. Jew and let him know how disappointed my family and I were that Chevrolet didn't care about our safety feelings. I said to him that if Chevrolet would give us a guarantee in writing that the steering wouldn't lock up while driving, we might feel better about driving the car. He said Chevrolet wouldn't do that which made me feel even worse. Mr. John Solomon couldn't believe the position Chevrolet was taking and threw up his hands in disgust.

Mr. Bud Mc Mahon the lease manager, and Mr. Dave Rubenstein the general sales manager at Anderson knew of my troubles and came to my rescue. These two men put

my mind at ease by caring enough for their loyal customer. They bought my 1999 Corvette and put me into a 2000 Corvette that day. Mr Solomon said the 2000 Corvette hadn't experienced the steering lock and we all went away happy.

Your dealer organization has good people who really care and an area service manager who could care less. I love my 2000 Corvette, it's my fifth ! I feel safe now. Good luck with all your customers and employees.

Sincerely,

Los Gatos, Ca

cc: Mr. David Spisak  
Auto Nations Inc.  
cc: Mr. John Anderson  
Anderson Chevrolet

CASE NUMBER: 4024860                      VIN: 1G1YY22G7X5125326  
DATE OPENED: 06/27/00                      MODEL YEAR: 99  
DATE CLOSED:                                  SERIES: YB  
SOURCE: CHEVROLET                              MILEAGE: 021108  
CUSTOMER: B19183  
ADDRESS:  
HOME PHONE: 206 2435800                      STATE: WA  
BUS. PHONE:

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

06/27/2000 15:23:19 SPD TEMPLATE - BENNETT  
STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
  - \_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
  - \_X\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
  - \_M\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
  - \_X\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
  - \_M\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
  - \_X\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT
  - \_M\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
  - \_X\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
  - \_X\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
  - \_M\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
  - \_M\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)
- 06/27/2000 15:23:19 HISTORY - BENNETT, NATHAN

CONCERN : CUSTOMER STATES THAT THE VEHICLE ALLEGEDLY HAD THE STEERING COLUMN LOCK DURING TURN .

DIAGNOSIS : DLR TECH CALLED FOR PI INFORMATION AFTER LOOKING FOR BULLETINS . TECH STATES THAT THE STEERING WHEEL IS LOCKED IN FULL TURN POSITION . TECH SAYS HE CAN COMMAND THE COLUMN LOCK RELAY WITH THE TECH2 AND HEAR THE RELAY BURGLES , BUT THE COLUMN DOES NOT UNLOCK .

RECOMMENDATION : TAC ADVISED TECH OF CASES IN DATABASE . ADVISED TECH OF PI # A909265 AND TOLD TO CONTINUE WITH HIS DIAGNOSIS .

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 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.

TECH TO CALL BACK IF FURTHER INFORMATION IS NEEDED .

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

MILL VALLEY

CA

HOME PHONE:

CASE NUMBER: 04574308

VIN: 1G1YY22G7Y5103571

MODEL YEAR: 2000

DATE OPENED: 2001-06-15

SERIES: CORVETTE COUPE

DATE CLOSED: 2001-06-15

MILEAGE: 7000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: TEAM CHEVROLET-OLDSMOBILE-CADILLAC O

BRC PARENT:

DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M40 Steering Wheel  
1 REPAIR ATTEMPT(S)Other  
locks while drivingA07 Referred to Dealer  
0 REPAIR ATTEMPT(S)Other  
RENTAL CAR

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\*\*\*\*\*

CUST STATES THAT WHEEL LOCKS WHILE DRIVING

CUST STATES TO HAVE REPAIRED SHE IS VERY CONCERNED

CRM ADVISED AND CALLED DLR, HE STATED THAT IT IS IN THERE RIGHT NOW AND THEY ARE WORKING ON IT, I ADVISED TO CUST TO NOT WORRY AS THEY ARE WORKING ON THE PROBLEM RIGHT NOW, CUST SATISFIED AND STATED WILL CALL CAC IF NEEDED

JAMES ROCKWELL/CRM/PDX; 0; 361481944

2001-06-15

CUST STATES DRL REFERRED HER TO A RENTAL BUSINESS FOR VEL WHILE CORVETTE IS IN THE SHOP. RENTAL PLACE OUT OF VEL AT THIS TIME. SAID THEY WOULD DELIVER VEL TO HER HOME BY 5:00PM CUST CALLED 6:05. CRM IS ADDING HER COMPLAINT TO HER FILE MINI/CAC/PDX; 0; 361509306

## \*\*\*\*\*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:  
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:  
GRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

COUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

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:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6485675	VIN Number:	1G1YY22G7Y5139138
Date Opened:	5/20/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B30012	Mileage:	18978
Address:	THE ANCIRA-WINTON CHSAN ANTONIO	State:	TX
Dealer Phone:			

---

SYMPTOM ABSTRACT— LOCK STEERING COLUMN LOCKS WHEN STARTING INTE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/20/2003 17:22:44 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

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

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME MARK TINAR-SF

CUSTOMER CONCERN -STEERING COLUMN LOCKS WHEN STARTING INTERMITTENT

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

TECH STS THAT HE CAN NOT DUPLICATE BUT HAS HISTORY CODES LISTED BELOW.

TECH IS NOT POSITIVE ON WHERE THE CODES CAME FROM.

TAC RECOMMENDATION -TAC ADVISED TECH:

1) A000285 ADDITIONAL DIAGNOSIS TIPS

2) B01-02-95-008 ELECTRONIC STEERING COLUMN LOCK MAY REFUSE TO OPERATE

-DIC SERVICE MESSAGE

3) PERFORM BULLETIN AND PI THEN REEVAL AND TRY TO DUPLICATE

DDM B2252 U1084

PDM B2263 B2265 U1084

BA02-031 / GM22C



# LEXUS

## OF JACKSONVILLE

1625 ATLANTIC BLVD, JACKSONVILLE, FLORIDA 32202  
(904) 721-8000

LEXUS OF JACKSONVILLE.WE  
APPRECIATE YOUR BUSINESS.

PARTS AND  
SERVICE  
INVOICE

DATE TIME JOB # PO #

98 LEXUS ES300  
VIN: JT8VK13TKP0153277

JACKSONVILLE

FL

MILES IN/OUT: 111715/111715  
DATE IN-OUT: 7/20/01- 7/20/01

NEXT RECOMMENDED SERVICE - MILEAGE: 116715 DATE: 12/05/01

CONDITION 01 WARRANTY  
PERATION C INSTRUCTION

TIME	ITEM	TECH	UNITS	AMOUNT
95131	OXYGEN SENSOR (ONE)	217	.60	

ART NUMBER 746539405  
DESCRIPTION SENSOR, OXYGEN

LIST	NET
148.27	101.27
CUST MECH LER-LEXUS	
P&A WARR CLAIMS-LEX	
CONDITION TOTAL	
TIME 038750	141.25

CONDITION: THE CHECK ENGINE LIGHT IS ON.  
USE: FAILED OXYGEN SENSOR.  
CHECK: REPLACED FRONT OXYGEN SENSOR.

CONDITION 02 - CUSTOMER PAY

TIME	ITEM	TECH	UNITS	AMOUNT
95131	THE CHECK ENGINE LIGHT IS ON. REPLACED FRONT OXYGEN SENSOR.	217	1.50	94.00

ART NUMBER	DESCRIPTION	QTY	LIST	NET	AMOUNT
46539405	SENSOR, OXYGEN	1	148.27	148.27	148.27

CUST MECH LER-LEXUS  
P&A RO CUST MECH-LEX  
148.27

SUPPLY&SH  
SALES TAX  
OPTION TAX  
CONDITION

PAID  
JUL 20 2001

LEXUS OF JACKSONVILLE

TOTAL LABOR  
TOTAL PARTS 148.27  
TOTAL SHOP SUPPLIES 9.40

ALL PARTS INSTALLED AND  
AS SHOWN ON INVOICE  
OPTIONAL PREPARE AUTHORIZED  
TAXES AND FEES ARE NOT INCLUDED IN THE ORIGINAL ESTIMATED PRICE.

DATE TIME PER  
APPROVAL DATE  
AL ORG

CUSTOMER  
SIGNATURE

NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6681487	VIN Number:	1G1YY22G815127383
Date Opened:	8/6/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B07331	Mileage:	18877
Address:	WALLACE CHEVROLET CALAS CRUCES	State:	NM
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/08/2003 13:34:59 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

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

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) EMMITT BOOHER SM

CUSTOMER CONCERN - CUSTOMER WAS BACKING OUT OF THEIR GARAGE, AND STS STEERING COLUMN LOCKED.

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

TECH STS VEHICLE WAS TOWED IN, AND WHEN IT WAS FIRST DROPPED OFF, COLUMN WAS STILL LOCKED, BUT THEN STARTED WORKING NORMALLY. NO CODES.

TAC RECOMMENDATION -

QUESTIONED HIM TO TRY TO DETERMINE IF CUSTOMER STS COLUMN NEVER UNLOCKED AFTER STARTING, OR IF IT LOCKED WHILE MOVING. HE WAS NOT SURE. ADVISED HIM TO CONTACT CUSTOMER TO FIND OUT DETAILS BEFORE PROCEEDING. ADVISED HIM IF CUSTOMER ALLEGES COLUMN UNLOCKED AT STARTUP, THE LOCKED WHILE MOVING, FOLLOW P101137. IF IT NEVER UNLOCKED, FOLLOW PI A000285 (ADDITIONAL DIAGNOSIS).

EA02-031 / GM22C

Page 1 of 2



## GM RESTRICTED

CASE NUMBER: 06538519 VIN: 1G1YY22G8V5109035  
 DATE OPENED: 03/18/02 MODEL YEAR: 1997  
 DATE CLOSED: 03/18/02 SERIES: CORVETTE  
 SOURCE: YES MILEAGE: 30000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: CA  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] CALABASAS CA [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06538519 VIN: 1G1YY22G8V5109035  
 MODEL YEAR: 1997  
 DATE OPENED: 2002-03-18 SERIES: CORVETTE  
 DATE CLOSED: 2002-03-18 MILEAGE: 30000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: RYDELL AUTOMOTIVE GROUP  
 SRC PARENT: DEALER ADDRESS: 753 SAN FERNANDO RD., SAN  
 FERNANDO, CA, 91340, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Other  
 0 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:\Program-1\Plus\Microsoft-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
  - \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
C:\Program-1\Plus\Microsoft-1\Iexplore.exe  
http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
  - \* Validate with dealership if necessary
  - \* Coordinate with dealership to compare with another vehicle if necessary
  - \* Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

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

CUST CALLED, CUST STATING THAT HIS 1997 CORVETTE STEERING..LOCKED UP ON HIM WHILE  
 TAKING OUT OF HIS DRIVEWAY, CUST PUT VEHICLE BACK INTO GARAGE AND USED ANOTHER  
 VEHICLE, CUST SEEKING TO KNOW IF IT'S SAFE TO TAKE VEHICLE TO THE NEAREST DEALERSHIP OR  
 TO HAVE IT TOWED, CRM ADVISED TO TAKE VEHICLE TO DEALERSHIP/ RYDELL IS THE CLOSEST  
 DEALERSHIP AND THAT ITS HIS OPTION TO DRIVE IT HIMSELF OR HAVE IT TOWED TO DEALERSHIP TO  
 HAVE IT DIAGNOSED, CRM DIDNT FIND ANY KNOWN LOCKING CONCERNS ON STEERING SHAFT, CRM  
 RELAYED THIS TO CUST, CUST SATISFIED, CUST DIDNT WANT TO BE TRANSFERED TO DEALERSHIP,  
 CRM CLOSING SATISFIED, ALEX AGUIRRE/ AUSTIN; 0; 305319525

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
 DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ANOTHER VEHICLE INVOLVED:  
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
 REQUEST TYPE:  
 PURCHASE REASON:

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

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

PLACEMENT 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:

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\*\*\*\*\*

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

## GM RESTRICTED

CASE NUMBER: 06724240 VIN: 1G1YY22G8V5109097  
 DATE OPENED: 04/16/02 MODEL YEAR: 1997  
 DATE CLOSED: 04/19/02 SERIES: CORVETTE  
 SOURCE: YES MILEAGE: 13000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: DE  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] BEAR , DE [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06724240 VIN: 1G1YY22G8V5109097  
 MODEL YEAR: 1997  
 DATE OPENED: 2002-04-16 SERIES: CORVETTE  
 DATE CLOSED: 2002-04-19 MILEAGE: 13000  
 SOURCE: Phone DELIVERY DATE:  
 C TYPE: Yes DEALER NAME: PORTER CHEVROLET  
 C PARENT: DEALER ADDRESS: 414 E CLEVELAND AVE, NEWARK, DE, 19711, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Excessive Effort  
 1 REPAIR ATTEMPT(S) STEERING LOCKS UP WHEN YOU GO TO DRIVE  
 OR REVERSE  
 S85 Dealer Resolved With Goodwill Dealer Resolved With Good  
 0 REPAIR ATTEMPT(S) REIMBURSE THE LABOR THEY HAD CHARGED HIM

## 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\_Core  
 point.htm]]
  - \* Validate with dealership if necessary
  - \* Coordinate with dealership to compare with another vehicle if necessary
  - \* Schedule a follow up if issue is not resolved during call
- Vehicle operation or design



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

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

ORIGINAL OWNER 8/97 FROM PORTER CHEVROLET, NO EXT SVC CONT  
 CUST STATES HE HAS A PROBLEM W/THE STEERING COLUMN LOCKING UP WHEN YOUR GO FROM PARK TO  
 DRIVE OR REVERSE INTERMITTENTLY. CUST SAYS DEALER HAS NEVER BEEN ABLE TO DUP THE CONCERN.  
 CUST SEEKING COSTASST AND HE DOESN'T HAVE HIS VIN. CRM ADVISED SHE WILL HAVE TO CALL THE  
 DEALER AN CUST WILL HOLD. CRM SPOKE TO HERBERT HEFFLINGER SVC MGR 302-453-6800 HE GAVE  
 ME THE VIN; AND STATED THE VEH JUST CAME IN TODAY AN THEY HAVEN'T BEEN ABLE TO DIAG. MR  
 HEFFLINGER STATED HE WILL LOOK AT THE HISTORY CHECK THE BULLETINS AN SEE HOW THEY CAN  
 GIVE ANY ASST IF POSSIBLE. CRM GOING BACK TO LET THE CUST KNOW. CRM SCHEDULED A CALL BACK  
 FOR HIM AN THE DEALER FOR 4/18/02 BETWEEN 9:30 - 11:30 AM EST. SAMMIE EIKEL/TAMPA CARS  
 58917; 0; 387841309  
 2002-04-18

CUST STATES HE PAID 150.00 DOLLARS ON THE REPAIR AND IT IS THE SAME AS THE RECALL 01044A  
 THAT THEY DIDN'T INCLUDE THE 97'S. CUST SAID HE TOOK THE VEH IN 5/10/00 FOR THE SAME  
 CONCERN THAT THEY COULDN'T DUP AND IT WAS TOWED IN. WEREKNOWLEDGE HAS SOMETHING FROM 97-  
 2001. CRM ADVISED THE CUST I WOULD HAVE TO DO MORE RESEARCH AND GET BACK WITH HIM. SAMMIE  
 EIKEL/TAMPA CARS 58917; 0; 387989293  
 2002-04-19

CRM SPOKE TO HERBERT HEFFLINGER SVC MGR 302-453-6800 TO SEE IF THE WIRING HARNESS THEY  
 PUT ON WAS THE SAME ON THAT WAS IN THE CAMPAIGN FOR THE 98. MR HEFFLINGER SAID HE DIDN'T  
 THINK SO BUT THEY ARE REIMBURSING THE CUST BECAUSE HE BROUGHT IN HIS RO SHOWING THAT HE  
 BROUGHT THE VEH IN FOR THIS CONCERN WHILE UNDER WARRANTY. CRM ADVISED SHE WOULD CLOSE THE  
 REQ SATISFIED THEN AND HE STATED YES HE IS SATISFIED. SAMMIE EIKEL/TAMPA CARS 58917; 0;  
 388075674

## \*\*\*\*\*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:

## GM RESTRICTED

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:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

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:

LOCATION:

RESTRAINT:

## GM RESTRICTED

TYPE OF INJURY:  
DEATED:

IF SO, WHERE:

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*BEC CONTACT INFORMATION\*\*\*\*\*

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

GM RESTRICTED

357806

CASE NUMBER: 04496814 VIN: 1G1YY22G8W5100594  
 DATE OPENED: 06/11/01 MODEL YEAR: 98  
 DATE CLOSED: 06/21/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 55000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: MO  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] SPRINGFIELD MO [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 04496814 VIN: 1G1YY22G8W5100594  
 MODEL YEAR: 1998  
 DATE OPENED: 2001-06-11 SERIES: UNKNOWN  
 DATE CLOSED: 2001-06-21 MILEAGE: 55000  
 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) 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\Microsoft\Iexplore.exe  
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus\Microsoft\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
- 
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call
- \* Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

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

357806

CUST STATES THAT ON 06/08/01 THE STEERING COLUMN LOCKED UP AS HE WAS PULLING IN THE DRIVEWAY.

CUST SEEKS TO KNOW IF THERE ARE ANY CAMPAIGNS/SPECIAL POLICIES FOR THIS & WHAT HE SHOULD DO ABOUT IT.

CRM ADVSD CUST TO TAKE VEH TO DLR TO HAVE IT LOOKED @. AFTER RESEARCH CRM ADVSD CUST THAT NO CAMPAIGNS @ THIS TIME. CUST STATES WILL CALL BACK IF NEEDS ANY FURTHER ASST DUE TO WILL BE TOO HARD FOR CUST TO BE CONTACTED. JAMIE BATEMAN/CAC/PDX; 0; 361117648  
2001-06-20

CRM RECEIVED CORRESPONDENCE STATING THE SAME CONCERN. CRM FOUND OUT THAT THERE IS A CAMPAIGN ON HIS VEHICLE. CRM ATTACHING LETTER TO FILE. KRISTIE HARDCASTLE - CARS TAMPA; 0; 361895551

\*\*\*\*\*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\*\*\*\*\*

GM RESTRICTED

357806

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

COUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
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 CASH NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0

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

GM RESTRICTED

357806

ES OWNER HAVE POSSESSION OF VEHICLE:  
SOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

374613

CASE NUMBER: 04925434 VIN: 1G1YY22G8W5108517  
 DATE OPENED: 07/16/01 MODEL YEAR: 98  
 DATE CLOSED: 07/20/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 24800  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: TX  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] EL PASO, TX [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 04925434 VIN: 1G1YY22G8W5108517  
 DATE OPENED: 2001-07-16 MODEL YEAR: 1998  
 DATE CLOSED: 2001-07-20 SERIES: UNKNOWN  
 SOURCE: Phone MILEAGE: 24800  
 SRC TYPE: Yes DELIVERY DATE:  
 SRC PARENT: DEALER NAME: RUDOLPH AUTOMOTIVE CORPORATION  
 DEALER ADDRESS: 3003 N MESA, EL PASO, TX, 79902, USA

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

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

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*



GM RESTRICTED

374613

CUST STATES HE PULLED CAR OUT OF THE DRIVE WAY AND STEERING CLOUMN LOCKED UP ON HIM. CUST STARTED VEH AGAIN BUT THE STEERING CLOUMN REMINDND LOCKED. CUST IS SEEKING TO KNOW IF ANY OTHER CASES LIKE THIS HAVE BEEN REPORTED. CRM ADVISED TO CUST THAT A OPEN CAMP HAS BEEN ISSUED, HOWEVER HIS VEH DOES NOT FALL INTO BECAUSE OF THE VIN. CRM ADVISED TO CUST THAT CALL WOULD BE MADE TO DEALERSHIP TO IF THE IT WAS THE PROBLEM. CRM WILL CALL THE CUST BACK TO UPDATE HIM ON THE VEH. ALEX VARGAS/ATX/CARS; 0; 364155975

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
PURCHASE REASON:

DEALER HAC:

GM RESTRICTED

374613

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

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

\*\*\*\*\*EBC CONTACT INFORMATION\*\*\*\*\*

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

374613

NAME:  
COMPANY:

ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

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

HOUSTON , TX

CASE NUMBER: 03584345 VIN: 1G1YY22G8W5111109  
MODEL YEAR: 1998  
DATE OPENED: 2001-03-23 SERIES: UNKNOWN  
DATE CLOSED: 2001-03-27 MILEAGE: 45000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: CHARLIE THOMAS CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 13800 GULF FWY, HOUSTON, TX, 77034, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

N01 Steering General Other  
0 REPAIR ATTEMPT(S) column

CUSTOMER CLAIMS STEERING COLUMN LOCKED UP WHILE DRIVING/CUSTOMER SEEKS ASSISTANCE ON REPAIR  
\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Veronica Johnson/Executive

Office\*\*\*\*\*

Executive crm received a call from the customer requesting assistance with his 1998 Chevrolet Corvette.

Customer states he is a subsequent owner. Customer states while driving his vehicle the steering column locked up. Customer states he took the vehicle to Charlie Thomas Chevrolet for a diagnosis. Customer states the repair to fix the concern is \$550.00. Customer states he should not have to pay for the repair because GM is aware that there is a concern with the steering column. Customer states he seeks assistance on the repair cost, and he is currently driving a loaner vehicle, and he seeks assistance on the rental fees. Customer states he has an extended warranty with Chrysler, but they will not cover the repair. Customer states he will contact him an attorney if he does not receive assistance. Executive crm apologized to the customer for the concern. Executive crm inq if the vehicle was involved in an accident, or was anyone hurt. Customer states no accident occurred nor was anyone hurt. Executive crm advised the customer there is no campaign listed in vin profile on the concern, however a call to the dealership would be made to obtain additional insight on the diagnosis. Customer states his service advisor's name is Gary. Executive crm advised the customer a followup call would be made on 3-26-01. Executive crm established a call back time of 10am [REDACTED]. Customer thanked executive crm for assisting. Executive crm called Charlie Thomas Chevrolet @ 281-481-6680 and requested to speak with either Gary or the s/m. Executive crm was advised neither parties were available. Executive crm left a detailed message requesting a return call. Executive crm will followup with the dealership on 3-26-01.

Veronica Johnson/Executive office; 0; 99999  
2001-03-26

Executive crm called Charlie Thomas Chevrolet. Executive crm spoke with assistant service manager, Gary. Executive crm inq if the customer's vehicle was @ the dealership. Gary states the vehicle is currently @ the dealership. Executive crm inq what exactly is the problem, what caused the problem and what is the repair? Gary states the customer drove the vehicle in service complaining that the column locked up. Gary states the diagnosis was that the actuator was locked up (malfunctioning). Gary states the lock actuator has to be replaced. Gary states assistance was not offered to the customer because the customer has an extended warranty through Chrysler and the PEP manual states if the customer has an indept extended warranty no cost assistance can be offered @ dealership level. Executive

crm asked the s/m if in opinion GM should assist the customer on the repair. S/M states in his opinion assistance should be offered to the customer. Executive crm advised the s/m additional research \_\_\_\_\_; 0; 354476483  
2001-03-26

is needed and a followup call would be given once a decision has been made. Executive crm called the customer @ work, however he was not available. Executive crm left a detailed message requesting a return call. Executive crm consulted with team lead on the issue. Executive crm was advised to contact the Avm for assistance on the decision to assist. Executive crm called Avm Gregory Czubik, and left a detailed message requesting his assistance. Executive crm awaiting a return call.  
Veronica Johnson/Executive office; 0; 354477381  
2001-03-26

Executive crm received a return call from Avm Czubik who states GM position is not to assist with the repair cost based on the information provided, the customer has an extended warranty contract through Chrysler which is precedence, also the customer is the subsequent owner of the vehicle. Avm states based on the information provided the customer would be responsible for the repair cost. Executive crm thanked the Avm for his assistance. Executive crm called the customer and advised him based on the information provided at this time GM would not be in a position to assist with the cost. Customer states he is not in agreement with the decision made. Customer states he will contact an atty. Customer requested the addr to submit his position. Executive crm provided the customer with the (Chevy) po box. Cust states he will contact an atty.  
Veronica Johnson/Executive office/dissatisfied; 0; 354491605  
2001-03-26

EXEC RECEIVED CALL BACK FROM CUST. CUST STATES HE HAS ALREADY TALKED WITH EXEC VERONICA JOHNSON REGARDING HIS CONCERNS / REQUEST. CUST SEEKS EXEC TO OVERTURN DENIAL DECISION. EXEC REVIEWED ALL COMMENTS IN FILE. EXEC NOTED THAT CUST HAS BEEN DENIED BY AVM FOR COST ASSISTANCE REGARDING THE CONCERN. EXEC ADVISED CUST THAT EXEC WILL NOT OVERTURN AVM DECISION. CUST SEEKS TO SPEAK WITH JOHN MIDDLEBROOK VP OF VEH BRAND MARKETING. EXEC DENIED CUST REQUEST. CUST STATES THAT HE PROMISES THAT IF HE IS HURT IN VEH, THERE WILL BE NO AMOUNT OF MONEY THAT WOULD BE ABLE TO COMPENSATE HIS FAMILY. CUST STATES HE WILL CONTINUE TO TRY AND CONTACT MR. MIDDLEBROOK. \*\*\*\*\* MADE KIRKLAND/EXEC; 0; 354492532  
2001-03-26

dissatisfied closing/Veronica Johnson/exec; 0; 354499306  
2001-03-27

I HAVE REVIEWED REQUEST AND AGREE WITH CLOSING AS PER AVM DECISION./ANNA SPICOLA-TEAM MANAGER-EXEC; 0; 354554610

\*\*\*\*\*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  
MSRP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
LEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

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

PARRISH, FL

CASE NUMBER: 02870714 VIN: 1G1YY22G8W5122711  
MODEL YEAR: 1998  
DATE OPENED: 2001-01-15 SERIES: UNKNOWN  
DATE CLOSED: 2001-03-05 MILEAGE: 36400  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: COX CHEVROLET INCORPORATED  
BRC PART#: DEALER ADDRESS: 2900 CORTEZ RD W, BRADENTON, FL, 34207, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Inoperative  
3 REPAIR ATTEMPT(S) LOCKS UP WHILE DRIVING  
  
A04 Possible Safety Concern Other  
3 REPAIR ATTEMPT(S) STEERING LOCKS UP  
  
T58 Retention Certificate/Owner Loyalty Customer Satisfaction  
0 REPAIR ATTEMPT(S) \$1500

Oldsmobile Aurora's fulltime power steering

## INFORM THE CALLER:

Oldsmobile's are equipped with a Magnasteer system which is a variable steering system. It's designed to provide better 'on center' feel, Normal condition no adjustment. Oldsmobile has fulltime power steering. What they have on some newer models is "Variable Assist" steering. What this means is that the faster you go, the tighter the steering feels and the slower you go the easier it is to steer, is for parking maneuvers."

## STEERING COLUMN LOCKS UP

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HIS STEERING WHEEL HAS LOCKED UP THREE TIMES, AND HE BELIEVES THAT THIS VEH FALLS UNDER THE LEMON LAW. HE REQUESTS THAT WE SEEK AUTHORITY FOR REPURCHASE, OR GETTING HIM OUT OF THE LAST YEAR OF HIS LEASE. HE REQUESTS THAT HE MAKE NO MORE PAYMENTS. SVC MGR AT THE FIRST DLR WHERE MOST OF HIS WARRANTY WORK WAS DONE STATED THAT MOST OF THE WORK WAS DONE TO DIFFERENT PARTS, ALTHOUGH THERE WERE REPEATED CONCERNS WITH KEY FOB. SECOND SVC MGR WHERE RECENT WORK WAS DONE WAS UNAVAILABLE. CRM WILL CONTACT SVC MGR AND CALL CUST BACK ON 1/17/01. JOHNNI GOOD/CAC/PDX; 0; 348438395  
2001-01-15

SVC UNAVAILABLE. CRM WILL CALL AGAIN, AND PUT IN CALL TO AVM IN ORDER TO COVER ALL POSSIBILITIES FOR ASSISTING THIS CUST. JOHNNI GOOD/CAC/PDX; 0; 348439106  
2001-01-15

SVC MGR AT COX CHEV. HE STATED THAT HE WOULD SPEAK TO HIS SALES MGR TO SEE IF THERE WAS ANY ASSISTANCE THAT COULD BE GIVEN THE CUST FROM THAT DIRECTION. HE DID CONFIRM THAT THE PART REPLACED ON 1/15/01 WAS THE SAME PART THAT HAD BEEN REPLACED THREE TIMES BEFORE, BUT EXPRESSED DOUBT THAT AVM WOULD AUTHORIZE BUYING OUT THE LEASE. HOWEVER, HE DID GIVE CRM THE NEW AVM'S NAME (STEVE GILLY) AND MAILBOX NUMBER 8026. CRM WILL SEND MESSAGE TO AVM, AND ALSO WAIT FOR CALL BACK TO THIS FILE NUMBER FROM SALES MGR WHO WILL CALL AFTER SPEAKING WITH SVC MGR. JOHNNI GOOD/CAC/PDX; 0; 348448099  
2001-01-16

AVM MESSAGE SENT. CRM WILL WAIT FOR HIS REPLY. JOHNNI GOOD/CAC/PDX; 0; 348528365



2001-01-17

CRM CALLED CUST AT SCHEDULED TIME. LEFT MESSAGE THAT AVM HAS NOT YET RETURNED CALL, AND THAT CRM WOULD CALL CUST ON 1/18/01 BETWEEN 10:30 AND 11:30 PST. JONNI GOOD/CAC/PDX; 0; 348610594  
2001-01-17

CUST STATES NEVER RECEIVED AN CALLBACK FROM THE PREVIOUS CRM JONNY GOOD. CUST STATES WOULD LIKE TO NOTE THAT PREVIOUS CRM STATED TO CUST THAT CRM WAS TO CONTACT SVC MGR, HAVE SVC MGR CALL CUST BACK, HOWEVER AN NEW SALESMAN HAD CALLED TO INQUIRE W/CUST WHAT TYPE OF VEH CUST WAS LOOKING FOR. CUST STATES THAT HE HAS SET APPT HIMSELF FOR TOMORROW W/WALLY HALL AT COX CHEVROLET AT 8:30 IN THE MORNING. CUST STATES IS VERY UPSET THAT NOT ONE SINGLE PERSON CAN ASST W/HIS PROBLEM. CUST STATES HAS HAD THREE EXACT FAILURES, WILL STAY INLEASE, WILL EXTEND LEASE, & ONLY WANTS TO GET OUT OF THIS PROBLEMATIC VEH-WANTS REPLACEMENT VEH. CRM ADVISED CUST THAT CRM WILL NOTIFY PREVIOUS CRM TO CONTACT CUST, DUE TO PREVIOUS CRM STATED WOULD CALLBACK CUST, & THAT AVM HAS ALREADY BEEN CONTACTED IN REGARDS TO CUST REQUEST. THERESA SIGNALA/PDX/CAC; 0; 348625138  
2001-01-17

CRM ATTEMPTED TO CALL CUST AGAIN. CUST STATES HE DOES NOT WANT THIS CAR ANY MORE. CRM ADVISED THAT AVM HAS NOT YET CALLED BACK., A SECOND MESSAGE WILL BE SENT TO AVM TO REQUEST THAT VEH LEASE BE ENDED AND ASSISTANCE BE GIVEN CUST TO GET INTO NEW VEH. CUST WILL BE CALLED BACK ON 1/19/01. 10:30 PST. JONNI GOOD/CAC/PDX; 0; 348627627  
2001-01-17

SECOND CALL PUT IN TO AVM. CRM WILL WAIT FOR HIS RESPONSE. JONNI GOOD/CAC/PDX; 0; 348628373  
2001-01-18

SLS MGR WALLY HALL FROM COX CHEV STATES HE SEEKS UPDATE ON CUST BECAUSE CUST CLAIMS HE HAD AN APPT WITH HIM THIS MORNING. CRM ADVISED CUST STATED HE HAD AN APPT AND CUST WAS ADVISED CRM HAS BEEN CONTACTED AND CUST WOULD BE CALLED BACK 1/18 AND THEN ON 1/19. SLS MGR STATES CRM IS THROUGH WITH THIS CUST AND DOES NOT WANT ANY FUTURE BUSINESS WITH THIS CUST.

PAUL EASTUP/AUCARS; 0; 348680846  
2001-01-19

CRM CALLED CUST AND LET HIM KNOW THAT WE HAVE NOT HEARD FROM THE AVM. THE AVM HAS CHANGED, AND OLD ONE WAS GOING TO FORWARD MESSAGE TO NEW ONE. TWO MESSAGES HAVE BEEN SENT WITHOUT RESPONSE. CRM WILL REQUEST THAT TM SEND MESSAGE TO CAM TO EXPEDITE RESPONSE. JONNI GOOD/CAC/PDX; 0; 348780601  
2001-01-19

CRM REQUESTED THAT TM MAKE CAM CALL REGARDING AVM STEVE GILLY, AND REQUEST A DECISION ABOUT THIS REPURCHASE. JONNI GOOD/CAC/PDX; 0; 348799764  
2001-01-24

THIRD MESSAGE SENT TO STEPHEN GILLEY, AVM, CONCERNING THE CUST'S REQUEST FOR REPURCHASE. JONNI GOOD/CAC/PDX; 0; 349242400  
2001-01-25

\* AVM STEVE GILLEY RETURNED CALL. REPURCHASE REQUEST HAS BEEN DENIED FO THE FOLLOWING BUSINESS REASONS: VEH IS OUTSIDE OF WARRANTY, ALL REPAIRS TO STEERING MODULE WERE MADE AS POLICY ADJUSTMENT WITH NO CHARGE TO CUST, AND THE PROBLEM HAS BEEN CORRECTED. CRM WILL CONTACT CUST TO GIVE HIM GM'S FINAL DECISION. JONNI GOOD/CAC/PDX; 0; 349299289  
2001-01-25

CRM CALLED CUST ON BUSINESS AND CELL PHONE, AT SCHEDULED CALLBACK TIME. LEFT MESSAGE FOR CUST TO CALLCAM, AND ALSO WILL CALL AGAIN AT 12:30PST TO RELAY AVM'S DENIAL OF ASSISTANCE. JONNI GOOD/CAC/PDX; 0; 349299484  
2001-01-25

\*\*\*NEXT CRM\*\*\*AVM HAS DENIED ASSISTANCE FOR THE FOLLOWING BUSINESS REASONS - THE VEH IS OUT OF ITS WARRANTY, THE REPAIR WAS COMPLETED WITHOUT COST TO CUST AND THE CONCERN HAS BEEN

CORRECTED. PLS ADVISE CUST THAT THIS IS GM'S FINAL DECISION. THANK YOU. JONNI GOOD/CAC/PDX;  
0; 349299615  
01-01-25

CRM ATTEMPTED TO CALL CUST AGAIN BUT CUST WAS NOT AVAILABLE. JONNI GOOD/CAC/PDX; 0;  
349305307  
2001-01-26

CUST STATES THE RECURRING STEERING LOCKUP ISSUE HAS NOW COST HIM A LISTING ON A SALE OF \$300,000.00 AS WELL AS LOSS OF CONFIDENCE IN VEH...CUST MENTIONED FLORIDA LEMON LAW..CUST WOULD LIKE TO GET OUT OF THIS VEH AND INTO ANOTHER VETTE AND STATED THAT HE IS NOT LOOKING FOR REFUND BUT STATED THAT HE JUST WANTS THIS ISSUE RESOLVED ..PREVIOUS DOCS MENTION AVM BUT DO NOT CLARIFY IF CONTACT WAS MADE..CRM ADVISED CUST TO CONTACT ORIGINAL SELLING DLR TO DETERMINE LEASE COMPANY INVOLVED AS THEY MAY HAVE AN EARLY TRADE-UP OPTION..CUST STATED THAT THE LEASE PAYMENT IS TO BANK-ONE..CUST ALSO WANTED A HIGHER AUTHORITY PHONE NUMBER ..CRM GAVE GM H/Q NUMBER FROM THE WEB...JOHN HATFIELD CAC/PDX; 0; 349368133  
2001-01-26

\*\*\*\*\* EXECUTIVE OFFICE CONTACTED \*\*\*\*\* CUST STATES UNHAPPY WITH DECISION OF CAC TO NOT OFFER ASSISTANCE IN REPURCHASING VEH. STATES HE IS A REALTOR AND LOYAL GM OWNER. HAS PREVIOUSLY OWNED A 1996 CORVETTE AND A 1994 2-28. EXEC APOLOGIZED FOR CUST'S CONCERN AND ASKED HOW EXEC COULD ASSIST. CUST STATED HE WANTS THIS VEH REPURCHASED. EXEC ASKED IF VEH IS REPAIRED, CUST REPLIED YES. CUST STATES CAN NOT RELY ON VEH TO MAKE BUSINESS MEETINGS, ETC AND THAT HIS WIFE WILL NOT DRIVE IT OUT OF FEAR OF BEING STUCK. EXEC READ NOTES AND FOUND WHERE AVM GILLEY DECLINED ASSIST. ADVISED CUST OF THIS AND OFFERED TO SPEAK WITH AVM BUT MADE CLEAR THAT AN AVM'S DECISION IS RARELY IF EVER OVERTURNED. CUST OFFERED 2 PHONE NUMBERS TO CALL BACK - 941-776-9592 AND 941-776-1275. EXEC AGREED TO RETURN CALL BY MON. KJADICK.EXEC; 0; 349392421  
2001-01-26

EXEC RPT VEH FOR AVM GILLEY AT 404082-8026. KJADICK; 0; 349810152  
2001-01-26

EXEC REC'D RETURN CALL FROM AVM GILLEY. STATED CUST WAS VERY DEMANDING WHILE AT DLR. (PER SVC MGR) AND THE VEH IS REPAIRED AND THAT THE PART INSTALLED WOULD BE THE LATEST DESIGN. AVM STATES HE WOULD NOT BE ADVERSE TO OFFERING AN OLC OF \$1000 TO \$1500 IF THAT WOULD ENTICE HIM TO REPURCHASE. EXEC ALSO SPOKE WITH DAVE PEACEY (CORVETTE BQM) AND VERIFIED THAT UNIT HAS BEEN UPDATED AND THAT 2001 MODELS WITH AUTOMATIC TRANS DO NOT UTILIZE STEERING LOCK. KJADICK.EXEC; 0; 349399966  
2001-01-26

EXEC CALLED CUST AND UPDATED WITH INFO DERIVED FROM AVM AND BQM. CUST STILL UNHAPPY W/SITUATION. EXEC OFFERED \$1500 OLC TOWARD NEXT PURCHASE, ETC. CUST STATES HE APPRECIATES THAT BUT HIS LEASE DOES NOT END UNTIL APRIL 21, 2002 SO THE OLC WILL HAVE EXPIRED. EXEC ADVISED THAT NOTES WILL BE LEFT IN FILE REGARDING THE OLC AND THAT HE NEED ONLY CALL BACK AND REFER TO FILE NUMBER WHEN HE IS READY. CUST AGREED BUT STATED HE REALLY DOES NOT FEEL COMFORTABLE WITH THIS VEH AND WOULD LIKE TO KNOW IF THERE IS A WAY OUT OF HIS LEASE EARLY AND INTO ANOTHER CORVETTE. EXEC UNABLE TO ADVISE. CUST REQUESTED EXEC CONTACT COX CHEVROLET AND SPEAK WITH SALES DEPT TO SEE IF THEY WOULD BE WILLING TO WORK WITH HIM. EXEC AGREED AND WILL CONTACT ON MON 1-29-01. KJADICK.EXEC; 0; 349402496  
2001-01-29

EXEC SPOKE W/ SALES MGR WALLY HALL. REVIEWED CASE AND MR HALL STATED CUST WAS VERY DIFFICULT WHEN DEALING WITH THE SALES DEPT IN THE PAST. EXPECTS TO BE ABLE TO WALK AWAY FROM THE LEASE W/O ANY EXPENSE. DLR FEELS CUST MAY BE BETTER WORKING W/ SELLING DLR WHICH WAS MAHER. MR HALL STATED CUST IS EQUI-DISTANT FROM EITHER DLR. KJADICK.EXEC; 0; 349810074  
01-01-29

EXEC CONTACTED CUST AND DISCUSSED OPTIONS. CUST RESTATED THAT HE DOES NOT WANT VEH ANYMORE - EXEC RESTATED THAT WE WOULD NOT BE REPURCHASING VEH. SINCE AS FAR AS WE ARE CONCERNED THE VEH IS REPAIRED. CUST AGREED TO \$1500 OLC AS GOODWILL ACT FROM G.M. TOWARD NEXT PURCHASE. CUST DID ASK IF OFFER WAS FLEXIBLE AND COULD BE INCREASED. EXEC EXPLAINED THAT CRITERIA EXISTS TO JUSTIFY OLC'S AND EXPLAINED THAT SINCE VEH IS OPERATING PROPERLY AT THIS TIME AND

THAT HE HAS HAD NO DIRECT OUT-OF-POCKET EXPENSES, \$1500 WAS ALREADY BEYOND WHAT WOULD NORMALLY BE OFFERED. CUST WILL SHOP DLRS AND SEE WHERE HE CAN GET THE BEST DEAL.

KJADICK.EXEC; 0; 349650784  
2001-01-30

EXEC FORWARDING FILE FOR APPROVAL OF \$1500 OWNER LOYALTY CERTIFICATE. BUSINESS REASONS ARE AS FOLLOWS: CUST IS ORIGINAL OWNER AND REPEAT BUYER - HAS OWNED A 1996 VETTE AND A 1994 Z-28. 2. CUST HAS HAD THREE FAILURES OF THE SAME COMPONENT (STEERING MODULE) WHICH HE FEELS IS A SAFETY ISSUE. 3. CUST HAS LOST FAITH IN VEH AND HIS WIFE REFUSES TO DRIVE IT IN FEAR OF GETTING STUCK. STEVE GILLEY AVM ALSO FELT AN OLC WOULD BE APPROPRIATE FOR CUSTOMER SATISFACTION. MSRP OF 1998 CORVETTE WAS WELL OVER \$32,000.00 KJADICK.EXEC; 0; 349729158  
2001-01-30

I HAVE REVIEWED REQUEST AND APPROVE OLC @\$1500.00 FOR CUSTOMER RETENTION. /PAUL BYTHER-  
ACTING TEAM MANAGER-EXEC 01-30-01 2:03PM; 0; 349732768  
2001-01-31

APPROVER HAS PRE-APPROVED REQUEST FOR OLC. FORWARDING TO GM. J HODGES/GOODWILL APPROVAL  
GROUP/TPA; 0; 349810251  
2001-02-12

OLC #CARB02870714 IN AMOUNT OF \$1,500.00 MAILED ON 02-06-01

PAMELA MOREAU/ TPA GOODWILL LIAISON/ 02-12-01; 0; 350847306  
2001-02-28

CUST STATES THAT HE REC'D A OLC AND THAT THE EXPIRATION DATE IS JAN 30, 2002 AND THAT HIS LEASE ON HIS PRESENT VEH DOESNT EXPIRE INTILL APRIL 2002. CUST SEEKS TO SPEAK WITH KEVIN JADICK ABOUT EXPIRATION DATE OF OLC. CRM CALLED BRC AND WAS ADVISED THATMR JADICK WOULD CONTACT CUST ABOUT CUST CONCERNS. CRM ADVISED CUST THAT MR JADICK WOULD BE CONTACTING CUST WITH HIS CONCERNS WITH THE OLC. CRM SUMNER HAY/PDX/CAC; 0; 352231879  
2001-02-28

EXEC REC'D MESSAGE THAT CUST HAS CONTACTED CHEVROLET CAC AND IS UNHAPPY WITH OLC. STATES HIS LEASE IS FOR LONGER THAN THE OLC IS GOOD FOR. CUST ALSO STATES NAME IS MISSPELLED. SHOULD BE [REDACTED] INSTEAD OF [REDACTED] EXEC TO CALL AT [REDACTED] KJADICK.EXEC; 0; 352232657  
2001-02-28

EXEC CALLED CUST AND LEFT MESSAGE ON MACHINE ADVISING DLR MAY CALL EXEC TO VERIFY NAME SPELLING BUT THAT OLC'S ARE NOT ISSUED FOR LONGER THAN 1 YEAR.. REQUESTED CUST RETURN CALL SO THAT EXEC COULD CLARIFY (LEFT PHONE #) KJADICK.EXEC; 0; 352240945  
2001-03-05

NO REPLY FROM CUST AS OF YET - CLOSING SATISFIED PENDING ANY FURTHER COMMUNICATION.  
KJADICK.EXEC; 0; 352683984

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

ORDER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 0

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

INJURIES:

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:  
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:  
BEC WARRANTY DATE:  
MSRP: 0  
SALES TAX:

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:  
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 NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DID OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

January 30, 2001

[REDACTED]  
Pariah, FL [REDACTED]

Request: C02870714

Dear [REDACTED]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY22G8W5122711, enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through January 30, 2002 towards the purchase of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

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

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

If you have 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,

Kevin Jadick  
Executive Office

RS0027-T/jeh

Issued by:  
***Chevrolet***

Certificate No. CARS02570714

Issue Date: January 30, 2001

Issued exclusively for:

[REDACTED]  
Parrish, FL [REDACTED]

Valid through: January 30, 2002

Amount: One Thousand Five Hundred Dollars and no Cents  
\*\*\*\*\$1,500.00\*\*\*\*

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

AUSTIN , TX

CASE NUMBER: 02424508 VIN: 1G1YY22GBX5109328  
MODEL YEAR: 1999  
DATE OPENED: 2000-12-01 SERIES: CORVETTE COUP  
DATE CLOSED: 2001-06-26 MILEAGE: 17000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CAPITOL CHEVROLET SOUTH, INC.  
BRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M01 Steering General Other  
2 REPAIR ATTEMPT(S) LOCKED WHILE VEH WAS IN OPERATION  
  
A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) PLUG FOR HEADLIGHT  
  
T44 Maintenance Certificate (Oil Change) Customer Satisfaction  
0 REPAIR ATTEMPT(S) 75.00  
  
N91 Fog Lamps Other  
REPAIR ATTEMPT(S) PLUG FOR HEADLIGHT

## STEERING LOCKS WHILE VEH IS IN OPERATION

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT STEERING LOCKED UP WHILE DRIVING AND TOOK TO DLR. CUST SEEKS TO KNOW IF STEERING LOCKING IS COMMON CONCERN. CUST ALSO STATES THAT PLUG IN HEADLIGHT ASSEMBLY HAS FALLEN OFF TWICE AND NOW IS GONE. CUST SEEKS NEW PLUG. CRM ADVISED CUST THAT WE HAVE NO CAMPAIGNS ON STEERING AND CRM WILL CONTACT DLR 12-4-00 TO TALK ABOUT CONCERN AND CRM ADVISED PLUG WILL BE COVERED BY DLR OR GM. CRM WILL CALL DLR 12-4-00. KRISTIAN BURCH/PDX CAC; 0; 344571246  
2000-12-04

CUST states is at dlr and is concerned that they know nothing about situation. CRM advised cust that previous CRM was not in yet, and will follow up when he comes in. CRM spoke to Keith @ dlr who states that he has 2 headlight plugs in stock @ \$1.47 each. CUST left dlr w/o plugs, stating "it's the principal of the thing". CUST will go to dealer later today. BILL JETTE/CAC/PDX; 0; 344800967  
2000-12-04

CRM CALLED DLR SPOKE W/ ED SVC ADVISOR WHO SAID HEADLIGHT PLUG IS UNDER WARRANTY AND WILL BE COVERED. HE SAID WOULD HAVE TO DUPLICATE STEERING CONCERN TO FIX. NEXT CRM PLEASE ADVISE CUST TO TAKE VEH TO DLR ON WEDNESDAY OR THURSDAY AT 7AM OR CAN DROP IT OFF. KRISTIAN BURCH/PDX CAC; 0; 344810187  
2000-12-15

CUST STATES PLUG KEEPS FALLING OFF. CUST STATES PLUGS NEEDED FOR HEADLIGHT LAMP IS NOT AVAILABLE. CUST STATES HE WILL HAVE TO INSTALL A NEW ASSEMBLY. CUST SEEKS DISCONTINUED PART DELIVERED TO HOME. CRM CONTACTED PARTS DEPT AND SPOKE W/ KEITH. KEITH STATES THE PLUG IS NOW DISCONTINUED BY GM AND HE WILL NOT HAVE TO REPLACE THE WHOLE ASSEMBLY. HE WILL HAVE TO INSTALL TWO NEW BEEZLES AND TWO NEW PLUGS AND THE NEW REPAIR WILL KEEP THE PLUG FROM FALLING OUT. CRM INFORMED CUST. CUST FEELS VERY INCONVENIENCED BECAUSE THE PART IS



DISCONTINUED. CRM WILL INQUIRE W/ TM M FLORES GOODWILL ITEMS. PERHAPS, AN OIL MAINTENANCE LETTER. CRM HAS SET CALL BACK TIME FOR CUST 12- 18- 00 BETWEEN THE HOURS OF 1- 3 PM. CUST PROVIDED CRM W/ OFFICE NUMBER 512- 340- 3121.

N OFFOR ATK CAC; 0; 345758560  
2000-12-18

CRM INQUIRED W/ TM M FLORES ABT GOODWILL ITEM. TM M FLORES STATES HE WILL LIKE TO REVIEW FURTHER. TM M FLORES STATES MAYBE BY WEDNESDAY, DEC. 20, 2000 BETWEEN THE HOURS OF 1- 3 PM CT.

N OFFOR ATK CAC; 0; 346023334  
2001-01-10

CUST SEEKS TO BE ABLE TO REPLACE PLUG THAT FELL OUT OF FRONT LIGHT ASSEMBLY. CUST STATES PART IS NOT SOLD SEPARATELY. CRM WILL CALL THE SVC MGR AT 2:00 EST AS THE SVC MGR IS IN A MEETING. CRM LEFT VOICE MESSAGE FOR CUST THAT CRM WILL CALL AFTER 2:00. JUDY DAWSON PDX; 0; 347999188  
2001-01-10

CRM CALLED THE DEALERSHIP AND SPOKE WITH JOE SPEARS WHO STATES THE PART THAT THE CUST WANTS IS NOT AVAILABLE ANYMORE. MR. SPEARS STATES THE PART COULD BE COVERED UNDER WARRANTY AS LONG AS IT WAS NOT DAMAGED BY CUSTOMER. CRM ALSO ADVISED CUST ON VOICE MAIL OF A CAMPAIGN ON HIS VEH # 2000034. NEXT CRM PLEASE ADVISE CUST TO TAKE VEH INTO THE DEALERSHIP TO SEE IF THE REPAIR CAN BE COVERED UNDER WARRANTY. PLEASE ALSO TELL CUST OF CAMPAIGN NUMBER. THANKS JUDY DAWSON PDX; 0; 348007507  
2001-01-10

CRM INQUIRED W/ TM M FLORES ABT GOODWILL ITEM. CRM CONCLUDES A \$50 MAINTENANCE CERTIFICATE WOULD BE GREAT TO OFFSET HIS INCONVENIENCES. CRM ATTEMPTED TO CONTACT CUST BUT WAS UNAVAILABLE. CRM WILL ATTEMPT CONTACT 1- 11-01 BETWEEN THE HOURS OF 3- 5PM CT. N OFFOR ATK CAC; 0; 348013173  
2001-01-11

CRM CONTACTED CUST. CUST ACCEPTED \$50 MAINTENANCE CERTIFICATE. CRM VERIFIED ADDRESS. N OFFOR ATK CAC; 0; 348108532  
2001-01-11

CRM TO FORWARD FILE TO TM M FLORES FOR APPROVAL. N OFFOR ATK CAC; 0; 348109004  
2001-01-16

TM REVIEWED AND APPROVED \$50.00 MAINTENANCE CERTIFICATE AS GOODWILL TO OFFSET CUSTOMER INCONVENIENCE AND DISSATISFACTION WITH CORVETTE STEERING LOCKUP MULTIPLE TIMES. MICHAEL A. FLORES/TM/AUSTIN; 0; 348529527  
2001-01-18

approver is reviewing request for \$50 maintenance certificate and will send feedback form to crm to make adjustments. approver/angie pezzl/austin, tx; 0; 348702324  
2001-02-15

CRM TAKING OWNERSHIP DUE TO PREVIOUS CRM NO LONGER IN THIS DEPT. CRM REVIEWED REQUEST, CORRECT PER FEEDBACK FORM. CONTACTED DLR AND SPOKE WITH JOE SPEARS, SVC MGR, WHO STATES REPAIR WAS PERFORMED. CRM RESUBMITTING. LORRY ABEL AUSTIN CAC; 0; 351110122  
2001-02-16

approver has reviewed request for maintenance certificate in the amount of \$50.00. approver notes that adjustments have been made, and approver will submit to gmbpl for final approval. kerrie lindholm/atx/approval; 0; 351208349  
2001-02-22

cust called seeking update and seeking to know if part will be replaced under warranty, crm advised cust that the certificate is getting processed and the dlr needs to diagnose the other concerns, but if any issues at that time give us a call  
cynthia hanna/cac/pdx; 0; 351715870

2001-03-01

viewed request for final approval, will send feedback form to crm to make adjustments  
erry johnson/goodwill liaison/austin; 0; 352319514  
2001-03-21

CUST STATES: HE HAS CALLED SEVERAL TIMES, STEERING LOCK, PLUG FOR HEADLIGHT. HE WAS PROMISED A \$50 GIFT CERTIFICATE OVER 2 MONTHS AGO AND IS STILL WAITING. HE IS STILL NEEDING A HEADLIGHT PLUG. CUST WAS TOLD THAT HE COULD BRING CORVETTE IN AND HAVE THE ENTIRE HEADLIGHT SYSTEM REPLACED FOR NO CHARGE. BUT HE WANTS TO PICK UP PART HIMSELF BECAUSE HE DOES NOT WANT SERVICE DEPARTMENTS TOUCHING HIS CAR.

CUST SEEKS: GIFT CERTIFICATE AND PART FOR 99 CORVETTE. HE HAS BEEN TOLD THEY ARE NO LONGER PRODUCED.

CRM ADVISED: CRM UPDATED CUST FILE AND VERIFIED HIS CONCERNS. CUST HAD MEETING AND COULD NOT HOLD. CRM WILL CALL DEALERSHIPS IN AREA AND ATTEMPT TO FIND PART.

CRM ACTION PLAN: CRM WILL CONTACT DEALERSHIPS, CHECK ON DELIVERY OF PROMISED GIFT CERTIFICATES AND WILL CALL CUST BACK BY THURSDAY AM AT (512) 340-3121

ATX/RACHEL FORD/CARS; 0; 354053606

2001-03-22

CRM CLARIFYING EARLIER COMMENT. JOE SPEARS, SVC MGR STATED THAT ALL REPAIRS WERE MADE ON VEH. LORRYABEL AUSTIN CAC; 0; 354142588

2001-03-22

CRM ACTION PLAN (CONTINUED): CRM FOLLOWED UP WITH CUST, TIMOTHY RANTHUN, EXPLAINED IT WOULD BE 4 WEEKS BEFORE HE RECEIVED HIS PROMISED \$50 CERTIFICATE FOR AN OIL CHANGE. HE WAS DISPLEASED. CRM PROMISED TO FOLLOW-UP IN A MONTH TO ENSURE HE HAD RECEIVED THIS. CRM ALSO TOLD CUST THAT SHE HAD SPOKE WITH CAPITOL CHEV, SVC DIR, GARY HOPPER CONCERNING THE MISSING PART IN CUST'S 1999 CORVETTE. MR. HOPPER SAID CUST COULD BRING VEHICLE IN, HE WOULD CHECK SERIAL NUMBERS AND COULD-GIVE PARTS TO CUST IF HE DID PREFER TO DO REPAIR HIMSELF. CUST SAID HE WOULD CONTACT SVC DIR IMMEDIATELY.

ATX/RACHEL FORD/CARS; 0; 354144187

2001-05-10

CUST STATES THAT HE STILL HAS YET TO RECV HIS MAINT CERTIFICATE....CRM SAW IN VIN ALERTS THAT CERTIFICATE WAS REJECTED 2-15-01.....CRM ASKED GOODWILL LIASION DORIS WINN, TO ASST IN SEEING EXACTLY WHAT NEEDS TO BE DONE TO SATISFY THIS CUSTOMER'S NEEDS. CRM ASKED THE CUST TO GIVE CRM 24 HRS TO FIGURE OUT THE PROBLEM AND CORRECT IT....CUST UNDERSTOOD AND AGREED. CRM GAVE CUST CRM'S DIRECT EXTENSION FOR CUSTOMER SATISFACTION. CUST REALLY APPRECIATED CRM'S HELP. REBE' NEELY TEAMCARS 47673; 0; 358378704

2001-05-10

CUST IS FIRST OWNER OF VEH. CUST IS A LOYAL GM CUST AND HAS OWNED SEVERAL OTHER GM VEHs. CUST OFFERED \$50 MAINTENANCE, ON THE BASIS OF CONTINUAL STEERING CONCERNS THE CUST HAD. CRM CALLED CHAMPION CHEVY AND SPOKE TO SVC MGR, JOE SPEARS, WHO STATED THAT THE VEH WAS COMPLETELY REPAIRED AND HAS NOT BEEN BACK TO THE DLR WITH THOSE SAME CONCERNS. CUST WAS ALREADY OFFERED \$50 CERTIFICATE AND ACCEPTED. CRM VERIFIED CUST'S ADDRESS AND NAME SPELLING. IN ORDER OF CUST SATISFACTION FOR THE 6 months DELAY OF THIS CERTIFICATE, CRM WOULD LIKE TO PROPOSE A \$25 INCREASE TO THE CERTIFICATE.....THIS WOULD BE IN-LINE WITH THE PASSION TO SERVE THE CUSTOMER. CRM FINDING TO GOODWILL LIASION, DORIS WINN FOR APPROVAL.

REBE' NEELY TEAMCARS 47673; 0; 358380905

2001-05-11

TM APPROVED MAINTENANCE CERTIFICATE OF \$75.00 IN ACCORDANCE WITH THE PASSION TO SERVE THE CUSTOMER. CRM CALLED CUST AND OFFERED CUST THE EXTRA \$25 TO HELP WITH THE FACT THAT IT HAS BEEN DELAYED 6 months....CUST APPRECIATED THE GESTURE AND ACCEPTED. CUST WAS VERY IMPRESSED AT THE CRM WAS ON TOP OF THE ISSUE AND TRULY FELT HE WAS IN GOOD HANDS. CRM THANKED CUST FOR SUCH A NICE COMPLIMENT. CRM ADV CUST THAT CUST WOULD HEAR FROM CRM BY FRIDAY THE 18TH, IF THERE WERE ANY PROBS WITH THE LETTER BEING SENT OUT. CUST APPRECIATE THAT AS WELL. CRM FINDING TO DORIS WINN FOR FINAL APPROVAL. REBE' NEELY TEAMCARS; 0; 358471465

2001-05-14

LIAISON WILL SEND FILE TO GOODWILL QUE FOR APPROVAL. DORISWIM/AUSTIN/GW-LIAISON; 0;  
358707262  
2001-05-18

CRM CALLED CUST AND ADV HIS WIFE OF THE SITUATION THAT EVERYTHING HAS GONE OK AND THAT THEY SHOULD BE RECV THE CERTIFICATE W/IN 2 WEEKS. CUST THANKED CRM. RENE' NBBLY TRAMCARS 47673;  
0; 359074255  
2001-05-26

CUST STATES HIS AC NEEDS TO BE RECHARGED BECAUSE T IS NOT COOLING AND ALSO HIS HEADLIGHT COVER NEEDS TO BE ADDRESSED. CUST STATES HE CALLED 3 DLRSHIPS IN THE AUSTIN AREA AND NO ONE COULD GET HIM IN AND OUT WITHIN A FEW HRS. CUST SEEKS ASSISTANCE IN GETTING AN APPOINTMENT SOONER. CRM TRIED CHAMPION AND HENNA CHEVY AND THEY BOTH STATED THEY WERE REAL BUSY AND WOULD TRY AND GET HIM OUT ASAP BUT WOULD NOT OFFER A SOONER WINDOW WITHOUT KNOWING WHAT IS WRONG WITH THE VEH. CRM ADV CUST THAT I WAS UNABLE TO MAKE AN APPT SOONER AND HE SHOULD TRY AND MAKE APPT ASAP. CRM ADV I WOULD DOC HIS DISSATISFACTION.  
JESSE BOSQUE/ATX; 0; 362421204

## \*\*\*\*\*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:  
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  
MRP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
LEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

February 15, 2001

[REDACTED]  
Austin, TX [REDACTED]

Request: C02424508

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1999 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary Maintenance Certificate for \$75.00. Present this letter to any Chevrolet dealership for redemption.

If you have further questions, please feel free to contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Sincerely,

Loretta Abel  
Customer Relationship Manager

R805A/kajl

---

**ATTENTION: DEALERSHIP SERVICE MANAGER  
COMPLIMENTARY MAINTENANCE CERTIFICATE**

To submit the claim for the reasonable/customary price for \$75.00 using labor operation number Z7410, failure code 98 and insert the amount in the net item column. Retain this original letter in the customer's file.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4897806	VIN Number:	1G1YY22G8X5111953
Date Opened:	7/19/2001	Model Year:	1999
Date Closed:	7/19/2001	Series:	Corvette
Dealer Code:	B44550	Mileage:	17715
Address:	WINK CHEVROLET COMPADARBORN	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- CAMPAIGN 01044

RESOLUTION ABSTRACT- COLUMN RELEASE (STEERING) - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/19/2001 13:47:32 SBD TEMPLATE - BATES

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_\_\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

\_\_\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

\_\_\_ (Y/N) CAN COMPLAINT BE DUPLICATED

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

\_\_\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

\_\_\_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

\_\_\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED

\_\_\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

\_\_\_ (Y/N) ARE THERE ANY DTC'S

\_\_\_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/19/2001 13:47:32 HISTORY - BATES

SF, KEITH, STS CALLING TO INFORM TAC OF POTENTIAL FAULT WITH CAMPAIGN 01044.

KEITH STS AFTER COMPLETING CAMPAIGN REPAIR PROCEDURE, COLUMN LOCKED WHILE CUST. MOVED VEH IN REVERSE.

KEITH STS FAULT OCCURRED DUE TO BROKEN HEAT SHRINK CONNECTION, MADE

DURING REPAIR.

KEITH STS THIS STEP SHOULD BE CHANGED, DUE TO WEAK CONNECTED AFTER HEAT SHRINK PROCEDURE.

KEITH STS CUT WIRE AND SOLDERED THEM TOGETHER TO CORRECT CONDITION.  
KEITH STS NEED TO NOTIFY APPRECIATE PERSONNEL.

ADV. KEITH CALL IN A PRODUCT REPORT TO BQM AT 1-888-374-4185.



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

VALENCIA, CA

CASE NUMBER: 04728360 VIN: 1G1YY22G8X5112083  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-28 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-08-15 MILEAGE: 24000  
SOURCE: DELIVERY DATE:  
BRC TYPE: ADR No DEALER NAME: VALENCIA CHEVROLET  
BRC PARENT: 04397627 DEALER ADDRESS: 23649 W VALENCIA BLVD, VALENCIA, CA, 91355, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

A12 Miscellaneous - Not Classified Other  
0 REPAIR ATTEMPT(S) REPURCHASE  
  
M01 Steering General  
3 REPAIR ATTEMPT(S) REPAIRED  
  
N22 Fuel Gauge Inoperative  
2 REPAIR ATTEMPT(S) MALFUNCTIONS  
  
L13 Muffler/Resonator Broken  
REPAIR ATTEMPT(S) FELL OFF

## Vehicle operation or design

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Mandated Repurchase Compliance date: 9/8/01 forwarded to Repurchase CRM, Cedrick Trussell  
ext #58251 Related request #043976278 AVN: Brad Harder Sheila Moon/Tampa workflow; 0;  
366754552  
2001-06-28

CRM RECEIVED AN ACTIVE BBB FILE CLAIM. CUSTOMER STATES THAT THE VEHICLE STEERING COLUMN  
LOCKS UP WHILE DRIVING. CUSTOMER STATES THAT THE FUEL GAUGE IS MALFUNCTIONING, CUSTOMER  
STATES THAT THE MUFFLER FELL OFF TWICE. CUSTOMER SEEKS A REPURCHASE.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 362619425  
2001-06-28

CRM CALLED THE CUSTOMER TO ADDRESS HIS CONCERNS. CUSTOMER STATES THAT HIS STEERING WHEEL  
WILL LOCK UP WHILE DRIVING. CUSTOMER STATES THAT HE WAS GOING TO PURCHASE THIS VEHICLE  
AFTER THE LEASE WAS OVER. CUSTOMER STATES THAT WHEN HE IS ON LONG ROAD TRIPS HE HAVE TO  
PULL THE VEHICLE OVER TURN IT OFF AND CRANK IT UP TO GET AN ACCURATE READING FOR THE GAS  
GAUGE. CUSTOMER STATES THAT HIS MUFFLER IS CURRENTLY MAKING THE LOUD NOISE AGAIN AS THOUGH  
IT IS GOING TO FALL OFF AGAIN. CUSTOMER SEEKS TO GET THE VEHICLE REPURCHASED. CRM ADVISED  
THE CUSTOMER THAT I WILL CALL THE DEALERSHIP TO GATHER ADDITIONAL INFORMATION TO PROPERLY  
MAKE AN ASSESSMENT OF HIS CASE AND THEN CALL HIM BACK.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 362624250  
2001-06-28

CRM CALLED AND LEFT A DETAILED MESSAGE FOR THE AVN BRAD HARDER ADVISING HIM OF THE  
CUSTOMER'S COMPLAINTS AND THE STATUS OF HIS VEHICLE.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 362624631  
2001-06-29

CRM RECEIVED A RETURN CALL FROM THE AVM BRAD HARDER. AVM STATES THAT HE HAS NOT BEEN INFORMED ABOUT THIS CUSTOMER'S CONCERNS. AVM STATES THAT HE WOULD LIKE TO SETTLE THIS CASE OF A BUY BACK, BUT IF THAT IS THE LAST RESORT THEN I HAVE THE APPROVAL. CRM THANKED THE AVM AND ADVISED HIM THAT I WILL ATTEMPT TO SETTLE BEFORE GOING TO ARBITRATION.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 362684496  
2001-07-11

CRM CALLED THE CUSTOMER TO ATTEMPT A VOLUNTARY LEASE REPURCHASE. CRM ADVISED THE CUSTOMER THAT HIS USAGE DEDUCTION WILL BE \$9069.98. CUSTOMER STATES THAT HIS PAYMENTS MAY BE BEHIND BY TWO MONTHS. CRM ADVISED THE CUSTOMER THAT OUR REPURCHASE DEPARTMENT CAN GIVE HIM THE FINAL FIGURES. CUSTOMER STATES THAT HE WILL THINK ABOUT IT AND CALL ME BACK.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 363722198  
2001-07-13

CRM RECEIVED A CALL FROM THE BBB REP DENISE SOLITZ STATING THAT THE CUSTOMER HAS DECLINED THE PREVIOUS OFFER. CRM CALLED THE CUSTOMER AND ADVISED HIM THAT I WOULD BE ABLE TO REDUCE THE USAGE TO 7500 DOLLARS. CUSTOMER STATES THAT HE DOES NOT THINK IT IS FAIR. CUSTOMER STATES THAT HE IS WILLING TO PAY ABOUT 5000 DOLLARS USAGE. CRM ADVISED THE CUSTOMER THAT GM CAN NEVER TAKE THE MILEAGE USAGE THAT HAS BEEN ACCUMULATED ON THE VEHICLE. CRM AND CUSTOMER ENDED THE CALL.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 363910396  
2001-07-13

CRM CALLED THE SM RICK AT VALENCIA CHEVROLET. SM STATES THAT THE CUSTOMER'S VEHICLE HAS BEEN AT THE DEALERSHIP SEVERAL TIMES FOR A STEERING WHEEL LOCK COMPLAINT. SM STATES THAT HE WILL FAX OVER THE CUSTOMER'S RO'S.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 363911421  
2001-08-01

CRM RECEIVED THE ARBITRATOR'S DECISION TO REPURCHASE THE CUSTOMER'S VEHICLE. WITH A \$2124.54 USAGE DEDUCTION. CRM IS WAITING ON THE CUSTOMER'S ACCEPTANCE OF THE DECISION.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 365544960  
2001-08-10

\*\*\*\*\*EXECUTIVE SUMMARY\*\*\*\*\*  
MANDATED BBB REPURCHASE DECISION. CRM HAS RECEIVED THE CUSTOMER'S ACCEPTANCE. CRM HAS NOTIFIED THE AVM BRAD HARDER. CRM CLOSING THE FILE AND FORWARDING THE FILE TO REPURCHASE.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 366341903  
2001-08-15

REVIEWED FILE AND I AM FORWARDING FOR REASSIGNMENT TO REPURCHASE  
PAT BURCHAM/BRC TM/TAMPA; 0; 366742645

\*\*\*\*\*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  
MERF:

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:

**LOCATION:**

IF SO, WHERE:

**EXTERNAL CASE NUMBER:**

**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:**

**HANE:**

**CONTACT NUMBER, 1**

**COMPANY :**

**CONTACT TYPE:**

**ADDRESS:**

**CONTACT PHONE:**

CBEB 8/27/01 3:58 PAGE 1/5 RightFAX  
TO: Cedric Trussell. COMPANY: Chevrolet Motor Division

04728360

To: Cedric Trussell  
Fax#: 13132035001  
From: Denise Soliz  
Jun 27, 2001

Re: Chevrolet Motor Division/CHV0169124  
TotalPages: 5



AUTO LINE

June 27, 2001

Re: cam8 1718 X 1888 CHVD189124 [REDACTED] vs Chevrolet Motor Division

Mr. Cedric Trussell  
Chevrolet Motor Division  
Tampa, FL

Dear Mr. Trussell:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form*, a *Manufacturer's Response Form (MRF)*, and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our assistance sooner, please contact me.

Please send us:

- (a) your position in this dispute in writing on the attached *MRF*; and
- (b) provide copies of any documents relevant to this dispute including the following:
  - Technical service bulletins (if any);
  - Recall notices (if any);
  - Vehicle repair records; and
  - Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to a hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see extension listed below) if you have any questions.

Sincerely,

Denise Soltz at Extension 210

Customer Claim Form

Case Number : CHV0169124

Contact Date : 08/27/01

Start Date : 08/27/01

Customer Name Address

VALENCIA, CA

Day Phone :

Evening Phone:

Fax Number:

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 registered in California by vehicle owner/lessee : 1

Make: Chevrolet

Model: Corvette

Model Year: 1998

Current Mileage: 24300

Vehicle Identification Number: 1G1YY22G8X8112083

Servicing Dealer/City/State : VALENCIA CHEVROLET,

Selling Dealer/City/State : Terry York Chevrolet, Valencia CA

Insurance Carrier : Nationwide

Policy Number:

Has vehicle been in an accident? Yes \_\_\_ No ☒ Date of accident:

Description of Damage :

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

Purchase Date: Mileage at purchase:

Lease Date: 12/10/98 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: Bank of the West

Address:

Address: 1450 Treat Blvd

City/St/Zip:

City/St/Zip: Walnut Creek, CA 94596

Phone:

Phone: (800) 653-0347

Resolution Sought

Customer is afraid to drive it because of the problems. He feels it is unsafe to drive. He wants it repurchased.

Signature of Owner(s):

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: CHV0169124

Problems	Servicing Dealer(s)	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering column locks up while driving		3		
fuel gauge malfunction		3		
muffler system fell off twice		2		

(Place an asterisk (\*) next to any current problems)



Chevrolet Motor Division

MANUFACTURER RESPONSE FORM  
(CALIFORNIA)

Case Number: CHV0169124

Vehicle: 1999 Corvette

Customer Name: [REDACTED]

VIN: 1G1YY22G8X5112083

Manufacturer's Position: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)  
☐ Recall Notice(s)  
☐ Vehicle Repair Records  
☐ Purchase/Lease documentation  
☐ Other: \_\_\_\_\_

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing ☐ By phone ☐ In person ☐ In writing

Form completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Future Contact: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

CEBB 7/13/01 4:33 PAGE 1/18 RightFAX  
TO: Cedric Trussell COMPANY: Chevrolet Motor Division

To: Cedric Trussell  
Fax#: 13132035001  
From: Denise Soliz  
Jul 13, 2001

Re: Chevrolet Motor Division/CHEV0169124  
TotalPages: 18

**BBB AUTO LINE**

July 13, 2001

Re: cam3 1716 X 1695 CHVD169124 [REDACTED] vs Chevrolet Motor Division

Mr. Cedric Trussell  
Chevrolet Motor Division  
Tampa, FL

Dear Mr. Trussell:

Enclosed are:

- \* Arbitrator Listing Sheet(s);
- \* a map to the hearing site;
- \* Hearing Format Outline; and
- \* *Notice of Hearing*.

The *Notice of Hearing* lists the date, time and location of your arbitration hearing. The manner in which each party will participate in the hearing is indicated on the *Notice of Hearing*.

We are enclosing supporting documentation, if any, submitted by the consumer and not previously sent to you.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Danlee Boltz at Extension 210



AUTO LINE

### ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: CHV0168124

This is some background information on the arbitrator assigned to 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; however, some receive a nominal honorarium. They are all 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 Information

Arbitrator's Name: Tamara Martin

Arbitrator's Occupation: Convene hearings and write decision letters

#### Arbitrator's Biography:

Ms. Martin has been an attorney since 1998. She opened a general solo practice in the San Fernando Valley in 2000. She is on the Mediator Panel for the Los Angeles Superior court and occasionally serves as a Hearing Examiner for the City of Los Angeles.

**BBB AUTO LINE**

### NOTICE OF HEARING

Date: 07/13/01 Case Number: CHV0169124  
Customer: [REDACTED]  
Manufacturer: Chevrolet Motor Division  
Mfr-Info: 1716 CA 1G1YY22G8X6112083

Arbitrator(s): Ms Tamara Martin

Hearing Date, Time, Place: 07/26/01 10:00 am  
Encino BBB  
17608 Ventura Blvd., Suite LL03  
Encino CA 913160000

#### Manner in Which Parties Will Participate:

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

### INSTRUCTIONS

1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
2. Bring all witnesses you want to testify.
3. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring any documents that you did not previously provide, please bring extra copies for the arbitrator and the other party.
4. We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect or test drive it.
5. NOTIFY THE BBB AT LEAST 5 DAYS PRIOR TO THE HEARING IF YOU DECIDE TO HAVE A LAWYER REPRESENT YOU AT THE HEARING OR THE INSPECTION.
6. Notify the BBB at once if you cannot be present at the hearing. The hearing may be conducted in your absence should you fail to participate in person or by phone.
7. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.
8. Current vehicle registration and insurance are required for all test drives.

Hearing Site Phone Number: 8183886514

**Location of Better Business Bureau**

Imperial Mortgage Company Building

Name of Building (if any)

17609 Ventura Boulevard, Suite LL03, Encino, CA

Business Address and City

818.386.5514

Business Phone Number (Emergencies Only)

**BBB - Encino  
DIRECTIONS**

**From Interstate 101...**

- ◆ From either direction, exit the 101 at White Oak Avenue.
- ◆ Go South on White Oak to Ventura Boulevard.
- ◆ Turn Left (east) onto Ventura Boulevard.
- ◆ The Bureau is on the Left (North) side of the street, across from a row of stores and an auto repair facility.

**The address is 17609 Ventura Boulevard  
Suite LL03**

**The building is the Imperial Mortgage Company Building.**

**PARKING**

**There is ample parking in the Pay Parking lot directly next to the building entrance. At the head of the lot are stairs leading to the L.L. (Lower Level) offices.**

**ASK FOR THE AUTO LINE COORDINATOR: JOANNE SMITH**



## **Suggested 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 (If requested by arbitrator)**

- 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 business
- D. Closing statement by consumer

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

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CHEVROLET SERVICE AND PARTS DEPARTMENTS ARE NOW OPEN 7:00AM TO 7:00PM  
MONDAY THROUGH FRIDAY AND SATURDAY 8:00AM TO 7:00PM FOR CONVENIENCE.

EARLY-BIRD DROP-OFF ALSO AVAILABLE.  
CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY!

4785	NAME: HENRY T. CROLEY	DOB: 05/26/79	PHONE: 902
	ADDRESS: 1037 E 2300 ST S	12961	
	CITY: CHICAGO, IL	STATE: IL	ZIP: 60629
	VEHICLE: 1999 CHEVROLET / CAMAROTTE / MP	YEAR: 1999	MAKE: CHEVROLET
	MODEL: CAMAROTTE	YEAR: 1999	MAKE: CHEVROLET
	VEHICLE: 1037 E 2300 ST S	12961	
	CITY: CHICAGO, IL	STATE: IL	ZIP: 60629
	VEHICLE: 1999 CHEVROLET / CAMAROTTE / MP	YEAR: 1999	MAKE: CHEVROLET
	MODEL: CAMAROTTE	YEAR: 1999	MAKE: CHEVROLET
	VEHICLE: 1037 E 2300 ST S	12961	
	CITY: CHICAGO, IL	STATE: IL	ZIP: 60629

JOHN 1 CROLEY

LABOR

JO 1 45002

STEERING / SHIP  
CUSTOMER STATES SHIFT LOCK MESSAGE  
THROU THE SHOWN FAULT W/C  
REPLACED BODY CONTROLLER

TECHNICAL

WARRANT

PARTS

QTY

PP NUMBER

DESCRIPTION

UNIT PRICE

1

937719

MODULE 2.500

TOTAL - PARTS

WARRANT

0.

SUBLET

FOR

VEH INV

INV DATE

DESCRIPTION

05/22/99

05/26/99

3 DAY RENTAL

TOWED INTO SHOP

TOTAL - SUBLET

WARRANT

0.

JOHN 1 TOTALS

JOHN 1 JOURNAL PREFIX LKYS JOHN 1 TOTAL

0.

JOHN 2 CROLEY

LABOR

JO 3 51004

BODY ELECTRICAL  
CUSTOMER STATES FUEL TANK SHOWN 3/8 OF TANK  
THEN DROPPED TO EMPTY AND SHOWN LOW FUEL STATUS  
CHECKED FUEL SENSORS AS PER TEXT  
COULD NOT VERIFY CONCERN AT THIS TIME

TECHNICAL

WARRANT

JOHN 2 TOTALS

JOHN 2 JOURNAL PREFIX LKYS JOHN 2 TOTAL

0.

JOHN 3 CROLEY

LABOR

JO 3 51004

BODY ELECTRICAL  
CUSTOMER STATES LEFT REAR TIRE PRESSURE SENSOR INDICATES TIR  
PRESSURE IS HIGH AND LOW INTERMITTENTLY  
PRESSURE SENSOR IS LT REAR TIRE NOT ADJUSTED SHOWN 4.5 PSI  
WHEN AT 32 PSI  
REPLACED LEFT REAR SENSOR FOR TIRE PRESSURE

TECHNICAL

WARRANT

PARTS

QTY

PP NUMBER

DESCRIPTION

UNIT PRICE

1

10402714

SENSOR 3.850

TOTAL - PARTS

WARRANT

0.

JOHN 3 TOTALS

JOHN 3 JOURNAL PREFIX LKYS JOHN 3 TOTAL

0.

THANK YOU

FOR YOUR BUSINESS

PLEASE REMEMBER TO SEND IN YOUR SURVEY

THANK YOU - UNION

INVOICED BY FAX

PLEASE READ REVERSE SIDE

THEY YORK CHEVROLET  
SALES & SERVICE  
3000 W. 100th St. - PO BOX 100  
CHICAGO, IL 60642  
800-855-8555 • 773-855-8555



**DATE 12/14/2013**

LAMAR  
 ON 1-5-68Z  
 SMO: ELECTRICAL  
 TECH(S1467)  
 CUSTOMER STATES STEERING COLUMN LOCK MESSAGE AND BICYCLE  
 WHEEL LOCKED  
 WHEEL WOULD NOT UNLOCK HAD SHORTED LOCK MOTOR  
 KILLAGE LOCK MOTOR FOR STEERING COLUMN

## WAVELENGTH

PKNO.	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	2054760	LOCK 2.195	
				TOTAL = PERKS

## Abstract

SUBJECT	UNIT	PLANT	INVENTORY	INVENTORY DATE	DESCRIPTION
	PLANT	42404	05/28/99	TOM IN	10ml - SUBST

WARRAN  
D.

2042 1 1015 8

JOHN 1 JOURNAL PREP 1A 1968 JOHN 1 JOURNAL

**Q-1**

THANK YOU FOR YOUR BUSINESS  
PLEASE RETURN TO SEND IN YOUR SURVEY  
THANK YOU - WAPUN

TABLE 12-10. (Cont.)

Tulane

REF: FIVE JUN 1, 1991 THE NEW PARIS (UNKNOWN) 29 12 FRONTIER UK  
12 THIRTYTHREE HILLS.

BECAUSE OF THE FANS DEALING WITH HAZARDOUS WASTE DISPOSAL & THE RISK, I WOULD LIKE TO DISPOSE OF THESE PRODUCTS IF IT'S ALL-  
TO PASS THESE LOGS TO THE CUSTOMER. WE DISPOSE OF ALL  
FILLING, AND FILLING, MAKE FLUID AND FILLING. ON YOU WILL SEE  
HOW WE ARE IDENTIFYING THESE CHANNELS FOR YOUR BENEFIT. WE  
UPDATE UNDER THE FEDERAL HAZARDOUS WASTE REGULATION.

UNIT 1	LESSON 1	0.1
UNIT 1	LESSON 2	0.1
UNIT 1	LESSON 3	0.1
UNIT 1	LESSON 4	0.1
UNIT 1	LESSON 5	0.1
UNIT 1	LESSON 6	0.1
UNIT 1	LESSON 7	0.1
UNIT 1	LESSON 8	0.1
UNIT 1	LESSON 9	0.1
UNIT 1	LESSON 10	0.1
UNIT 1	LESSON 11	0.1
UNIT 1	LESSON 12	0.1
UNIT 1	LESSON 13	0.1
UNIT 1	LESSON 14	0.1
UNIT 1	LESSON 15	0.1
UNIT 1	LESSON 16	0.1
UNIT 1	LESSON 17	0.1
UNIT 1	LESSON 18	0.1
UNIT 1	LESSON 19	0.1
UNIT 1	LESSON 20	0.1
UNIT 1	LESSON 21	0.1
UNIT 1	LESSON 22	0.1
UNIT 1	LESSON 23	0.1
UNIT 1	LESSON 24	0.1
UNIT 1	LESSON 25	0.1
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UNIT 1	LESSON 27	0.1
UNIT 1	LESSON 28	0.1
UNIT 1	LESSON 29	0.1
UNIT 1	LESSON 30	0.1
UNIT 1	LESSON 31	0.1
UNIT 1	LESSON 32	0.1
UNIT 1	LESSON 33	0.1
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UNIT 1	LESSON 35	0.1
UNIT 1	LESSON 36	0.1
UNIT 1	LESSON 37	0.1
UNIT 1	LESSON 38	0.1
UNIT 1	LESSON 39	0.1
UNIT 1	LESSON 40	0.1
UNIT 1	LESSON 41	0.1
UNIT 1	LESSON 42	0.1
UNIT 1	LESSON 43	0.1
UNIT 1	LESSON 44	0.1
UNIT 1	LESSON 45	0.1
UNIT 1	LESSON 46	0.1
UNIT 1	LESSON 47	0.1
UNIT 1	LESSON 48	0.1
UNIT 1	LESSON 49	0.1
UNIT 1	LESSON 50	0.1
UNIT 1	LESSON 51	0.1
UNIT 1	LESSON 52	0.1
UNIT 1	LESSON 53	0.1
UNIT 1	LESSON 54	0.1
UNIT 1	LESSON 55	0.1
UNIT 1	LESSON 56	0.1
UNIT 1	LESSON 57	0.1
UNIT 1	LESSON 58	0.1
UNIT 1	LESSON 59	0.1
UNIT 1	LESSON 60	0.1
UNIT 1	LESSON 61	0.1
UNIT 1	LESSON 62	0.1
UNIT 1	LESSON 63	0.1
UNIT 1	LESSON 64	0.1
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UNIT 1	LESSON 68	0.1
UNIT 1	LESSON 69	0.1
UNIT 1	LESSON 70	0.1
UNIT 1	LESSON 71	0.1
UNIT 1	LESSON 72	0.1
UNIT 1	LESSON 73	0.1
UNIT 1	LESSON 74	0.1
UNIT 1	LESSON 75	0.1
UNIT 1	LESSON 76	0.1
UNIT 1	LESSON 77	0.1
UNIT 1	LESSON 78	0.1
UNIT 1	LESSON 79	0.1
UNIT 1	LESSON 80	0.1
UNIT 1	LESSON 81	0.1
UNIT 1	LESSON 82	0.1
UNIT 1	LESSON 83	0.1
UNIT 1	LESSON 84	0.1
UNIT 1	LESSON 85	0.1
UNIT 1	LESSON 86	0.1
UNIT 1	LESSON 87	0.1
UNIT 1	LESSON 88	0.1
UNIT 1	LESSON 89	0.1
UNIT 1	LESSON 90	0.1
UNIT 1	LESSON 91	0.1
UNIT 1	LESSON 92	0.1
UNIT 1	LESSON 93	0.1
UNIT 1	LESSON 94	0.1
UNIT 1	LESSON 95	0.1
UNIT 1	LESSON 96	0.1
UNIT 1	LESSON 97	0.1
UNIT 1	LESSON 98	0.1
UNIT 1	LESSON 99	0.1
UNIT 1	LESSON 100	0.1

YOU ARE RESPONSIBLE FOR REPAIR CHARGES TO YOUR VEHICLE AS  
ITEMIZED ON THIS INVOICE. ANY BILLING TO A THIRD PARTY IS  
A LIQUIDITY UNIT.

**白粉、烟碱、全株烟草叶**

**PLEASE READ REVERSE SIDE**

**THEY TOOK CHEVROLET**  
**RACIAL TENSION** - **202 S. BROADWAY**  
**SALES & SERVICE** - **CALL 801-5134**  
**SALES & SERVICE** - **801-5134**  
**SALES & SERVICE** - **801-5134**

CHEVROLET SERVICE AND PARTS DEPARTMENTS ARE NOW OPEN 7:00AM TO 7:00PM  
MONDAY THROUGH FRIDAY AND SATURDAY 8:00AM TO 5:00PM FOR CONVENIENCE  
EVENING SERVICE IS ALSO AVAILABLE.  
CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY!

47963	KEN LATHAM	B65	788	05/01/01	CHELSEA
			23085	LT PENTER	
	99/CHEVROLET/CORVETTE/HR COUPE			12/10/98	
	1 1 1 Y 2 2 6 0 X 5 1 1 2 0 3			20232	
BRANDS HILLS, CA				04/20/01	
					NO: 235

JOB 1 CHARGES

LABOR

JM 1 60CVZ

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION
434	05/01/01	9:50	9:50	0:00	0:00	START STRAIGHT TIME
434	05/01/01	9:50	10:00	0:00	0:00	FINISH STRAIGHT TIME
434	05/01/01	10:00	10:00	0:00	0:00	HOLD OTHER
434	05/01/01	10:00	10:00	0:00	0:00	START STRAIGHT TIME
434	05/01/01	11:40	12:00	0:00	0:00	FINISH
434	05/01/01	0:00	0:00	0:00	1:20	OVERIDE IN INVOICING
		TOTAL TECH TIME		1:10	1:20	

111.4

CUST STATES STEERING COLUMN LOCKED UP  
STEERING LOCK ACTUATOR WAS OPEN CHECKED POWER AND GROUND  
FROM BFC  
REPLACED LOCK ACTUATOR AND CLEARED CODES

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1		24000940	LOCK 2.195	97.61	97.61	136.65
					COST TOTAL		97.61
					TOTAL - PARTS		136.65

136.65

136.65

JOB 1 TOTALS

LABOR  
PARTS

111.4

136.65

JOB 1 JOURNAL PREFIX CWS JOB 1 TOTAL

248.1

JOB 2 CHARGES

LABOR

JM 2+10CVZ

Added Operation

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION
434	05/01/01	9:50	9:50	0:00	0:00	START STRAIGHT TIME
434	05/01/01	10:00	10:00	0:00	0:00	HOLD OTHER
434	05/01/01	10:00	10:00	0:00	0:00	START STRAIGHT TIME
434	05/01/01	10:00	11:40	0:00	0:40	FINISH STRAIGHT TIME
434	05/01/01	11:40	12:00	1:00	0:00	FINISH
434	05/01/01	0:00	0:00	0:00	2:60	OVERIDE IN INVOICING
		TOTAL TECH TIME		2:50	3:20	

209.4

CUSTOMER STATES FILE SHADE GOES FROM FIFTY TO 1/4  
BOTH SENDERS AND INCORRECT ON WHEN EMPTY 30 SHMS RT  
45 SHMS LEFT  
REPLACED BOTH REAR SENDERS

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1		08074045	SHOCK RT 1.107	177.00	177.00	247.40
	1		12402243	SHOCK RE 1.107	246.75	246.75	246.40
					COST TOTAL		423.75
					TOTAL - PARTS		593.15

247.40

246.40

593.15

JOB 2 TOTALS

LABOR  
PARTS

209.4

593.15

JOB 2 JOURNAL PREFIX CWS JOB 2 TOTAL

803.1

COMMENTS  
TWO RT 10

PLEASE READ REVERSE SIDE

VALENCIA CHEVROLET  
S.A. LUGER AND SONS, INC. / CHEVROLET  
10000 VALENCIA BLVD. • VALENCIA, CA 90155  
(818) 251-1100 • FAX (818) 251-1101

7/13/01 4:23 PAGE 10/18 RightFax

TO: Cedric Truett COMPANY: Chevrolet Motor Division

10

**CHEVROLET SERVICE AND PARTS DEPARTMENTS ARE NOW OPEN 7:00AM TO 7:00PM  
MONDAY THROUGH FRIDAY AND SATURDAY 8:00AM TO 5:00PM FOR CONVENIENCE**

**CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY.**

1/24/93	REN LATHAM	865	1018	05/22/01	CVCS121474
	COMMENT		23920	LT PENTER M	
	99/CHEVROLET/CORVETTE/WR COUPE			12/10/98	5
	1993 YR 2.800 5.1 200 3.2			2002	
BRANDON HILLS, CA				05/21/01	
					NOI: 23920

## Lab 3F

CUST STAYED INT STEERING COLUMN LOCKS UP  
STEERING LOCK ACTUATOR WOULD NOT ALWAYS DO AS COMMAND  
MODULE HAD ERROR CODE FOR LOCK  
REPLACED LOCK ACTUATOR AND MODULE

TECH(8) 1636

## WARRANTY

## PART 5

-9TY-

**SP-1000000**

### DESCRIPTION

UNIT PRICE:

1 24550960

1995

1 9381249

**MODULE 2.650**

**TOTAL - PARTS**

WARRANTY  
WARRANTY  
Q-Q

**1.0000 1 TOTALS**

NOB	JOURNAL	PREFIX	CYCL	MIN	TOTAL
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9
10	10	10	10	10	10
11	11	11	11	11	11
12	12	12	12	12	12
13	13	13	13	13	13
14	14	14	14	14	14
15	15	15	15	15	15
16	16	16	16	16	16
17	17	17	17	17	17
18	18	18	18	18	18
19	19	19	19	19	19
20	20	20	20	20	20
21	21	21	21	21	21
22	22	22	22	22	22
23	23	23	23	23	23
24	24	24	24	24	24
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26	26	26	26	26	26
27	27	27	27	27	27
28	28	28	28	28	28
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31	31	31	31	31	31
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44	44	44	44	44	44
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67	67	67	67	67	67
68	68	68	68	68	68
69	69	69	69	69	69
70	70	70	70	70	70
71	71	71	71	71	71
72	72	72	72	72	72
73	73	73	73	73	73
74	74	74	74	74	74
75					

3. for

## COMMENTS— INV BY MR

Total 30

EFFECTIVE JAN. 1, 1991 THE BN PARTS WARRANTY IS 12 MONTHS OR 12 THOUSAND MILES.

BECAUSE OF THE LAWS DEALING WITH HAZARDOUS WASTE DISPOSAL & THE COSTS INVOLVED TO DISPOSE OF THESE PRODUCTS IT IS NEC. TO PASS THESE COSTS TO YOU OUR CUSTOMER. WE DISPOSE OF OIL FILTERS, ANTI FREEZE, BRAKE FLUID AND FREON. AS YOU WILL SEE ABOVE WE ARE IDENTIFYING THESE CHARGES FOR YOUR BENEFIT. IF YOU HAVE UNDER THE FEDERAL HAZARDOUS WASTE REG. 261.206(b)(2).

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUPPLY.....	0.00
TOTAL G.O.S.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
-----	
TOTAL INVOICE \$	0.00

YOU ARE RESPONSIBLE FOR REPAIR CHARGES TO YOUR VEHICLE AS  
ITEMIZED ON THIS INVOICE. ANY BILLING TO A THIRD PARTY IS  
A COURTESY ONLY.

CUST. REQUEST NOTES THAT HE STARTED  
STEERING LOCKED WHILE DRIVING.  
NOT DUPLICATED WHILE DRIVING BY TECH.

*Chris Hall*

**CARLISLE MATTHEW.**

**PLEASE READ REVERSE SIDE**

**VALENCIA CHEVROLET**  
 S.A.S. (LIMITE) GRAN VÍA 1004 4.º P.º  
 46100 BURJASSOT (VA) - P.O. Box 50000  
 46100 BURJASSOT (VA) - Tel. 061/500000

PAGE 1 of 3

EDU OF TALENCE

1345112

CALL: 800 451 4111

File 149

## References

44707475000 |  
44707475000 |  
0.0

**G.10**

WILSON I

WATKINS  
U.S.

## WORKING

0.43

**장소: 서울특별시 강남구 테헤란로 152**

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840.

**Q. U.**

5 W.

2. 5. 5 数据输入

CBBB 7/13/01 4:33 PAGE 12/18 RightFAX  
 TO: Cadric Trussell COMPANY: Chevrolet Motor Division  
 CHEVROLET SERVICE AND PARTS DEPARTMENTS ARE NOW OPEN 7:00AM TO 7:00PM  
 MONDAY THROUGH FRIDAY AND SATURDAY 8:00AM TO 5:00PM FOR CONVENIENCE  
 EARLY-BIRD DROP-OFF ALSO AVAILABLE.  
 CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY!

|                   |                                |     |      |     |          |      |          |      |          |
|-------------------|--------------------------------|-----|------|-----|----------|------|----------|------|----------|
| NAME              | AMRE STEELE                    | DOB | 967  | SEX | 22A3     | DATE | 10/12/00 | CVCS | 11342    |
| ADDRESS           | 10546                          |     | CT   |     | FENTER H |      |          |      |          |
| VEHICLE           | 99/CHEVROLET/CORVETTE/HB COUPE |     |      |     |          |      |          |      | 12/10/96 |
| VEHICLE ID        | 1B1YY2289X5112083              |     |      |     |          |      |          |      | 10/12/00 |
| PIERS             | MODEL                          |     | DATE |     | 10/12/00 |      |          |      |          |
| BRANDON HILLS, CA |                                |     |      |     |          |      |          |      | MD: 1884 |

|                |  |           |                 |               |
|----------------|--|-----------|-----------------|---------------|
| JOHN 1 CHARGES |  |           |                 |               |
| LABOR          | DRIVEABILITY   |           |                 | TECH(S):426   |
| JO 1 10CVZ     | CUSTOMER STATES THAT THE MUFFLER IS RATTLING<br>FOUND THAT THE CAT PIPE BROKE<br>REPLACE CAT PIPE AND ROAD TESTED FOUND NO MORE NOISE<br>LABOR OF L380 .9 AND DIAG .3 H. TOTAL OF 1.1 H. |           |                 | WARRANT       |
| PARTS          | QTY  | FP NUMBER | DESCRIPTION     | UNIT PRICE    |
|                | 0  | 8896874   | MUFFLER 3.701   |               |
|                | 0  | 1027172   | GASKET 3.704    |               |
|                | 0  | 1233333   | SEAL 3.611      |               |
|                | 1  | 8894408   | CONVERTER 3.683 |               |
|                |  |           |                 | TOTAL - PARTS |
|                |  |           |                 | 0.01          |

|               |                            |              |      |
|---------------|----------------------------|--------------|------|
| JOHN 1 TOTALS | JOHN 1 JOURNAL PREFIX CVCS | JOHN 1 TOTAL | 0.01 |
|---------------|----------------------------|--------------|------|

|                |   |           |             |               |
|----------------|---|-----------|-------------|---------------|
| JOHN 2 CHARGES |   |           |             |               |
| LABOR          | 15A   |           |             | TECH(S):1426  |
| JO 2 51CVZ1    | Added Operation (AME 8 10/12/2000 09:10)<br>CUSTOMER STATES LEFT SIDE HEADLIGHT BEZEL-BROKEN<br>FOUND THAT THE BEZEL IS MISSING A PIECE OF COVER.<br>REPLACE BOTH BEZEL. LABOR OF 87240 FOR .2 AND 87241 FOR .2<br>TOTAL OF .4 H. |           |             | WARRANT       |
| PARTS          | QTY   | FP NUMBER | DESCRIPTION | UNIT PRICE    |
|                | 1   | 10435411  | BEZEL 2.728 |               |
|                | 2   | 10435410  | FLD 2.727   |               |
|                | 1   | 10435412  | BEZEL 2.728 |               |
|                |   |           |             | TOTAL - PARTS |
|                |   |           |             | 0.01          |

|               |                            |              |      |
|---------------|----------------------------|--------------|------|
| JOHN 2 TOTALS | JOHN 2 JOURNAL PREFIX CVCS | JOHN 2 TOTAL | 0.01 |
|---------------|----------------------------|--------------|------|

|                |  |  |  |             |
|----------------|--|--|--|-------------|
| JOHN 3 CHARGES |  |  |  |             |
| LABOR          | RENTAL   |  |  | TECH(S):799 |
| JO 3 71CVZ     | Added Operation (AME 8 10/12/2000 09:11)<br>AUTHORIZATION FOR 1 DAY ONLY<br>RENTAL |  |  | WARRANT     |

|               |                            |              |      |
|---------------|----------------------------|--------------|------|
| JOHN 3 TOTALS | JOHN 3 JOURNAL PREFIX CVCS | JOHN 3 TOTAL | 0.01 |
|---------------|----------------------------|--------------|------|

|          |           |
|----------|-----------|
| COMMENTS | INV BY CU |
|----------|-----------|

PLEASE READ REVERSE SIDE

VALINCA CHEVROLET  
 300 N. W. 10th Ave. Ft. Lauderdale, FL 33304  
 (954) 582-2200 • 10100 W. 10th Ave. (CONTINUED ON NEXT PAGE)



USUALLY SERVICE AND PARTS DELIVEREDS AND NOW OPEN 2:30 PM TO 5:00 PM  
MONDAY THROUGH FRIDAY AND SATURDAY 9:00 AM TO 3:00 PM FOR CONVENIENCE.  
LATE-DELIVERY SERVICE ALSO AVAILABLE.  
CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY.

| DATE     | TIME     | TYPE  | DESCRIPTION                    | AMOUNT |
|----------|----------|-------|--------------------------------|--------|
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |
| 06/01/01 | 10:00 AM | SALES | 2001 CHEVROLET TRAILBLAZER 4X4 | 9929   |

|                |   |              |     |
|----------------|---|--------------|-----|
| JUNE 1 CREDIT  | JUNE 1 JOURNAL ENTRY                        | JUNE 1 TOTAL | 0.0 |
| LANE: 06/01/01 | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| 06/01/01       | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| JUNE 2 CREDIT  | JUNE 2 JOURNAL ENTRY                        | JUNE 2 TOTAL | 0.0 |
| LANE: 06/02/01 | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| 06/02/01       | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| JUNE 3 CREDIT  | JUNE 3 JOURNAL ENTRY                        | JUNE 3 TOTAL | 0.0 |
| LANE: 06/03/01 | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| 06/03/01       | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| JUNE 4 CREDIT  | JUNE 4 JOURNAL ENTRY                        | JUNE 4 TOTAL | 0.0 |
| LANE: 06/04/01 | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| 06/04/01       | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| JUNE 5 CREDIT  | JUNE 5 JOURNAL ENTRY                        | JUNE 5 TOTAL | 0.0 |
| LANE: 06/05/01 | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |
| 06/05/01       | DESCRIPTION: 2001 CHEVROLET TRAILBLAZER 4X4 | AMOUNT: 9929 |     |

PLEASE READ REVERSE SIDE

TERMINAL YORK CHEVROLET  
845 JEFFERSON AVE  
ALBANY, NY 12206  
518/486-1111

07/13/01

JUNE 1 NEWS

LAMONT: 44-11172  
 MURPHY: 44-11172  
 COSTUME: STAINED SHIRT WITH RED FLECK MARKS ON IT  
 IN THE MIDDLE  
 SHIRT: IN THE FIVE FOLDING

| DATE           | TIME  | USER  | INVT | INVT.DATL | DESCRIPTION    | AMOUNT | DEBIT | CREDIT | TOTAL  |
|----------------|-------|-------|------|-----------|----------------|--------|-------|--------|--------|
| 07/20/99       | 14:00 | SS061 | 7/24 | 07/20/99  | 2 DAY RENTAL   | 100.00 |       |        | 100.00 |
| 07/24/99       | 14:00 | SS061 | 7/24 | 07/24/99  | WELD AN NEEDLE | 100.00 |       |        | 100.00 |
| TOTAL - 100.00 |       |       |      |           |                |        |       |        | 200.00 |

DATE 1 11/12/55

DATE: 08-09-67  
TO: DIRECTOR, FBI  
FROM: SAC, NEW YORK (100-100000)  
SUBJECT: JAMES EARL RAY; AKA; ALIEN REGISTRATION ACT OF 1940.  
RE: NEW YORK TELETYPE TO BUREAU, AUGUST SEVEN LAST.

1 12450012 01000001 0.1

[illegible]

DATE: 2-10-76

[illegible]

| Part | Qty      | Part Name | Part Description | Part Price |
|------|----------|-----------|------------------|------------|
| 1    | 10100612 | ROTOR     | 5.0000           | WAGON      |
| 1    | 10400640 | ROTOR     | 5.0000           | WAGON      |
| 1    | 10400619 | ROTOR     | 5.0000           | WAGON      |
| 1    | 10400670 | ROTOR     | 5.0000           | WAGON      |
| 1    | 10117004 | PLUM      | 2.7200           | WAGON      |

Page - 10000

DATE: 10/10/74

100-443887-100  
100-443887-100

**PLEASE READ REVERSE SIDE**

**TERRY YORK CHEVROLET**  
 D.D. & L.L. CO., INC. • 100 N. W. 10TH AVE. • MIAMI, FL 33136  
 (305) 371-1981 • FAX (305) 371-1982



CHEVROLET SERVICE AND PARTS DEPARTMENTS ARE NOW OPEN 7:00AM TO 7:00PM  
 HOLIDAY THROUGH FRIDAY AND SATURDAY 8:00AM TO 5:00PM FOR CONVENIENCE  
 CALL 1-800-950-CHEV FOR ASSISTANCE

CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY!

|                   |            |     |     |           |           |
|-------------------|------------|-----|-----|-----------|-----------|
| 47849             | KEY LATION | 845 | 780 | 05/01/01  | CLASS 104 |
|                   |            |     |     | LT PENTER |           |
|                   |            |     |     | 12/10/98  |           |
|                   |            |     |     | 28232     |           |
| BRANABA HILLS, CA |            |     |     | 04/00/01  |           |
|                   |            |     |     |           | NOI 232   |

**JOB# 1 CHARGES**

| LABOR      |  | TECH# |  | DATE     |  | START |  | FINISH |  | ACT  |  | TIME |  | DESCRIPTION           |  |      |
|------------|--|-------|--|----------|--|-------|--|--------|--|------|--|------|--|-----------------------|--|------|
| JR 1 40CUZ |  | 15A   |  | 05/01/01 |  | 9:50  |  | 9:50   |  | 0:00 |  | 0:00 |  | START STRAIGHT TIME   |  | 111. |
|            |  | 434   |  | 05/01/01 |  | 9:50  |  | 10:00  |  | 0:00 |  | 0:00 |  | FINISH STRAIGHT TIME  |  |      |
|            |  | 434   |  | 05/01/01 |  | 10:00 |  | 10:00  |  | 0:00 |  | 0:00 |  | HOLD OTHER            |  |      |
|            |  | 434   |  | 05/01/01 |  | 10:00 |  | 10:00  |  | 0:00 |  | 0:00 |  | START STRAIGHT TIME   |  |      |
|            |  | 434   |  | 05/01/01 |  | 11:40 |  | 12:30  |  | 0:40 |  | 0:40 |  | FINISH                |  |      |
|            |  | 434   |  | 05/01/01 |  | 0:00  |  | 0:00   |  | 0:00 |  | 1:10 |  | OVERRIDE IN INVOICING |  |      |
|            |  |       |  |          |  |       |  |        |  |      |  |      |  |                       |  |      |
|            |  |       |  |          |  |       |  |        |  |      |  |      |  |                       |  |      |

CUST STATES STEERING COLUMN LOCKED UP  
 STEERING LOCK ACTUATOR WAS OPEN CHECKED POWER AND GROUNDS  
 FROM LEFT  
 REPLACED LOCK ACTUATOR AND CLEARED CODES

| PARTS | QTY | PP | NUMBER   | DESCRIPTION | U/COST     | E/COST | U/PRICE       |      |
|-------|-----|----|----------|-------------|------------|--------|---------------|------|
|       | 1   |    | 24000960 | LOCK 2.195  | 97.61      | 97.61  | 134.63        | 136. |
|       |     |    |          |             | COST TOTAL |        | 97.61         | 136. |
|       |     |    |          |             |            |        | TOTAL - PARTS | 136. |

**JOB# 1 TOTALS**

LABOR 111.  
 PARTS 136.

JOB# 1 JOURNAL PREFIX CUMS JOB# 1 TOTAL 246.

**JOB# 2 CHARGES**

| LABOR           |  | TECH#                     |  | DATE       |  | START |  | FINISH |  | ACT  |  | TIME |  | DESCRIPTION           |  |      |
|-----------------|--|---------------------------|--|------------|--|-------|--|--------|--|------|--|------|--|-----------------------|--|------|
| JR 2-10CUZ      |  | DRIVEABILITY              |  | 05/01/2001 |  | 08:20 |  | 08:20  |  | 0:00 |  | 0:00 |  | START STRAIGHT TIME   |  | 209. |
| Added Operation |  | (FREQ 8 05/01/2001 08:20) |  |            |  |       |  |        |  |      |  |      |  |                       |  |      |
|                 |  | 434                       |  | 05/01/01   |  | 9:50  |  | 9:50   |  | 0:00 |  | 0:00 |  | START STRAIGHT TIME   |  |      |
|                 |  | 434                       |  | 05/01/01   |  | 10:00 |  | 10:00  |  | 0:00 |  | 0:00 |  | HOLD OTHER            |  |      |
|                 |  | 434                       |  | 05/01/01   |  | 10:00 |  | 10:00  |  | 0:00 |  | 0:00 |  | START STRAIGHT TIME   |  |      |
|                 |  | 434                       |  | 05/01/01   |  | 10:00 |  | 11:40  |  | 0:40 |  | 0:40 |  | FINISH STRAIGHT TIME  |  |      |
|                 |  | 434                       |  | 05/01/01   |  | 11:40 |  | 12:30  |  | 1:00 |  | 1:00 |  | FINISH                |  |      |
|                 |  | 434                       |  | 05/01/01   |  | 0:00  |  | 0:00   |  | 0:00 |  | 2:40 |  | OVERRIDE IN INVOICING |  |      |
|                 |  |                           |  |            |  |       |  |        |  |      |  |      |  |                       |  |      |
|                 |  |                           |  |            |  |       |  |        |  |      |  |      |  |                       |  |      |

CUSTOMER STATES FUEL GAUGE GOES FROM EMPTY TO 1/4  
 BOTH SENDERS AND INCORRECT GAIN WHEN EMPTY 50 GALS RT  
 45 GALS LEFT  
 REPLACED BOTH REAR SENDERS

| PARTS | QTY | PP | NUMBER   | DESCRIPTION    | U/COST     | E/COST | U/PRICE       |      |
|-------|-----|----|----------|----------------|------------|--------|---------------|------|
|       | 1   |    | 0884449  | REAR L R 2.107 | 177.00     | 177.00 | 242.58        | 247. |
|       | 1   |    | 12400243 | REAR R L 2.107 | 246.75     | 246.75 | 345.45        | 248. |
|       |     |    |          |                | COST TOTAL |        | 423.75        | 493. |
|       |     |    |          |                |            |        | TOTAL - PARTS | 493. |

**JOB# 2 TOTALS**

LABOR 209.  
 PARTS 493.

JOB# 2 JOURNAL PREFIX CUMS JOB# 2 TOTAL 702.

COMMENTS  
 INV BY KB

**PLEASE READ REVERSE SIDE**

VALENCIA CHEVROLET  
 14400 N. 14TH AVE. SUITE 100  
 VALLEJO, CA 94591  
 (925) 938-1100 FAX (925) 938-1101

12/10/98

DATE

TERRY YORK CHEVROLET 25645 VALENCIA BLVD VALENCIA CA 91355

ADDRESS  
 BRANDA HILLS CA LOS ANGELES

TELEPHONE NUMBER

LEASING NAME(S) ADDRESS COUNTY

1. DESCRIPTION OF VEHICLE

| YEAR | MAKE      | MODEL    | BODY<br>NO. COUPE | MANUFACTURER'S<br>SERIAL NO. | COLOR     | NEW<br>CT. POWER | LEASING NO. |
|------|-----------|----------|-------------------|------------------------------|-----------|------------------|-------------|
| 99   | CHEVROLET | CORVETTE |                   | 161Y12268X8112083            | CT. POWER | NEW              |             |

Trade-In Vehicle: Year:

Make:

Model:

AGREED UPON VALUE OF TRADE-IN: \$ N/A

2. SUMMARY OF LEASING

|   |  |  |  |
|---|--|--|--|
| a. Amount Due at Lease Signing or Delivery<br>(Net cash outlay)<br>\$ 8000.00 | b. Monthly Payments<br>My first monthly payment of \$ 506.00 on 12/10/98, followed by 10th payments of \$ 506.00 due on the 1st of each month.<br>The total of my Monthly Payments is \$ 5066.00 | c. Other Charges<br>(not part of my Monthly Payment).<br>Disposition fee Total \$ 250.00<br>(If I do not purchase the vehicle) | d. Total of Payments<br>(The amount I will have paid by the end of the lease)<br>\$ 25966.00 |
|---|--|--|--|

Termination of Amount Due at Lease Signing or Delivery

|   |  |
|---|--|
| e. Amount Due at Lease Signing or Delivery:   | f. How the Amount Due at Lease Signing or Delivery will be paid: |
| 1 Capitalized cost reduction \$ 5494.41       | 1. Net trade-in allowance \$ N/A                                 |
| 2 Tax on capitalized cost reduction \$ 453.29 | 2. Rebate and non-cash credits \$ 8000.00                        |
| 3 First monthly lease payment \$ 506.00       | 3. Amounts to be paid in cash \$ N/A                             |
| 4 Title fees \$ N/A                           | 4. \$ N/A  |
| 5 Registration fees \$ 931.00                 |  |
| 6 HISC FEES \$ 619.30                         |  |
| Total \$ 8000.00                              | Total \$ 8000.00   |

g. My monthly payment is determined as shown below:

|  |  |
|--|--|
| 1. Gross capitalized cost. The agreed upon value of the vehicle (\$ 44790.00) and any items I pay over the lease term (such as taxes, fees, service contract, insurance and any outstanding prior credit or lease balance) \$ 44790.00 |  |
| If I want an illustration of this amount, I have checked this box. <input checked="" type="checkbox"/>   |  |
| 2. Capitalized cost reduction. The amount of any rebate, cash payment, net trade-in allowance or non-cash credit I pay (that reduces the gross capitalized cost) \$ 5494.41  |  |
| 3. Adjusted capitalized cost. The amount used in calculating my base monthly payments \$ 39295.59  |  |
| 4. Residual value. The value of the vehicle at the end of the lease used in calculating my base monthly payment \$ 30023.40  |  |
| 5. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and/or other items paid over the lease term \$ 9272.19   |  |
| 6. Lease charges. The amount charged in addition to the depreciation and any amortized amounts \$ 7338.68  |  |
| 7. Total of base monthly payments. The depreciation and any amortized amounts plus the lease charges \$ 16627.77   |  |
| 8. Lease term. The number of months in my lease \$ 48  |  |
| 9. Base monthly payment \$ 487.44  |  |
| 10. Monthly maintenance fee \$ 18.56   |  |
| 11. \$ N/A   |  |
| 12. Total monthly lease payment \$ 506.00  |  |

- k. Early Termination. I may have to pay a substantial amount if this lease is ended early. The amount may be up to several thousand dollars. The actual amount will depend on when the lease is terminated. The earlier the lease is ended, the greater the amount is likely to be.
- l. Excessive Wear and Use. I may be charged for excessive wear based on your standards for normal use. At the scheduled termination of this lease I will be charged for each mile driven in excess of the maximum number of miles stated here at a rate of 10¢ per mile if the Gross Capitalized Cost is less than \$15,000, 15¢ per mile if between \$15,000 and \$25,000 and 20¢ per mile if over \$25,000. 36000 miles
- m. Purchase Option at End of Lease Term. I have an option to purchase the vehicle at the end of the lease term for the amount stated here plus any applicable official fees and taxes, if the lease is not in default. \$ 30523.40
- n. Other Important Terms. See the lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, loss and default charges, insurance and any security interests, if applicable.

ITEMIZATION OF GROSS CAPITALIZED COST

| AGREED UPON<br>VALUE OF VEHICLE | PRIME CREDIT OR<br>LEASE BALANCE | FEDERAL<br>LUMP SUM TAX | SALES/USE/ACQUISITION<br>TAX | SERVICE<br>FEE | OTHER | GRASS<br>Lump COST |
|---------------------------------|----------------------------------|-------------------------|------------------------------|----------------|-------|--------------------|
| 44790.00                        | N/A                              | N/A                     | N/A                          | N/A            | N/A   | 44790.00           |

\*These amounts are estimates because they are based on current tax rates. \*These amounts are based on the lease running to full term

ESTIMATED OFFICIAL FEES AND TAXES. The total estimated amount I will pay for official and license fees, registration, title and taxes over the term of my lease, whether included with my monthly lease payments or assessed otherwise: \$ 5249.75

4. REPRESENTATION

I agree to buy and maintain during the lease term, and until the vehicle is returned, I will buy the insurance from the insurance company which is acceptable to you and will furnish with satisfactory evidence of such insurance until after



**BBB AUTO LINE**

July 31, 2001

Re: CAM2 1716 X 1666 CHV0169124 [REDACTED] vs Chevrolet Motor Division

Mr. Cedric Trussell  
Chevrolet Motor Division  
Tampa, FL

Dear Mr. Trussell:

Enclosed is the arbitrator's *Decision and Reasons for Decision* for the above referenced case.

The customer has been sent an *Acceptance/Rejection Form* and has 30 days from the date of this letter to return the form to the BBB office. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if we may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Denise Soliz at Extension 210

FBI

FBI

FBI

BBS

## DECISION

REPURCHASE  
(LEASED VEHICLE)

Customer: [REDACTED] Case No.: CND010124

Manufacturer: Chrysler

For the following reasons, the manufacturer shall repurchase 1991 Chrysler Caravan  
(vehicle) leased by [REDACTED] (Lessor) to [REDACTED] (Lessee),  
within 30 days after the manufacturer is notified that the lessee has accepted the decision:

## TO THE LESSOR:

Pay-off amount due pursuant to the lease agreement and applicable law, PLUS any security deposit held  
by the lessor in the amount of \$ 0, and RETURN the amount of any refund due to the lessor for the  
unexpired term of a service contract or insurance included in the lease agreement.

## TO THE LESSEE:

1. Total amount paid by lessee at lease signing or delivery except \$ 8,000.00  
any limited service contract charges or any advance received
2. PLUS full monthly payments, which are \$ 505.00 per month, paid by lessee from date of lease signing  
to date of repurchase. (Do not include the first monthly payment if it is reimbursed under 1 above.)  
Note: If the lessee prepaid all lease payments at the lease signing, the amount refunded by the  
manufacturer is the portion of the prepaid amount that is retained by the lessor upon early termination.
3. PLUS the following incidental damages:
  - a. Reasonable repair, towing, and rental car costs  
actually incurred by lessee + \$ \_\_\_\_\_
  - b. Other + \$ \_\_\_\_\_
4. MINUS reasonable use deduction, if any - \$ 2,124.56

At the time of the repurchase, lessee will be responsible for turning over the vehicle and providing clear title  
to manufacturer (including all signatures required for title transfer). The manufacturer may deduct for any vehicle  
damage exceeding normal wear and tear that is not covered by the vehicle's nonconformities. The manufacturer  
shall contact lessee to arrange a mutually acceptable time and location for repurchase transaction.

Arbitrator(s) (1) [REDACTED] Date 7/29/08  
(2) [REDACTED]  
(3) [REDACTED]

30 JUL 2008

FROM :

FAX NO. \*

JUL-29 2001 10:44PM PR

**REASONS FOR DECISION**  
**California**Customer: [REDACTED] Case No.: 070149124Manufacturer: Chevrolet

1. Please list each vehicle problem alleged by the customer. Include both past and present problems.

[REDACTED] reported several problems with this vehicle, including:

1. a fuel gauge malfunction;
2. a muffler system that fell off the vehicle twice, and
3. a steering column that locks up when the vehicle is being driven.

While [REDACTED] explicitly mentioned that there were other problems, he did not indicate what the problems were and due to the nature of the issues as presented additional problems were not relevant to the resolution.

FROM :

FROM: SCS

Jul. 29 2001 09:10PM P4

2. For the following reasons, I have determined that a repurchase decision is a fair resolution of this dispute.

This vehicle is clearly covered by the manufacturer's bumper to bumper warranty, which is 3 years, 36,000 miles. Even at the arbitration, the vehicle had 25047 miles. There is no question in this arbitrator's mind that a starting failure (no matter how intermittent) is a substantial non-conformity that severely compromises the use, value and safety of this vehicle.

After [redacted] presented his opening statement and requested that the vehicle be repurchased, Mr. Frank, the General Motors Representative, stated that the manufacturer agreed that the vehicle required repurchase. However, the issue that remained in dispute between the parties is as what mileage the vehicle repurchase should be calculated.

General Motors agreed that [redacted] had full use and benefit of the vehicle for 30 months or a 16 month lease. Immediately General Motors argued that he would be unfairly enriched if he was compensated for the cost of his payments back to May 21, 1999, and would have essentially been given "free rental" of the vehicle for an additional two years. Part of the argument is based on the fact that the vehicle functioned without exhibiting any starting problem for nearly one year. This Arbitrator appreciates that "free" is a relative term, and that free does not always mean without cost. In this case, it does not appear like the use has been free of worry or concern.

This vehicle was towed into the dealership twice in one week in late May 1999. While [redacted] testified that the first time the vehicle starting locked up was when he drove the vehicle home from the showroom, he was not aware that it was an actual problem with the vehicle. He merely thought that he had bumped a something because he was unfamiliar with the vehicle. He did not present this vehicle to the Dealership until the starting froze again on May 21, 1999 (mileage 5000). The service technicians also checked a reported problem with the gas gauge sensor.

The next time the starting locked up was on May 28, 1999 (mileage 5719). [redacted] was turning and brushed a wall with the front bumper because the starting froze. The vehicle was again towed to the dealership. On this occasion, a problem with the waffle was also dealt with. On April 28, 2001 (mileage 20232), the vehicle was towed again for the starting lock up and for the fuel gauge sensor problem. Within one month (on May 21, 2001 (mileage 23420), the starting again locked up and parts were changed yet again because of the error diagnosed by the computer. [redacted] is understandably concerned for his safety given the fact that the starting has locked up when he has been working and avoiding the starting requires removing the key and waiting ten seconds. This is not always practicable. On one occasion, it happened in a busy intersection.

Jul 2 00 15:00, 2:00 PM

Page 1

Page NO. 1

Jul 2 2001 02:00 PM P5

While the steering column problem did not reappear for some time, it does not appear from the documentation provided that the vehicle was totally without problems. The vehicle was seen on additional occasions for other problems attributed on the May 1999 repair slip. On August 21, 1999 [mileage: 8611], the vehicle was again seen for the gas gauge sensor problem. On September 21, 1999 [mileage: could not be read due to the poor quality of the copy], the vehicle was seen again for a fuel tank problem, and for a muffler problem.

Everything was quiet for a bit over one year. However, on October 12, 2000 [mileage: 10946], the vehicle was seen again because of a muffler related problem.

California law provides that the proper remedy for repurchase in this and other situations is to make the following two adjustments: the consumer is charged for the period of trouble free use [until he first presented it to the dealership or manufacturer for the problem that is the basis for this repurchase decision. Here, that figure is the 5492 miles. The 5492 figure is divided by 120,000. The resulting figure is multiplied by the purchase price of the vehicle. The arbitrator in this matter believes that the formula is fair and that it would be fair to apply it in this case as set forth above and in the same because of the nature of the problems with this vehicle. [redacted] does not motivate him to the day he leased the car and it allegedly first exhibited the problem because he did not present it to the dealer or the manufacturer. As he stated, he did not appreciate that it was a sign of problems to come. Looking at the formula another way, the consumer must pay in full for the worry free use period. The manufacturer can only hope that the balance of the period before replacement is needed is short. Regardless of the duration of the period, however, the balance of the time may not be worry free.



FROM :

FROM NO. :

JUL 29 2004 15:47PM PT

## 3. If awarding a repurchase or replacement:

- a. If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

$$\frac{5892}{120,000} \times 344,790.00 = \$2,124.54$$

- b. List any damage to the vehicle beyond normal wear and tear.

As mentioned in the body of the Decision, there is a scuff to the passenger-side front bumper which was seen when the vehicle was inspected. The leather seat show creasing. However, except for the bumper scuff above, nothing beyond what would be expected. Otherwise, the vehicle appeared to be in excellent shape.

- c. Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

Not applicable. None presented or claimed.

Arbitrator(s):

Tamara Martin  
Arbitrator

Date:

7/29/04

Date:

Date:

GMW Council of Motor Vehicle Dealers, Inc.  
CARSAS-1

30 JUL 2004

**BBB AUTO LINE**

July 31, 2001

Re: CAM2 1716 X 1643 QN0169060 [REDACTED] Chevrolet Motor Division

Mr. Tom Manchester  
Chevrolet Motor Division  
Tampa, FL

Dear Mr. Manchester:

Enclosed is the arbitrator's *Decision and Reason for Decision* for the above referenced case.

The customer has been sent an *Accepted/Rejected Form* and has 30 days from the date of this letter to return the form to the BBB office. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if we may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Denise Soliz at Extension 210

TEL:

Jul 30.01

8:40 No.001 P.10



## SECTION

## REPLACEMENT/REPURCHASE

Customer:

[REDACTED]

Class No.: CHV0169060

Manufacturer:

Chvrolet

The manufacturer shall, at the lease's option, either repurchase ("vehicle") or replace it with a substantially identical new vehicle.

99 Chevrolet Suburban

The lease shall choose either a repurchase or replacement. A replacement shall be made under the "Replacement Option" terms set out below. A repurchase shall be made under the "Repurchase Option" terms set out below:

## REPLACEMENT OPTION

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the document, replace lease's vehicle with a substantially identical new vehicle. The replacement vehicle will be accompanied by all express and implied warranties that normally accompany new motor vehicles of that kind.

The manufacturer shall also pay the following:

## 1. Collateral charges associated with the replacement vehicle:

a) Sales tax

+ To be determined

b) License, registration, and official fees

+ To be determined

## 2. LESSOR'S incidental damages, if any:

a) Reasonable repair, towing, and rental car costs actually incurred by lessee

+ \$ \_\_\_\_\_

b) Any pay-off amount due the lessor pursuant to the lease agreement and applicable law (including prepayment penalties), MINUS any security deposit held by the lessor in the amount of \$ \_\_\_\_\_ and MINUS the amount of any refund due to the lessor for the unexpired term of a lease's contract or insurance included in the lease agreement.

+ \$ To be determined

c) Other \_\_\_\_\_

+ \$ \_\_\_\_\_

TOTAL

- \$ 1.80

At the time of the replacement transaction, the lessor shall pay the manufacturer the following amount(s):

Reasonable use payment, if any.

+ 3,504.77



## DECISION

## REPLACEMENT/REPURCHASE

(LEASED VEHICLE)

Customer

Case No. CHV168060

Manufacturer Chevrolet

The manufacturer shall, at the lessee's option, either repurchase ("vehicle") or replace it with a substantially identical new vehicle.

1989 Chevrolet Suburban  
V8 4WD

The lessee shall choose either a repurchase or replacement. A replacement shall be made under the "Replacement Option" terms set out below. A repurchase shall be made under the "Repurchase Option" terms set out below:

## REPLACEMENT OPTION

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the decision, replace lessee's vehicle with a substantially identical new vehicle. The replacement vehicle will be accompanied by all express and implied warranties that normally accompany new motor vehicles of that kind.

The manufacturer shall also pay the following:

## 1. Collateral charges associated with the replacement vehicle:

a) Sales tax

\$ To be determined

b) License, registration, and official fees

+ \$ To be determined

## 2. PLUS accidental damages, if any:

a) Reasonable repair, towing, and rental car costs actually incurred by buyer

+ \$

b) Any pay-off amount due the lessor pursuant to the lease agreement and applicable law (including prepayment penalties), MINUS any security deposit held by the lessor in the amount of \$ , and MINUS the amount of any refund due to the lessor for the unexpired term of a service contract or insurance included in the lease agreement.

+ \$ To be determined

c) Other

+ \$

## TOTAL

= \$ 739  
(plus amounts to be determined)

At the time of the replacement transaction, the lessee shall pay the manufacturer the following amount(s):

Reasonable use payment, if any:

\$ 1,500.00

TEL:

Jul 30, 01 6:40 No. 001 P. 11

**REPLACEMENT OPTION**

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the decision, repurchase the lease's vehicle for the following amounts:

**TO THE LESSOR:**

Pay-off amount due pursuant to the lease agreement and applicable law, MINUS any security deposit held by the lessor on the amount of \$ 0, and MINUS the amount of any refund due to the lessor for the unexpired term of a service contract or insurance included in the lease agreement.

**TO THE LESSEE:**

1. Total amount paid by lessee at lease signing or delivery except any increased service contract charges or any rebate received \$1999.99
2. PLUS full monthly payments, which are \$ 375.78 per month, paid by lessee from date of lease signing to date of repurchase. (Do not include the last monthly payment if it is refunded under 1 above.)  
Note: If the lessee prepaid all lease payments at the lease signing, the amount refunded by the manufacturer is the portion of the prepaid amount that is returned by the lessor upon early termination.
3. PLUS the following incidental damages:
  - a. Reasonable repair, towing, and rental car costs actually incurred by lessee + \$ 0
  - b. Other + \$
4. MINUS reasonable use deduction, if any -\$3,504.77

At the time of replacement/repurchase, the lessee will be responsible for turning over the vehicle and providing clear title to the manufacturer. The manufacturer may deduct for any vehicle damage exceeding normal wear and tear that is not caused by the vehicle's manufacturer's. The manufacturer shall contact lessee to arrange a mutually agreeable time and location for replacement or repurchase transaction.

Authorized (1) Jay Pham Date 7-30-2001

(2) \_\_\_\_\_

(3) \_\_\_\_\_

30 JUL 2001

### REFURCHASE OPTION

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the decision, repurchase the lease's vehicle for the following amount:

### TO THE LEADER:

Pay-off amount due pursuant to the lease agreement and applicable law, MINUS any security deposit held by the lessor in the amount of \$ 0, and PLUS the amount of any refund due to the lessee for the unexpired term of a separate contract or insurance included in the lease agreement.

**TO THE LESSEE:**

1. Total amount paid by lessee at lease signing or delivery except any incidental service contract charges or any rebates related \$ 1,999.00
2. PLUS full monthly payments, which are \$ 979.79, per month, paid by lessee from date of lease signing or date of repurchase. (Do not include the first monthly payment if it is reimbursed under 1 above.)  
Note: If the lessee prepaid all lease payments at the lease signing, the amount refunded by the manufacturer is the portion of the prepaid amount that is retained by the lessor upon early termination.
3. PLUS the following incidental damages:
- a. Reasonable repair, towing, and rental car costs actually incurred by lessee +\$ 0
- b. Other \_\_\_\_\_ +\$ \_\_\_\_\_
4. MINUS reasonable use deduction, if any - \$ 3,504.79

At the time of replacement/repurchase, the lessee will be responsible for turning over the vehicle and providing clear title to the manufacturer. The manufacturer may deduct for any vehicle damage exceeding normal wear and tear that is not caused by the vehicle's nonconformities. The manufacturer shall contact lessee to arrange a mutually agreeable time and location for replacement or repurchase transaction.

Arbuzovskiy. (1)

21

131

TEL:

Jul 30, 01

6:37 No. 001, P. 02

**REASONS FOR DECISION**  
California

Customer: [REDACTED]

Case No: CHV0169060Manufacturer: Chevrolet

1. Please list each vehicle problem alleged by the customer. Include both past and present problems.

1) Mold in air ducts/odor

2) pulling to right

**REASONS FOR DECISION**  
**California**Customer [REDACTED] Case No: CHV0168D40Manufacturer chevrolet

1. Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Mild to air surge/odor

2. Pulling to right



2) For the following reasons I have determined a replacement/repair/return decision is a fair resolution of this dispute:

As pertains to odor coming from the air conditioner ducts:

This claim does fall under the jurisdiction of the BBD Auto Line.

On 3-16-2001 (invoice #CTC846778) [REDACTED] brought the car to the dealership. It had 13,293 miles on it. According to the invoice, "Customer states when using A/C system, system has a bad odor."

The dealership described the A/C system

The invoice shows this as being done under warranty.

[REDACTED] stated that odor was eliminated for approximately two weeks.

On 5-14-2001 (invoice #CTC844884) [REDACTED] brought the car to the dealership. It had 16,422 miles on it. According to the invoice, "Customer states A/C has odor coming from system also can see black smoke. Hooday's Evap. Odor still there. described and replace heater core."

The invoice shows the dealer replaced the evaporator, Case 1 Hr. Evaporator, Case, Stroud 1 Hr. Case 1 Hr. Case auto, Case A/C, Motor and Seal.

The invoices show these repairs as being done under warranty.

[REDACTED] state that the repair eliminated the problem for three to four weeks.

On 6-15-2001 (invoice # CTC846522) [REDACTED] brought the car to the dealership. It had 17,022 miles on it. According to the invoice, "customer states A/C has odor, smells worse from rear of vehicle than front. Parts on special order." They were installed on 6-20-2001 [REDACTED] states the repair eliminated the problem for two to three weeks.

The invoice shows this as being done under warranty.

██████████ stated she was not sure as to the date, but stated she met with Mr. Brad Harter, the district manager from the manufacturer, and Mr. George Rice, the service manager from the dealership. Mr. Manchester confirmed that ██████████ did meet with Mr. Harter, though he too was not sure of the date.

██████████ stated that Mr. Harter and Mr. Rice offered to install an Electronic Evaporator Dryer.

██████████ decided to have the Electronic Evaporator Dryer installed. She testified that she was told by the service advisor not to let them talk you into installing an Electronic Evaporator Dryer because it will drain your battery.

It is noted that this is hearsay evidence. Under the guidelines of the HHS Arbitration hearsay evidence is admissible.

Mr. Manchester was asked if he wanted to payment in ██████████ statement. He stated that if the service advisor did give that advice he would have gone with the advice of the district manager and service manager over that of a service advisor.

I found it a bit unusual that an employee would state in office to a customer, that they should not listen to what his bosses tell them to do.

██████████ stated on her own volition that the service department and advisors were great and that they did everything they could to help. This statement by ██████████ does not help her case. I do believe based on the credible manner in which ██████████ testified that the service advisor did tell her this. It makes sense for her to believe someone she has dealt with and find it to be of great help over a district manager she has never dealt with before.

Mr. Manchester was asked whether there were problems with the electronic evaporator dryer draining batteries. He stated they were not. Mr. Manchester further went on to add that if there were problems with batteries being drained, a service bulletin would have been put out to supersede the bulletin he had fixed over.

Mr. Manchester was asked why the district manager asked ██████████ if she wanted to have the dryer installed versus just doing it as a repair.

Mr. Manchester explained that the manufacturer was not disputing the fact that there is an odor emanating from the A/C vents. It is the manufacturer's position that the problem is not covered under the warranty.

Mr. Manchester submitted 14 pages of articles relating to mold in air conditioning units and over the counter products which can be used on it. He was also kind enough to circle the important parts. The articles were quite interesting.

Mr. Manchester went on to explain that the dealer was offering to install the dryer at no cost as a goodwill gesture. Mr. Manchester explained it is an advertisement enhancement. That is why the dealer had to ask [redacted] if she wanted them to do it.

Mr. Manchester went on to explain the manufacturer has no control over the growth of molds. He further went on to explain that practically all air conditioners have mold in them.

The articles he submitted supported his position.

It is noted from the papers submitted that in the American Society for Microbiology meeting a paper was presented in which the air conditioning units of 32 cars from luxury to economy class were dismantled and all found to have a mold infestation. Additionally, it is noted from the Journal Star that a study of air conditioner evaporators in 13 cars found mold in them. "The bacteria survived a wide range of temperatures and were found in evaporators that had been stored in a dry area for two years."

It is also noted that the article from Utenshield states that Utenshield solves problems that automobile dealers face daily with customers. The article further goes on to state: "One of the most common problems is odors emanating from HVAC systems."

Mr. Manchester did an excellent job in presenting his case that the manufacturer has no control over the growth of mold.

I do agree with Mr. Manchester that the manufacturer has no control over the cars which are going to be infested with bacteria that is going to produce foul odors.

Mr. Manchester was asked if installing the dryer would have eliminated the problem. He testified very honestly that the manufacturer could not guarantee it.

The question is whether or not the manufacturer is responsible to repair the A/C under warranty. Chevrolet offers a three year, thirty-six thousand mile bumper to bumper warranty.

Mr. Manchester testified that all the repairs relating to the odor problem were done purely as goodwill. He stated that the manufacturer does this because it wants to keep its customers coming back and that every time these repairs eliminate the problem to the degree that it is no longer noticeable.

This goes against what is written on the repair invoices. All the repair invoices showed that the work done is eliminate the odor as being done under warranty. This is in contrast to invoice PLTC040994. That invoice shows a goodwill repair was made. ("Chevrolet states broken pull Parts warranty pads, Goodwill Alignment.")

In order for foul odors emanating from the A/C not to be covered by the warranty, they would have to be excluded in writing. There is no reference of an exclusion in the warranty as relates to odors from the A/C. There is no question it is covered under warranty.

The Song-Beverly Consumer Warranty Act requires the vehicle manufacturer to replace or repurchase a vehicle if the manufacturer or its dealer cannot correct the vehicle to the manufacturer's expressed written warranty after a reasonable number of attempts.

It is presumed that a reasonable number of attempts have been made if during the first 18-month/18,000 mile first or more attempts have been made. The presumption has not been met as only one repair was done within the 18-month window.

The question then under the Song-Beverly Act becomes, if the presumption has not been met, has the manufacturer or its agent already had a reasonable number of repair attempts to fix the vehicle during the time period covered by the manufacturer's warranty.

The manufacturer has had three attempts to correct the problem and one instance where it stated that it was not a warranty item. This occurred when Mr. Hester, the dealer manager, offered to install a dryer. I find the manufacturer has had a sufficient number of attempts to correct the problem.

TEL:

Jul 30 01 6:40 AM 001 P.07

Under the Song-Beverly act the manufacturer must substantially impair the use, value, or safety of the vehicle to the consumer in order that the manufacturer be directed to repurchase or replace the vehicle.

██████████ stated that he had asked his child's physician if the mold could affect the health of his child. ██████████ testified that the physician told him that there was no way to tell.

Mr. Manchester submitted a copy of an advertisement from Liverside. They are a manufacturer of an after market A/C odor control product. The advertisement reads, "Fungal growth poses serious medical concerns."

The advertisement uses the term "concerns" versus stronger terms like "problems" or "conditions." If there were documented evidence which proved that the mold in A/C units cause medical problems, more than likely the ad would state so with a reference to the study which showed this.

There was not enough sufficient proof provided to rule that the mold in the A/C is a definite safety issue.

I do find that an A/C unit which causes a foul smelling odor to substantially reduce the value of the vehicle.

I find that there is a substantial nonconformity. I order the manufacturer to repurchase or replace the vehicle.

The problem with the A/C was not brought to the dealer's attention until it had been driven for 11,293 miles. The dealer is entitled to a deduction for reasonable use of the vehicle for the 11,293 miles.

As pertains to ██████████ request for compensation for trouble and loss of money due to time of work and the denial of pleasure in the automobile;

This claim does not fall under the jurisdiction of the QRB Auto Line.

A decision therefore cannot be rendered regarding compensation for the above issues.

TEL: \_\_\_\_\_

Jul 30.01

6:40 No.001 P.08

## 3. If awarding a repurchase or replacement:

- a. If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

13293

- b. List any damage to the vehicle beyond normal wear and tear.

- c. Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

Arbitrator(s):

Jay PherinDom. 7-30-2001

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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CARBAC-1

30 JUL 2001

## 3. If awarding a repurchase or replacement:

- a. If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

13,203

- b. List any damage to the vehicle beyond normal wear and tear.

- c. Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

Arbitrator(s):

*See handwritten signature*

23 JUL 2001

Date:

Date:

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CAREAS-1

CEBB 8/9/01 12:15 PAGE 1/3 RightFAX  
TO:Cedric Trussell COMPANY:Chevrolet Motor Division

To: Cedric Trussell  
Fax#: 13132035001  
From: Denise Soliz  
Aug 09, 2001

Re: Chevrolet Motor Division/CHEV0169124  
TotalPages: 3



 **AUTO LINE**

---

August 9, 2001

Re: cam8 1716 X 1566 GHV0188124 [REDACTED] vs Chevrolet Motor Division

Mr. Kevin Jadich  
Chevrolet Motor Division  
Tampa, FL

Dear Mr. Jadich:

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,

Denise Sofiz at Extension 210

**\*CHV0169124.CAARD\***

**ACCEPTANCE OR REJECTION OF DECISION**

**RECEIVED**  
**AUG 09 2001**

Date: 07/31/01 Case Number: CHV0169124  
Customer:   
Business: Chevrolet Motor Division  
Mfr-Info: 1716 CA 1G1YYZZG8K5112083

**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 REJECT THE ARBITRATION DECISION.**

Customer's Signature: 

Date: 8/9/01

[For BBB use only: Form not returned and presumed rejected: \_\_\_\_\_]

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

STATE COLLEGE

PA

HOME PHONE:

CASE NUMBER: 04106495 VIN: 1G1YY22G8X5119325  
MODEL YEAR: 1999  
DATE OPENED: 2001-05-08 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-05-18 MILEAGE: 5300  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: STOCKER CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 701 BENNER PIKE, STATE COLLEGE, PA, 16801, USA

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

M01 Steering General . Other  
0 REPAIR ATTEMPT(S) steering column locking 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\Plus1\Microw-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
  - \*Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Microw-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corpoi nt.html]]
  - \*Validate with dealership if necessary
  - \*Coordinate with dealership to compare with another vehicle if necessary
  - \*Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust states via email 07MAY01 kana case 1118184:

"This past weekend when driving the above mentioned 99 Corvette it developed a problem. After driving it for a short time, parking and returning to the car the car started but the Service Column Lock message appeared. The car would start but couldn't move. The drivers seat also moved up and back without being in the car. The car had to be towed to the local dealer. It appears the problem has corrected itself but the dealer is keeping it to see if it happens again tomorrow. I am not a technician but it appears that there is an electronic problem. How have you resolved this problem in the past?

When the service technician called the help line he was basically brushed off. I need your help in feeling safe and confident when driving this car.

Please respond ASAP.

Thank you,

CRM advised via email:

Thank you for your recent E-mail to Chevrolet. Due to the lack of opportunity for hands-on

inspection with this medium, we are unable to provide the support you requested. Chevrolet refrains from offering speculative information or diagnosis based only on text. In addition, Chevrolet has a service agreement and offers technical support to its dealers to facilitate the most accurate assessment of a vehicle's condition. Please contact your local authorized Chevrolet Dealership to discuss your concerns with your 1999 Corvette. If you have additional questions, please E-mail us again or contact the Customer Assistance Center at 1-800-222-1020.

Sincerely,

Francisco Baylon  
Customer Relationship Manager  
GM Internet Response Center"

francisco baylon/email/tampa; 0; 99999  
2001-05-11

CUST STATES SHE IS HAVING CONCERN W/ VEH. CUST STATES VEH'S COLUMN LOCK KEEPS HAPPENING WHILE DRIVING. WHEN THIS LOCKS THE VEH WILL STATRT BUT WILL NOT OPERATE. CUST SEEKS TO HAVE SOME CLARIFICATION ON THIS. CUST STATES SHE DOES NOT FEEL SAFE WHILE DRIVING THE VEH. CUST STATES THE VEH CAN LOCK UP AT ANY TIME. CRM ADVISED CUST CAC WILL CONTACT DLR AND SEE IF THIS CAN BE FIXED. CRM SET CB TIME W/ CUST FOR 2-4P PST ON 05-15-01.ANGELA DETORRES/CAC/PDX; 0; 358478601  
2001-05-14

CRM ATTEMPTS TO CONTACT DLR . CRM TALKED TO BILL IN SVC. SVC MGR IS OUT FOR WEEK. BILL STATES CUST HAS HAD VEH IN LAST WEEK AND CONCERN WAS NOT DUPLICATED. CUST LEFT VEH W/ DLR AND BILL DROVE AND ANOTHER TECH DROVE. CONCERN WAS NOT DUPLICATED. BILL STATES TAC IS INVOLVED AND AT THIS POINT THERE IS NO DIAGNOSIS. BILL STATES CUST HAS BEEN NOTIFIED AND IF CONCERN ARISES TO CONTACT DLR.CRM HAS CB SET W/CUST FOR TUE SW/TIME SET AS ABOVE.ANGELA DETORRES/CAC/PDX; 0; 358729035  
2001-05-15

Cust states that she is expecting a call back from Crm. Cust states that she is concerned with the safety and dependability of veh. Cust seeks to speak with someone beyond CAC. Crm advised cust of GM Headquarters number but could not assure cust that she will be able to speak to technical or design departments. Crm advised cust that she will ask the previous crm to call her. Diane Collins/cac/atex; 0; 358821854  
2001-05-16

CRM CALLED CUST ON 05-15-01 AND RECEIVED BUSY SIGNAL 3 TIMES. CRM SET CB FOR CUST FOR 05-16-01 AT 8A PST. CRM ATTEMPTED TO CALL CUST AND GOT VM. CRM LM ON VM W/REQ NUMBER AND ADVISED CUST TO CONTACT CAC.\*\*\*\*\*NEXT CRM\*\*\*\*\*  
PLEASE ASSIST CUST. NOTIFY CUST THAT TAC IS INVOLVED AND AT THIS TIME THEY ARE RESEARCHING FOR ANSWERS. DLR STATES IF CUST HAS FURTHER QUESTIONS TO PLEASE CONTACT DLR.ANGELA DETORRES/CAC/PDX; 0; 358880561

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

COUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

## \*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

## \*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

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

# TECHNICAL ASSISTANCE SYSTEM

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

|               |                                 |             |                   |
|---------------|---------------------------------|-------------|-------------------|
| Case No:      | 4744020                         | VIN Number: | 1G1YY22G8Y5111598 |
| Date Opened:  | 5/16/2001                       | Model Year: | 2000              |
| Date Closed:  | 6/29/2001                       | Series:     | Corvette          |
| Dealer Code:  | B08310                          | Mileage:    | 29608             |
| Address:      | TOM JUMPER CHEVROLETSANDY SPRIN | State:      | GA                |
| Dealer Phone: |                                 |             |                   |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING ALLEDGED STEERING COLUMN

RESOLUTION ABSTRACT- STEER COLUMN R&R

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/16/2001 15:41:50 SBD TEMPLATE - KLIMKOWSKI

STRATEGY BASED DIAGNOSTICS

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

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

\_N\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

\_N\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

\_N\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

\_Y\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

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

\_Y\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

\_Y\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/16/2001 15:41:50 HISTORY - KLIMKOWSKI

CUST ALLEDGES STEERING COLUMN LOCKS WHILE DRIVING CAUSING STEERING TO BE STIFF. DLR STS NEVER BEEN ABLE TO VERIFY .DLR STS CUST WANTS LOCK PIN REMOVED FROM STEERING COLUMN. DLR STS REPLACED STEERING COLUMN LOCK ACTUATOR ON PREVIOUS VISIT.

ADVISED DLR CAN NOT REMOVE LOCK PIN FROM STEERING COLUMN  
ADVISED DLR TO VERIFY CUST CONCERN PRIOR TO ANY OTHER REPAIRS  
ADVISED DLR ON CHECKING G201 AND G202



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 05502290 VIN: 1G1YY22G8Y5118676  
MODEL YEAR: 2000  
DATE OPENED: 2001-09-12 SERIES: Corvette  
DATE CLOSED: 2001-09-17 MILEAGE: 16149  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET  
BRC PARENT: DEALER ADDRESS: 5333 HICKORY HOLLOW PKY, , ANTIOCH, TN, 37013, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Inoperative  
1 REPAIR ATTEMPT(S) locked up  
  
S85 Dealer Resolved With Goodwill Dealer Resolved With Good  
0 REPAIR ATTEMPT(S) goodwill campaign to cust

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 Rmp 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 she was backing up and the steering column locked up. Cust took to Bill Heard Chev in Sugar Land TX and they told her that she would not have the repairs covered under warranty. Cust seeks the veh fixed under warranty. CRM called the dlr and was not able to reach the svc mgr, CRM will try again later. CRM will call the cust back on 9-12 Between 5-7pm CT. Angela Kimball/pdx/cac; 0; 369165046  
2001-09-12

CUST STATES THAT HAS DIRECT PHONE # FOR BILL HEARD CHEVROLET WHICH CRM COULD CONTACT. CUST SEEKS TO GIVE PHONE [REDACTED] TO PRIOR CRM AND TELL CUST STATES COULD TALK TO [REDACTED]

OR [REDACTED] AT THE DLR. CRM ADVISED WILL DOCUMENT INFORMATION IN THE REQUEST.  
KAREN BODE/ATX; 0; 369165661  
2001-09-12

CRM called the dlr and could not reach either [REDACTED] and left a message for both of them to find out what the cause of the cust's concern is, what the cust is being told about the repairs, and if this would be covered under warranty, if not under warranty why not.  
Angela Kimball/pdx/cac; 0; 369184698  
2001-09-12

CRM RECEIVED CALL FROM MIKE THE SVC ADV WHO STATES CUST VEH DID NOT QUALIFY FOR CAMPAIGN AND CUST IS SEEKING REPAIRS UNDER CAMPAIGN. CUST SEEKS ASSISTANCE. CRM ADV HE SHOULD GET WITH HIS SVC MGR AND SEE IF CUST HAS A GOOD CASE TO TAKE TO AVM. SVC ADV MIKE THANKED CRM.  
JESSE BOBQUE/ATX; 0; 369185885  
2001-09-12

CRM CALLED THE CUST AND WAS NOT ABLE TO REACH HER. ANGELA KIMBALL/PDX/CAC; 0; 369190167  
2001-09-13

CUST SEEKS TO EXPRESS HER CONCERN ABOUT HER CHEV CORVETTE 2000 WITH 16149 MILES. CUST ADVISES THAT HER VEHICLE WAS TOWED TO THE DLRs BILL HEARD 281-263-1347 FOR THE REPAIR. CRM ATTEMPTED TO CONTACT SVC MGR JUAN GALVEZ AND THE CORVETTE SPECIALIST MICHAEL GUERRO ON THIS CUST'S ISSUES. CRM LEFT V.N. WITH THE INFORMATION THAT CUST'S VEHICLE DOES MATCH THE VIN# FOR THE CAMPAIGN 01044A. CUST REQUESTS THAT THIS ISSUE BE REPAIRED AS SOON AS POSSIBLE FOR CUST NEEDS THE VEHICLE TO GO TO DOCTORS APPOINTMENTS. CUST WAS SATISFIED. CRM ANNETTE COOPER/CAC/CARS/ATX; 0; 369251798  
2001-09-13

SVC ADV MIKE CALLS IN FROM BILL HEARD AND STS THAT A CRM TOLD CUST THAT THE DLR WOULD COVER THE REPAIR. SVC ADV MIKE STS THAT THE DLR HAS NOT RECEIVED ANY AUTHORIZATION BY GM TO COVER THIS PART UNDER WARRANTY AS INDICATED BY CUST. SVC ADV MIKE SEEKS TO KNOW WHAT THE STATUS IS OF THIS ISSUE.  
CRM SPOKE WITH SVC MGR JUAN WHICH STS THAT HE WILL CONTACT AVM TO SEE IF THERE WOULD BE COVERAGE ON THIS ISSUE. CRM CALLS DLR BACK AND LEAVES MESSAGE ON MACHINE OF SVC MGR JUAN STATING CRM REVIEWED FILE WITH TM JONATHAN SLAUGHTER WHICH STS THAT THIS SHOULD BE TREATED AS A NORMAL WARRANTY REPAIR DUE TO THE FACT THAT THIS VEH IS UNDER BUMPER TO BUMPER WARRANTY. CRM ADVISES SVC MGR THIS IS NOT PART OF CAMPAIGN BUT DUE TO THE FACT THAT THIS IS SIMILAR IN NATURE THAT THE VEH CASE WOULD NEED THE APPROVAL OF AVM WHICH THE SVC MGR STS THAT HE IS CALLING HIS AVM.  
CHRIS CANNON/ATX; 0; 369268716  
2001-09-13

CRM reviewed notes. Angela Kimball.pdx.cac; 0; 369269254  
2001-09-13

cell ph 281-467-1761; 0; 369269361  
2001-09-13

CRM called the cust and advised cust of the dlr notes. Cust states that they already knew this. CRM advised cust that CRM will follow up to find out what the AVM answer is and to be sure that this is a satis situation for the cust on 9-17 between 12-2pm CT. Angela Kimball/pdx/cac; 0; 369269925  
2001-09-17

CRM CALLED THE DLR AND LEFT A MESSAGE FOR [REDACTED] THE SVC MGR TO FOLLOW UP AND LET US KNOW WHAT IS GOING ON. ANGELA KIMBALL/PDX/CAC; 0; 369599595  
2001-09-17

CRM called the cust and she states that the dlr called her on Fri and they said that they spoke to the AVM and they will be able to assist her. She states that everything is fine from here. CRM is closing case satis. Angela Kimball/pdx/cac; 0; 369605441  
2001-09-17

called from the dirship to update the file, he sts they are goodwilling the campaign to cust. Cust has already been informed of this info. Crm closing file satisfied. File Brunswick/cac/pdx; 0; 369618313

## \*\*\*\*\*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:  
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:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0

MERP: NADA: 0  
 SALES TAX:  
 DEPRECIATION:  
 GRADE:  
 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 BOUGHT:

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

PLANTATION

FL

HOME PHONE:

CASE NUMBER: 05169821 VIN: 1G1YY22G8Y5120069  
MODEL YEAR: 2000  
DATE OPENED: 2001-08-02 SERIES: CORVETTE COUPE  
DATE CLOSED: 2001-08-08 MILEAGE: 20000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: Yes DEALER NAME: ED MORSE CHEVROLET/OLDSMOBILE/SANGRA  
SRC PARENT: DEALER ADDRESS: 14401 W SUNRISE BLVD, SUNRISE, FL, 33323, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

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

T19 Campaign Correction Required Customer Satisfaction  
0 REPAIR ATTEMPT(S) per campaign

A07 Referred to Dealer Product Campaign Claim  
0 REPAIR ATTEMPT(S) dlr fix

Steering Column/Lock/Attaching Parts Inoperative  
0 REPAIR ATTEMPT(S) open campaign

Dealership has gone out of business and recall needs to be performed

## INFORM THE CALLER:

"You will need to contact any authorized XXX dealership and schedule an appointment to have the recall performed on your vehicle. I would be more than happy to search for the closest dealership in your area and provide you with the telephone number."\*\*Use Dealer Locator Process if the caller would like their nearest dealer located.

Dealership has gone out of business and recall needs to be performed

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust states steering column locks up during driving, and problem has occurred on other occasions. dlr told him they had no fix. Cust seeks clarification on options. CRM advised spoke to dlr svc mgr and made him aware of campaign 01044 which directly addresses this problem. Advised cust that veh will be repaired per this campaign at no cost. Randy Getman/pdx/cac; 0; 365639017  
2001-08-02

cust calling back stating vehicle is at dealer for the third time for the steering column. cust states dlr could not look at vehicle till monday. dlr stated that enterprise was closed and can not provide a rental.

cust seeks rental vehicle by 9:00pm CRM advised could not authorize a rental by 9:00pm, but could have a specialist call cust back. cust wanting call back between 8-10am on 8-3-01.

Mandi cole/tier1/tampa; 0; 365647426

1-08-02

work number is 984-922-0054

Mandi cole/tier1/tampa; 0; 365647494

2001-08-03

CUST STATES WHEN HE SPOKE WITH CRM GETTNER, HE WAS ADVISED THAT HE WOULD TRY TO GET HIM A RENTAL VEH. CUST STATES HIS VEH IS AT THE DLE NOW, AND HAS BEEN THERE SINCE YESTERDAY AFTERNOON, AND THEY WILL NOT BE ABLE TO TOUCH IT UNTIL MONDAY. CUST STATES ACCORDING TO THE DLE THE VEH IS DRIVEABLE, BUT HE DISAGREES. CUST STATES EVERYTIME THE STEERING COLUMN LOCKS UP, HE IS STRANDED. CUST STATES HE HAD TO FIND ANOTHER MEANS OF TRANSPORTATION TO WORK THIS MORNING. CUST SEEKS TO GET A RENTAL VEH. CUST SEEKS TO HAVE A RENTAL VEH DROPPED OFF FOR HIM AT HIS WORK. CRM ADVISED I WILL UPDATE THIS REQUEST AND TRANSFER THE CUST TO A CUST ASSISTANCE SPECIALIST FOR ADDITIONAL RESEARCH. CRM TRANSFERRED TO KAYTRINA GLENN. JACKIE JOHNSON/TIER1/CARB/TAMPA; 0; 365704107  
2001-08-03

CUST STATES/SEEKS SEE PREVIOUS NOTES  
CRM ADVISED THE CUST THAT I L/M FOR THE SVC MANAGER AT ED MORSE CHEV IN SUNRISE FL, IN ORDER TO FIND OUT WHAT HIS PLAN OF ACTION IS IN REGARDS TO GIVING THE CUST A RENTAL VEH. CAL CUST BACK AT HIS WORK # 08/03/01 @12-2PM EST  
KAYTRINA GLENN/TIER 2/TAMPA; 0; 365706290  
2001-08-03

SVC DIRECTOR, RICK FONE, STATES THAT HE IS AWARE OF THE CUST CONCERNS AND THAT THE CUST WILL BE SUPPLIED W/ A RENTAL ACCORDING TO GM'S POLICY/PROCEDURE.  
CRM CONTACTED THE CUST AT HIS WORK # AND ADVSED HIM THAT A RENTAL WILL BE SUPPLIED, BUT THAT HE WILLHAVE TO P/U THE RENTAL HIMSELF; B/C WE WILL NOT DELIVER TO HIM. CUST AGREED  
CALL CUST ACK 08/07/01 @ 3-5PM EST INORDER TO COURTESY FOLLOW-UP.  
KAYTRINA GLENN/TIER 2/TAMPA; 0; 365721861  
2001-08-08

CUST STATES THAT THE VEH HAS BEEN REPAIRED AND THAT THE RENTAL HAS BEEN RETURNED AND EVERYTHING IS OK. CRM CLOSING THE FILE SATISFIED  
KAYTRINA GLENN/TIER 2/TAMPA; 0; 366152646

\*\*\*\*\*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:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER 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:  
GRADE:  
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:  
DATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAME:

DATE:

**BUENOS AIRES:**

\* BUSINESS: 0

**ACCIDENT :**

**DATE OF ACCIDENT:**

**DESCRIPTION OF DAMAGE:**

ACQUISITION/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

**PURCHASE/LEASE AS:**

DOES OWNER HAVE POSSESSION OF VEHICLE:

**RESOLUTION SOUGHT:**

## \*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*

**NAME:**

CONTACT NUMBER: 1

**COMPANY:**

**CONTACT TYPE:**

**ADDRESS:**

**CONTACT PHONE:**



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

GURNEE, IL

CASE NUMBER: 06735883 VIN: 1G1YY22G8Y5131458  
MODEL YEAR: 2000  
DATE OPENED: 2002-04-18 SERIES: CORVETTE COUPE  
DATE CLOSED: 2002-04-29 MILEAGE: 4933  
SOURCE: E-Mail DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Other  
1 REPAIR ATTEMPT(S) locks  
T04 General Information Other  
0 REPAIR ATTEMPT(S) confirming no recalls

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\Iexplora.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\Iexplora.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\Iexplora.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust sent email kana case no. 2028015, dtd 4/18/02, as follows:

I recently experienced a problem with the steering column lock on my 2000 Corvette. The steering column locked while the vehicle was in motion and the "service column lock" message appeared. Fortunately, I was able to turn the key off and restart the car, and avoid an accident. I learned that Chevrolet had issued a service bulletin and recall (01044 dated July 10, 2001) that addressed this problem. However, the recall did not include Corvettes past VIN breakpoint Y5116233, so I was never notified because my VIN was higher than this range. My Corvette was repaired at no charge by Rockenbach Chevrolet in Graylake, IL. The repair performed was identical to what was recommended in the service bulletin. So, my concern is that other Corvettes may experience this problem, even though they are also

outside the range of VIN numbers in the bulletin. I am writing so that Chevrolet is aware that this

BT>>>> 0; 387990058  
02-04-18

cust sent email kana case no. 2028015, dtd 4/18/02, as follows: #2  
writing so that Chevrolet is aware that this problem occurred and that the failure might be related to the service bulletin issued last July. I would not want to see another Corvette owner experience the same situation where the steering column lock engages while the vehicle is in motion, creating a possible safety hazard and/or accident. Please contact me if I can provide any other details that would help Chevrolet correct this situation.

Email Address  
Name  
Address

: Gurnee, IL

Daytime Phone Number :

Evening Phone Number :

Vehicle : 2000 Corvette  
VIN : 1G1YY22G8Y5131458  
Mileage : 4933; 0; 387990100  
2002-04-18

crm replied to cust on 4/18/02

Thank you for your e-mail to the Chevrolet Customer Assistance Center. We certainly apologize for any inconvenience you have experienced with your 2000 Chevrolet Corvette. However, we are delighted to hear that Rockenbach Chevrolet located in Grayslake, IL has resolved your vehicle concern at no charge to you.

We have documented your comments in your request number C06735883. We will forward your comments regarding all vehicles for this model and year be included in recall campaign 01044.

Once again, we thank you for your e-mail and your interest in Chevrolet. If you should need to contact us in the future, you may e-mail us at [cac@chevrolet.com](mailto:cac@chevrolet.com) or call our Customer Assistance Center at 1-800-222-1020. Advisors are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday.  
lorraine benton/tampa/irc; 0; 387990735  
2002-04-18

crm replied to cust on 4/18/02 #2

Again, thank you for taking the time to share your thoughts with us.  
lorraine benton/tampa/irc; 0; 387990793  
2002-04-18

4/18/02 - crm awaiting feedback from cust. lorraine benton/tampa/irc; 0; 387990810  
2002-04-22

crm replied to cust on 4/22/02

wish to thank you again for sharing your recent experience with us. We are delighted to hear that your concern with steering column lock was resolved by Rockenbach Chevrolet in Grayslake, IL.

Once again, we thank you for your e-mail and your interest in Chevrolet. If you should need to contact us in the future, you may e-mail us at [cac@chevrolet.com](mailto:cac@chevrolet.com) or call our Customer Assistance Center at 1-800-222-1020 and refer to your request number C06735883. Advisors

are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday.

lorraine benton/tampa/irc; 0; 388343104

2002-04-22

4/22/02 crm closing file satisfied as cust veh has been repaired. lorraine benton/tampa/irc;  
0; 388343154

2002-04-29

Cust sent e-mail, kana # 2062870 dated 4/29/02 as follows: Hello Lorraine,

Has Chevrolet decided to recall the remainder of 2000 Corvettes that were  
not included in the original service campaign, as a result of the steering  
column lock problem that I experienced?

[REDACTED]  
>cont.> 0; 388981286

2002-04-29

>cont>CRM replied: [REDACTED]

Thank you for contacting the GM Customer Assistance Center. At this point there are no plans  
to expand the Campaign Recall. If the Campaign is expanded customers that are involved will  
be notified.

We have documented your e-mail and our reply in file # C-06735883.

If you have any further questions or comments please feel free to contact the Chevrolet  
Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Eastern Standard  
Time or by e-mail at [cas@Chevrolet.com](mailto:cas@Chevrolet.com).

Thank you for making Chevrolet your vehicle of choice!

Sincerely,

Joanne Danzer  
Customer Relationship Manager  
Chevrolet Customer Assistance Center  
pdx/e-mail; 0; 388981738  
2002-04-29

request closed satisfied. Joanne Danzer/pdx/e-mail; 0; 388981755

\*\*\*\*\*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:

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  
MERP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
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:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*AIR INFORMATION\*\*\*\*\*

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

|               |                              |             |                   |
|---------------|------------------------------|-------------|-------------------|
| Case No:      | 5729512                      | VIN Number: | 1G1YY22G9V5102482 |
| Date Opened:  | 7/11/2002                    | Model Year: | 1997              |
| Date Closed:  |                              | Series:     | Corvette          |
| Dealer Code:  | B25269                       | Mileage:    | 69448             |
| Address:      | BOB HOOK CHEV INC LOUISVILLE | State:      | KY                |
| Dealer Phone: |                              |             |                   |

SYMPTOM ABSTRACT— COLUMN LOCK STEERING CUSTOMER ALLEGES COLUMN

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/11/2002 12:55:57 SBD TEMPLATE - STRETLIN

STRATEGY BASED DIAGNOSTICS

\_5\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_22\_ 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)NORMAN CLARK SA

CUSTOMER CONCERN - CUSTOMER ALLEGES STEERING COLUMN LOCKED UP WHILE DRIVING

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

DEALER STATES, VEHICLE HAS HAD A NEW COLUMN AND BCM, COLUMN WAS NOT LOCKED UP WHEN TECH LOOKED AT VEHICLE.

TAC RECOMMENDATION - TAC ADVISED DEALER PER PI A001328,

07/11/2002 12:55:57 HISTORY - STRETLIN

07/15/2002 10:57:11 BROWN - NORMAN S/A STS: THE UNIT IS

BACK, TOWED IN. THE CUSTOMER STS THE COLUMN LOCKED UP WHILE DRIVING.

DLR LOOKING FOR SUGG.

TAC ADVISED THE DLR THAT DUE TO THE MILEAGE HE WOULD NEED TO CONTACT HIS  
AVM TO PERFORM THE STRG COLUMN LOCK CAMPAIGN PROCEDURE. BROWN 40706.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

REDONDO BEACH

CA

HOME PHONE:

CASE NUMBER: 04175725 VIN: 1G1YV22G9V5107536  
DATE OPENED: 2001-05-14 MODEL YEAR: 1997  
DATE CLOSED: 2001-05-18 SERIES: UNKNOWN  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CHAMPION CHEVROLET-OLDSMOBILE  
BRC PARENT: DEALER ADDRESS:

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

|                                     |                        |
|-------------------------------------|------------------------|
| N01 Steering General                | Other                  |
| 1 REPAIR ATTEMPT(S)                 | LOCKED UP              |
| H73 Traction Control                | Inoperative            |
| 1 REPAIR ATTEMPT(S)                 | INOPERATIVE            |
| L05 Fuel Pump                       | Inoperative            |
| 1 REPAIR ATTEMPT(S)                 | INOPERATIVE            |
| 0 Mirrors - Interior/Exterior       | Other                  |
| 1 REPAIR ATTEMPT(S)                 | INOPERATIVE            |
| D01 A/C                             | Other                  |
| 1 REPAIR ATTEMPT(S)                 | VACUUM LEAK            |
| H41 Power Seats Motor/Switch/Wiring | Other                  |
| 1 REPAIR ATTEMPT(S)                 | FUNCTIONING ON ITS OWN |

Vehicle reimbursement or Goodwill decision - Repair already done

## INSTRUCTIONS TO CRM:

- \* Identify and 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 WEC [[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
[http://carsweb/webknowledge/Goodwill/Goodwill\\_Main.htm](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 Davin 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\*\*\*\*\*

E-MAIL KANA# 1128890 5\*11\*01 CUST STATES: Unfortunately, my chevrolet story would be a nightmare if I was dreaming. I bought a 1997 Corvette in June of 2000, from a dealer with 23000 miles on it. So far the steering has locked when I was driving it. I had to have it towed to a dealer two days later since it happened on a Saturday night. The traction control went out while I was driving it, reducing my speed to about 10 mph while I limped it off the freeway and to the dealer. My fuel pumps have gone out and my fuel gauge read empty with a full tank and then shot to half a tank when it was empty. I have had both side mirrors stop functioning, the oxygen sensor go out, the main computer go out. I had a faulty part in my air conditioning that caused a vacuum leak inside the dashboard (that the dealer scratched nicely while fixing it). I had the motor in the passenger seat replaced due to it constantly moving back and fourth by itself and running out my battery, and I have had the windshield wiper motor replaced and then short out 10 times. Yes, really 10. I have the receipts to prove it. It is in the shop as I write this because there is a loud chirping under the hood that the dealer cannot find. It has been there for two days now. They just called and said to just pick it up and drive it until something breaks. My roof (its a coupe) is peeling and cracked and the dealer says that it is "just cosmetic", so it cannot be replaced under the extended warranty. Perhaps I dont take care of the car you may wonder. Wrong. Although I do take it out on curvy roads and test the acceleration from time to time, I usually drive it like most grandmothers drive. The car looks brand new and I cover it or garage it all the time. I wash it and wax it more than I drive it and it seems to be in the shop more than either of the above. I pay \$700 per month for this car and with all the times that I have to pay the \$100 deductible for my GMFF warranty, I pay well over \$800 per month. Kind of a waste of money for a car that I dont even drive 1000 miles a month. My plan for the past two years was to buy a new 2003-2004 when the new one comes out, but perhaps I should just buy something that I can drive and rely on. Not a piece of crap that I can only trust to run around town in. CRM ADVISED: Dear Mr. Brown, Thank you for your timely response. I sincerely apologize for all the frustrations you have experienced with your 1997 Chevrolet Corvette. I request your patience as I will be researching your request and responding back to you no later than May 18, 2001. If you would, please supply me with the current odometer reading on your vehicle as this is part of the information needed in my research. DORINDA JONES/TAMPA/IRC; 0; 99999  
2001-05-14

CRM CONTACTED DLR SPOKE W/ SM ROCKY E. WHICH STATES CUST IS A GOOD CUST AND HAS HAD HIS SHARE OF CONCERNS W/ VEH. HOWEVER, THE WARRANTY WHICH CUST PURCHASED WAS WHAT THE CUST ACTUALLY CHOSE TO PURCHASE AT THE \$100.00 DEDUCTIBLE. ROCKY STATES CUST IS A GOOD CANDIDATE FOR AN OLC---OR WHATEVER WE CAN DO FOR THE CUST WOULD BE FINE WITH HIM. CRM TO REVIEW FILE W/ TM FOR DECISION. DORINDA JONES/TAMPA/IRC; 0; 358718114  
2001-05-15

CUSTOMER E-MAIL KANA # 1134541 DATED 5/14/01: No problem. The odometer is at 36132.; 0;  
358800248  
2001-05-15

CRM replied: Dear [REDACTED]

Thank you for your recent E-mail. We have documented your odometer reading in your file, request number C-04175725. We observed that you are currently working with a Customer Relationship Manager, Ms. Dorinda Jones in the Customer Assistance Center. Ms. Jones is researching your request and as stated in her last E-mail to you, she will be responding back to you no later than May 18, 2001. We appreciate your patience.

We have processed your Vehicle Identification Number and your vehicle is currently involved in Open Recall Campaign number 000034 relating to the Lap Belt Webbing Twisted. Please contact your local Chevrolet Dealership to have this recall taken care of as soon as possible. If you have any questions, please contact our office at 1-800-222-1020 (EST) between 8am and 11pm weekdays.

Thank you for your Internet communication.

Sincerely,

Barbara Acevedo  
Customer Relationship Manager  
GM Internet Response Center; 0; 358801123  
2001-05-18

CRM CONSULTED W/ TL PATRICK BURTCH WHICH STATES NO ASSISTANCE IS AVAILABLE FOR CUST AS THIS GMPP IS A SIGNED CONTRACT AND CANNOT OVERRIDE GMPP CONTRACTS. CRM ADVISED CUST: Thank you for your patience as I have been researching your request. I sincerely apologize for all the concerns you have experienced with your 1997 Chevrolet Corvette. Unfortunately, when you purchased the General Motors Protection Plan (GMPP) you signed a contract stating you would be responsible for the deductible of \$100.00. I have reviewed your comments and am unable to over-ride your Extended Warranty contract. You may wish to contact GMPP at 800-631-5590 and address your concerns with them. If you have any further questions, please feel free to E-mail us at your convenience. DORINDA JONES/TAMPA/IRC; 0; 359064522

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:  
POLICE REPORT: 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:  
QUEST 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:  
UAL:  
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:  
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:  
RELEASE 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 RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

BAHAMA , NC

CASE NUMBER: 04464589 VIN: 1G1YY22G9V5109058  
MODEL YEAR: 1997  
DATE OPENED: 2001-06-07 SERIES: UNKNOWN  
DATE CLOSED: 2001-06-07 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: HENDRICK CHEVROLET  
BRC PARENT: DEALER ADDRESS: 4545 SHACKLEFORD RD., NORCROSS, GA, 30093, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) STERRING LOCKED IN REVERSE  
  
C14 Seat Lumbar Exposed  
0 REPAIR ATTEMPT(S) EXCESSIVE WEAR

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

inpoint / 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://carswab/webknowledge]]. Click the Product  
Center Tab  
\* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplor.exe  
http://carswab/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Correspoi  
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 WHILE IN REVERSE, HIS STERRING COLUMN LOCKED UP. CUST STATES THAT HE HAD  
THIS REPAIRED, BUT WAS ALSO EXPERIENCING EXCESSIVE WEAR ON THE DRIVER SIDE SEAT AROUND THE  
LUMBAR AREA. CUST WANTS TO HAVE SEAT REPLACED UNDER TERMS OF NVN. CUST HAS A 97 CORVETTE AND  
IS THE SECOND OWNER. CUST TOOK POSSESSION @ 7000 MILES AND VEH CURRENTLY HAS 34500 MILES. CRM  
SPOKE TO HENDRIX CHEV AND SPOKE WITH SVC MGR DWAIN CUZZORT. CRM INQUIRED ABOUT BOTH STERRING  
AND SEAT ISSUES. NO SPECIAL POLICIES OR CAMPAIGNS EXIST FOR EITHER CONDITION. CRM ADVISED  
CUST THAT DUE TO TIME AND OR MILAGE OF VEH, THAT NO ASSISTANCE WOULD BE OFFERED.

SCOTT BROWN/ATX/CAC; 0; 350784444

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

AGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
  
ACCOUNT BALANCE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

LEASE:

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:

LESSEE OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS: