#### GM RESTRICTED

SE NUMBER: 06246822

VIN:

1G1YY22G9W5113371

DATE OPENED:

01/25/02

MODEL YEAR:

DATE CLOSED:

01/30/02

SERIES:

CORVETTE COUPE

SOURCE:

YRS

MILEAGE:

60000

199B

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

FL

BUS. PHONE:

GENERAL CORPORATION BROTOM

> CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS 1

BOCA RATION

 $\mathbf{r}_{\mathbf{L}}$ 

HOME PHONE:

CASE NUMBER: 06246822

VIN:

1G1YY22G9W5113371

CORVETTE COUPE

2002-01-25

1998 MODEL YEAR:

DATE OPENED: DATE CLOSED:

2002-01-30

SERIES:

MILRAGE: 60000

RCB:

Phone

DELIVERY DATE:

C TYPE: Yes BRC PARENT:

LOU BACKRODT CHEVROLET INC DEALER NAME DEALER ADDRESS:1801 W ATLANTIC BLVD, , POMPANO

BEACH, FL, 33069, UBA

M41 Steering Column/Lock/Attaching Parts

Broken

3 REPAIR ATTEMPT(8)

LOCKS UP

### Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner [[Owners Manuals RUN
- C:\Progra-1\Plus:\Micros-1\Texplore.exe http:\\cersweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN
- C:\Progra-1\Plus!\Micros-1\Iexplore.exs
- http://carswab/wabknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.ht **=**J]
- Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- Schedule a follow up if issue is not resolved during call
- icle operation or design

CUST IS SECOND OWNER (LEASEE) & 14K . LOU BACKRODT.

PT STATES: HE HAS HAD A LOT OF MECHANICAL PROBLEMS WITH THIS VEH AND HE FEELS THAT IT unsaye. He has had the steering which column lock repaired twice and the mechanism INSIDE REPAIRED ONCE. THE COLUMN STILL LOCKS UP ALL THE TIME. HE WAS IN A PARKING LOT AND IT LOCKED UP, LUCKILY NO ONE WAS HIT.

CUST SEEKS: TO HAVE GM KNOW ABOUT THIS, AND NOT TO HAVE THE VEH ANYMORE.

CRM ADVISED THE CUST THAT CRM CAN NOT AUTHORIZE GM TO GET THE CUST OUT OF HIS VEH. HERE AT THE OM CAC WE TRY TO GET THE VEH REPAIRED.

CUST STATES: HE DOESN'T WANT THE VEH REPAIRED B/C HE HAS ALREADY TRIED THAT. CUST SHEKS: TO REGISTER COMPLAINT AND GET THE CUST OUT OF HIS LEASE. CRM ADVISED THE CUST OF THE REAR OF HIS OWNER'S MANUAL WHICH STATES THE STEPS TO TAKE... THE STEP AFTER CONTACTING CAC WOULD BE TO FILE WITH THE BBB. CUST STATES: HE IS GOING TO CONTACT HIS LAWYER AND GET SOMETHING STARTED. CRM CONTACTED: K.C. SALMAN WHO STATES THE CUST HAS BEEN IN 2 OR 3 TIMES..; 0; 380834878 2002-01-25

...CONT...FOR THE STEERING WHEEL COLUMN LOCK. CRM ASKED K.C. BALMAN (SRVC ADVISOR) IF THERE WAS A REASON WHY THE CUST HAD TO KEEP COMING IN FOR THIS REPAIR. MR. SALMAN STATES IT IS B/C THERE IS A DESIGN FLAW IN THE STEERING WHEEL COLUMN LOCK BY CHEVROLET. CRM THANKED MR. SALMAN FOR HIS TIME AND INFO. CRM CLOSING FILE DISSATISFIED WITH NO ARE LETTER. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 380834982 2002-01-25

TM REVIEWED FILE. BASED ON CUSTOMER PAST WARRANTY EXPERIENCE AND DESIRE TO RID OF VEHICLE, TM RECOMMENDS \$1000 OLC TO BE OFFERED TO CUST FOR CUSTOMER RETENTION. JENNIFER RESSEGUIE/TM/TAMPA; 0; 380842648 2002-01-28

I-29-2002 @ 2:00PM. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 381076354 2002-01-28

CRM RESUMED FILE. CUST SEEKS TO SPEAKW/ PRV CRM. CRM TRIED CALLING MIKE STRELE'S EXT BUT WAS UNABLE TO REACH PREV CRM. CRM ADV CUST TEAT FREV CRM IS NOT AVAIL. CRM ADV CUST OF <u>cherkiled</u> callback time and date. Cust states that he can be beached at work number AT 2PM ON 1/29/02. CUST STATES TO ASK FOR HIM IN THE "KITCHER". CRM ADV CUST THAT CRM MOULD UPDATE FILE AND FORMARD TO PREV CRM. CRM FORWARDING REQUEST TO FRRV CRM TO UPDATE OF TELEPHONE NUMBER. DAN BUTCHER.PILOT.TPA 58012; 0; 381090350 2002-01-29

orm contacted the cust to offer the old of \$1,000. Cust states that he is going to call his lawyer to find out what he can do b/c he is leasing the veh and doesn't know exactly what to do. Crm advised the cust that the old offer stands for 30 days. Cust states he will call orm back and let orm know if he is filing lemon law, or will search for another qm weh with the old. crm closing file satisfied until cust decision. Michael Steele/FL Pilot/TPA/57730: 0: 381179269 2002-01-30

CRM RESUMED TO REVIEW. MICHAEL STEELE/FL PILOT/TPA/57730; 0; 381257268

INCIDENT DATE:

INCIDENT TIME:

CIDENT LOCATION:

DRIVER AGE:

DRIVER DISABILITY:

DRIVER HAME:

ER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

MAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

ERRE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DHALHR BAC:

DBALHR HAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE MARKER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MERP:

DEPRECIATION:

TRADE:

TERMARKET 1

LEASE TERM:

DANNAGE

TRANSACTION:

FAX NUMBER: BODY TYPE:

TRIM

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

### GM RESTRICTED

OTHER: MCH:

COUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SHATING POSITION:

TYPE OF INJURY:

TERATED:

RESTRAINT:

IF SO. WHERE:

TERNAL CASE NUMBER

DATE:

IITLE MAMBO:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DESCRIPTION OF DAMAGE:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE: 0 MILHAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DATE OF ACCIDENT:

DOME CHOKER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PROBE:

ADDRES:

## TECHNICAL ASSISTANCE SYSTEM

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

Case No:

3464982

VIN Number:

1G1YY22G0W5129988

Date Opened:

9/20/1999

Medel Year:

1998

Date Closed:

10/18/1999

Series

Corvette

Dealer Codes

R02240

Milonge:

22780

Address:

MEYER CHEVROLET INC MIDDLE VILLAG States

NY

Dealer Phone:

SYMPTOM ABSTRACT--- LOCK STEERING STEERING LOCKED WHILE DRIVING

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---

09/20/1999 18:12:48 SBD 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\_ (YM) IS THE VEHICLE IN THE DEALERSHIP.
- \_\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- \_\_(Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD. ETC.)
- \_\_ (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) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, P.G.)
- \_Y\_ (YAN) SULLETIN OR PI SEARCH PERFORMED:
- \_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE BAME AS SYMPTOM DESCRIPTION (IF NO LIST
- Y\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)NONE
- \_Y\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)INSPECTION

09/20/1999 16:12:48 HISTORY - ROAT

CUST STATES WHILE DRIVING STEERING COLUMN LOCKED, CUST BROKE LOCK AND PLATE TO GET CAR OFF ROAD.

TECH HAS INSPECTED CAR AND COLUMN IS BROKEN, NO CODES PRESENT IN BCM.

ADVISED TECH TO REPLACE ACTUATOR ASSY, BCM AND IGN SWITCH.

#### T. A. s. FIBLD REPORT GM RESTRICTED

PAGE:

291865

CASE NUMBER: 3454982

VIN:

1G1YY22G9W5129988

#

DATE OFFERED: 09/20/99

MODEL YEAR:

DATE CLOSED: 10/18/99

SERIES:

ΧÞ

SOURCE:

CHEVROLET

MILEAGE:

022780

CUSTOMER: ADDRESS:

B02240

MOME PHOME: 718 8217650

MEYER CHEVROLET INC MIDDLE VILLAGE MY

STATE:

MY

BURS. PHONE:

SYMPTOM ABSTRACT---- LOCK STEERING STEERING LOCKED WELLS DRIVING

RESOLUTION ABSTRACT- COLUMN ASSEMBLY, STEERING - RER

DCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

TCC CODE 2----

TCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

# 09/20/1999 16:12:46 SED TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

- \_1\_ MUNICIPAL OF TIMES IN FOR THE SAME CONDITION
- )\_ NUMBER OF DAYS VEHICLS IN DRALERSHIP FOR SAME CONDITION
- \_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- \_\_\_ (Y/N) IS THE VEHICLE MODIFIED/HOW-PRODUCTION ACCESSORIES (IF YES LIST)
- \_\_ (Y/N) CAM COMPLAINT BE DOWLICATED (IF YES, PREQ., BOT, COLD, ETC.)
- (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- Y\_ (Y/N) CAN YOU ISCLAIM THE AREA OF THE CUSTOMERS COMMANDE
- Y\_ (Y/N) S/N SEARCH COMPLETED (IF YES, LIGH SECTION, PG.)
- Y\_ (Y/M) BULLETIN OR PI SEARCH PERPORMED:
- (Y/W) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST
- \_Y\_ (Y/M) CONDITION DETAILS (LIST DTC'S, ETC.) NOWE
- (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.) INSPECTION

09/20/1999 16:12:46 HISTORY - ROAT

CUST STATES WHILE DRIVING STREETING COLUMN LOCKED, CUST BROKE LOCK AND PLATE TO GET CAR OFF ROAD.

THER HAS IMPRECIED CAR AND COLUMN IS ERCHEN, NO CODES PRESENT IN DOM.

ADVISED TROK TO REPLACE ACTUATOR ASSY, BOM AND IGN SHITCH.

# TECHNICAL ASSISTANCE SYSTEM

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

Casa No:

3936448

VIN Number:

1G1YY22G9X5100475

Date Opened:

5/16/2000

Model Year:

\_\_\_\_\_\_

Date Closed:

11/15/2000

Series

Corvette

Dealer Code:

B30712

Milonge:

8442

1999

Address:

ALLEN SAMUELS BAY CHCORPUS CHRIS

States

TΧ

Donier Phone:

SYMPTOM ABSTRACT-COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS

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---

05/16/2000 18:25:06 SBD TEMPLATE - BAILLOD

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
- \_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:
- \_N\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- \_Y\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/18/2000 16:25:08 HISTORY - BAILLOD

CONDITION CUSTOMER STATES THE STEERING WHEEL WILL LOCK AT A STOP SOMETIMES, THAN YOU HAVE TO SHUT VEHICLE OFF AND RESTART AND THAN OK .

THE SERVICE COLUMN LOCK MESSAGE COMES UP.

DIAGNOSIS TECH STATES VEHICLE HAS HAD A IGNITION LOCK CYLINDER REPLACED

FROM A DIFFERENT DEALERSHIP, FOR SAME CONCERN. TECH LOOKING FOR INFORMATION.

RECOMMENDATION PLA000914 TO GET IN TOUCH WITH THE ENGINEERING PER PL

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 1897-2000 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: SHILPAN AMINNAME: ANDY BRENZ

PHONE: (810) 756-7962-OR-PHONE: (810) 575-1851.

PAGER:(800) 769-7243 PIN: 116-1724PAGER;(800) 769-7243 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.

YOUR ASSISTANCE IS GREATLY APPRECIATED.

¢

### GENERAL MOTORS CORPORATION CHEVROLBT DIVIBION ON RESTRICTED

CUSTOMER: ADDRESS:

FULLERTON

CA

HOME PHONE:

CASE NUMBER: 03938676

VIM:

1G1YY22G9X5108690

MODEL YEAR: 1999

DATE OPENED: 2001-04-24

SERIES: NILBAGE: CORVETTE COUPE

34010

DATE CLOSED: 2001-10-16 BOURCE:

Phone

DELIVERY DATE:

MULLARBY CHEVROLET

BRC TYPE: BRC PARRNT: DEALER NAME:

DEALER ADDRESS: 600 W COMMONNEALTH AVE, , FULLERTON, CA, 92832, USA

C28 Seat Belt System 1 REPAIR ATTEMPT(5)

Other LOCKING UP

MO1 Steering General

Other

O REPAIR ATTEMPT(6)

LOCKED UP: AT DLR NOW

N42 Power Door Locks Motor/Switch/Wiring

1 REPAIR ATTEMPT(8)

Inoperative

Engine

REPAIR ATTEMPT(5)

Other

KNOCKING

803 Comeback Workmanship

7 REPAIR ATTEMPT(S)

Other

ALL PEPAIRS

T19 Campaign Correction Required

O REPAIR ATTEMPT(S)

Other

ON SEAT BELTS

Vehicle reimbursement or Goodwill decision - Repair already done

## INSTRUCTIONS TO CRM:

- \* Identify sp Determine Customer's expectation
- \* Determine Customers expectation
- \* Determine if any manufacturer / parts warranty remains in effect
- \* Probe to determine if consumer has an "Extended Warranty" GMPP or other
- \* Reference MEC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://carswab/wabknowledge/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 reimburgement 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 Dawin Wright letter "Goodwill" processing [[GOODWILL RUN

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

bttp://carsweb/webknowledge/Quickref/content/goodwill.htm]]

\* If necessary follow SES on "Contacting GM Field Personnel" [[Field Personnel RUN

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

http://carswab/wabknowledge/CARSCP/888/html/ContactingCMFieldPersonnel.htm]]

Vehicle reimbursement or Goodwill decision - Repair already done

T STATES HE HAS HAD A LOT OF PROBLEMS WITH VEHICLE. CUST SEEKS REPURCHASE. CRM CALLED SVC NGR: SHORTY, WHO SUGGESTED AVM SHOULD BE INVOLVED. CRM WILL LEAVE MSG FOR AVM AND CALL CUST THURSDAY 04/26/01. KERIMORRIS/CAC/PDX PILOT; 0; 356993808 2001-04-26

cost sts he is calling for update on file. cust seeks to know what response previous crm got when researching concern. crm adv notes reflect previous crm has submitted request to avm, however no further notes as yet, only a day or so since. crm adv previous crm notes state will contact cust today, crm adv cust response previous crm is waiting for may come today, if no call from previous crm by monday, this crm will call cust and follow thru, cust sts he has had many concerns with veh and would prefer one he could rely on, cust sts rental agency knows him by name as he is in there every other day or so, cust sts two days ago while driving down highway, steering wheel locked up, cust sts this was very scarey, cust sts dir told him there is a faulty chip in steering that made this happen, crm adv cust his concerns documented and would alert previous crm that cust is awaiting update, cust call#

2001-04-26

CRM WAITING ON AVM RESPONSE. CRM CALLED CUST AND SPOKE WITH MOTHER. DID NOT LEAVE MESSAGE DUE TO A LITTLE BIT OF A LANGUAGE BARRIER. CRM WILL CALL CUST BACK LATER TODAY. MERIMORRIS/CAC/PDX FILOT., 0, 357171638 2001-04-26

CRM CALLED CUST AGAIN TO ADVISE. CUST NOT AVAILABLE. CRM WILL TRY CUST AGAIN TOMORROW, HOPEFULLY WITH AVM RESPONSE. KERINORRIS/CAC/PDX; 0; 357177815

THE DID NOT GET AVM RESPONSE YET. CRM TRIED CALLING CUST TO ADVISE: UNAVAILABLE: CRM WILL TRY AGAIN MONDAY. KERINORRIS/CAC/PDX PILOT.; 0; 357259343 2001-04-30

COST STS THAT HE WOULD LIKE FOR THE PREVIOUS CRM TO CALL HIM BACK AT WORK THE PHONE # IS

OR HIS CELL PHONE \*\*\* HE WEEDS TO SPEAK WITH THE PREVIOUS CRM ASAP

AND IT IS VERY IMPORTANT THAT HE SPEAK WITH HER.

CEM ADVED THAT HE WOULD FORWARD THE FILE TO HER BUT THAT SHE WAS HANDLING THIS AND SHE HAD EVERYTHING UNDER CONTROL AND WE WERE NOT FORGETTING ABOUT HIM AND THAT SHE DID HAVE A SCHEDULED CALL BACK WITH HIM TODAY.

THOMAS KOKINOS/PDX; 0; 357505065

2001-04-30

CRM CALLED COST AT WORK AND ADVISED THAT NO RESOLUTION HAS BEEN REACHED YET. CRM ADVISED THAT CRM WOULD CALL TOMORROW AND IF NO RESOLUTION HAS BEEN REACHED CRM WILL TAKE MATTERS FURTHER (CONTACT CAM). CUST THANKED. EXCINORIS/CAC/PDX PILOT.; 0; 357522223 2001-05-01

AVM Al Gallagher called and stated that he had spoken to the s/m and that vehicle did not have a steering wheel lock..AVM stated that previously there was a condition where the steering colum lock pin would not release when attempting to start the vehicle...this was in a standing still mode...AVM stated that there were no known incidents of the steering wheel locking while the vehicle was in motion..AVM stated that the dealer has resolved the repair on the cust vehicle..crm fowarding to previous crm for further processing......Aaron Correll/cac/pdx; 0; 357605757

CUST STATES HE IS SEEKING AN UPDATE ON HIS FILE. CRM ADVISED CUST OF THE AVMS DECISION, NO PURCHASE IS OFFERED DUE TO THE FACT THAT THE CONCERNS HAVE ALREADY BEEN REPAIRED. CUST STATES HE WOULD LIKE A MESSAGE DELIVERED TO KERI MORRIS TO CALL HIM ON HIS CELL PHONE, CUST STATES HE IS DISSATISFIED WITH TRIS DECSION, HE STATES HE DOES NOT UNDERSTAND HOW WE CAN EXPECT HIM TO BUY AMERICAN VEHICLES WHEN HE GETS THIS DISSATISFACTION. CRN APPOLOGIZED FOR HIS DISSATISFACTION BUT THIS IS GENERAL MOTORS DECISION, KERI HAS RESHARCHED THIS FOR HIM AND THE DECISION IS NO REPURCHASE, CRM STATTED TO ADVISE OF THE PREVIOUS MOTES, THAT THE AVM SPOKE WITH THE S/M AND THE VEHICLE DID NOT HAVE A STEERING WHEEL LOCK, CUST STATES THIS IS NOT TRUE AND WILL TAKE GM -AND THE DLRSHP TO COURT. CUST STATES HE WOULD LIKE TO SPEAK TO SUPERVISOR, CRM ADVISED THATMY SUPERVISORIS NOT AVAIL, CUST STATE HE WOULD LIKE KERI TO CONTACT HIM ASAP, 0 CRM ADVISED THE MESS IS LEFT IN HIS FILE. DRAWNA JACKSON-CRM-PDX-; 0; 357678467

CRM STILL WORKING ON FILE----DEVELOPING BUSINESS REASONS FOR GOODWILL. CRM WILL CALL CHST BY 4:00 PDT TODAY!!! KERIMORRIS/CAC/PDX PILOT.; 0; 357774327 2001-05-03

CRM GOT OVER THE SHOULDER TH APPROVAL FOR 6 YEAR/75,000 MILE CMPP MAJOR GUARD EXTENDED WARRANTY.

BUSINESS REASONS:----- 1) SVC MGR: SHORTY MONOHAN'S BUY IN,

----- 2) REPEAT REPAIRS AND EXTENSIVE

AMOUNT OF UNRELATED REPAIRS,

-----3) CUST AND CUST'S FAMILY LOYAL OM

CUSTS.

----- 4) CUST PLANNING ON KEEPING VEHICLE

UNLESS IT BECOMES TOO EXPENSIVE FOR HIM.

Team Goodwill Liaison reviewed request and will confer with CRM...request is forwarded back to CRM\*\*\*kathryn mocallum/GL/pdx/cac; 0; 357848362
2001-05-04

CLARIFICATION----DEALER EVC MOR: SHORTY COMPIRMED CUST AND CUSTS FAMILY LOYALTY TO GM. KERIMORRIS/CAC/PDX PILOT.; 0; 357865143 2001-05-04

crm called cust who confirmed mileage: 34010. kerimorris/cac/pdx pilot; 0; 357866241 2001-05-07

Team GL reviewed request notes, screens, paperwork, and letter...request is submitted for first approval...\*\*\*kathryn modallum/GL/pdx/cac; 0, 358098046
2001-05-07

Lisison returning to orm for further attention

Jamison Willey GL/PDX; 0; 358120906 2001-05-08

THE CALLED SECRETY NORTHAIN FOR MORE INFO ON SITUATION. SECRETY COULD NOT ADVISE OF WHY VEHICLE REPURCEASED, BUT SHORTY DID CONFIENT THAT CUSTS FAMILY OWNS 6-8 CHEVROLET VEHICLES, AND THAT CUST HAS MENTIONED IN THE PAST BUYING A BRAND NEW CONVETTE IF HEHAS A GOOD EXPERIENCE WITH THIS CHE. CRN WILL RESEARCH CASE FURTHER TO FIND WHY VEHICLE WAS REPURCHASED.
RESIMORRIS/CAC/PDX; 0; 358217415
2001-05-11

CRM TRIED CALLING SELLING DIREHP TO FIND WHY VEHICLE WAS REFURCEASED, NO LUCK. CRM CALLED REFURCHASE GROUP, NO LUCK. CUST STATES REASON IS RATTLING IN DASHBOARD WHICH HE IS NOT PERIENCING. CRM FORWARDING FILE TO MCCALLUK FOR FURTHER ACTION. KERIMORRIS/CAC/PDX FILOT; 358453163

AVM Al Gallagher called and stated that he had called approx two weeks ago advising two items...AVM stated number one we do not show a history of the concerns or any ongoing list of problems with any significance..AVM stated that it was his understandingthat the oust has not had any out of pookett expense..AVM stated that regarding the steering wheel lock while driving..AVM stated that the solenoid that lockes the steering wheel to prevent theft..AVM stated that we have only seen this fail in that the vehicle will not unlock when attempting to start the vehicle..AVM stated that we have never seen a case while the vehicle has been driven...AVM stated that he did not see a reason to offer a GMPP to the cust..AVM stated that he has not had a chance to pull a history file on the vehicle as to him moving and not having a printer at his new site..AVM stated that he had asked previous cru to do so and had not heard word..; 0; 358715762

### CONTINUED>>>>

AVM stated that he could be reached through the mailbox system at 80509-58713 if update is available..crm forwarding to previous crm for further processing......Aaron Correll/cac/pdx; 0; 358715812 2001-05-14

CUST. STATES HE HAD ADDITIONAL INFO. TO ADD TO HIS FILE NUBBER ON HIS 1999 CHEV. CORVETTE. CUST. SHEKS CALLBACK FROM PREV. CRM. CRM ADVISED CUST. THAT ANY UPDATES ON HIS FILE NUMBER COULD TAKE PLACE WITH THE WITE THE FILE NUMBER AND PRESENT CRM. CUST. DECLINED, NOTING HE WANTED TO SPEAK SPECIFICLY W/ PREVIOUS CRM. CRM ADVISED CUST. A MESSAGE WOULD BE POSTED ON RELECTRONIC BULLETIN AND SERT TO THE PREV. CRM

MONTE BARLOW/CACATX; 0; 359718123

2001-05-14

CRM TRIED CALLING CUST AT WORK: UNAVAIL, CRM WILL TRY AGAIN TONORROW TO GET THIS UPDATE. KERIMORRIS/CAC/PDX PILOT.; 0; 358736059 2001-05-14

CUST SEEKS TO KNOW STATUS. CUST SEEKS DOCUMENTATION OF THE FACT TEAT HE DOES NOT CARE ANY MORE WHAT GM GIVES HIM, HE BASICALLY JUST WANTS GM TO SHOW GOOD FAITH----IF WE OFFER SOMETHING TO STICK BY IT, OR AT LEAST GIVE CUST SOMETHING BLSE. CRM WILL FORWARD FILE TO MCCALLUK FOR APPROVAL. KERIMORRIS/CAC/PDX PILOT; 0; 358796798
2001-05-24

CUST STATES THAT HE IS HAVING ADDITIONAL PROBLEMS WITH VEH. CUST STATES THAT HE HAS APPOINTMENT WITH DLR TO HAVE WINDOWS FIXED BECAUSE HE HAS TO BANG ON THE DOOR IN ORDER FOR THEM TO GO UP OR DOWN. CUST ALSO STATES THAT THE WHETHER STRIPPING IS COMINGLOOSE. CUST STATES THAT HE WAS OFFERED A 72 MONTH 75,000 MILE GMPP MAJOR GAURD. CUST STATES THAT THEN HE WAS ADVED THAT THE OFFER WAS RECENDED. CUST SHEKE PHONE MUMBER TO BEB IN ORDER TO FILE LEMON LAW. CRM REVIEWED WORK HIST A BAN THAT CUST WAS INDEED MADE THIS OFFER. CRM ADVED ST THAT IF HE WAS MADE OFFER THEN WE WOULD DO OUR BEST TO FOLLOW TEROUGH. CRM ADVED CUST THAT CRM WOULD REVIEW FILE WITH GOODWILL LIASON AND TRY GUT SITUATION STRAIGHTENED OUT.
CUST NO LONGER REQUEST PHONE # TO LEMON LAW. CRM SUSPENDING REQUEST TO REVIEW WITH GOODWILL LIASON......TIM FRANCIS/ATX/CAC; 0; 389581133

CRM STILL WORKING ON FILE WHICH IS BRING REVIEWED. PLEASE DO NOT TAKE OWNERSHIP, YOU WILL BE REPEATING WORK THAT HAS BEEN DONE. CUST WAS OFFERED GMPP AND THEN IT WAS DISCOVERED THAT VEHICLE HAS BEEN REPURCHASED, SO GL HAD TO TAKE IT ABOVE HER HEAD TO TRYAND GET AFFEORISATION. I HAVE CALLED CUST SEVERAL TIMES AND LET HIM KNOW THAT WE DID NOT FORGET ABOUT HIM, BUT HE KREPS CALLING. -----NEXT CRM----PLEASE DO NOT ASSIST, NOTIFY ME AND I WILL CALL HIM. ...KERIMORRIS/CAC/PDX PILOT; 0; 359665743

CUST CALLED IN. CUST PROVIDED ADDRESS: FULLERTON CA CRM WILL FORMARD FILE BACK TO MORRISK. CUST STATES HE CAN BE REACHED & WORK ON TUESDAY: PREPERABLY IN THE MORNING. JERRED HERMANN/PDX/CAC; 0; 359696855
2001-05-29

CRM CALLED CUST TO ADVISE THAT CRM STILL WORKING ON IT, STILL TRYING TO GET IT APPROVED.

CUST SEEKS MORE DOCUMENTATION THAT HE IS HAVING MORE CONDITIONS WITH VEHICLE AND HAS TO TAKE

IT BACK AGAIN. CRM ADVISED THAT THIS INFO WOULD BE DOCD AND CUST WOULD BE ALLED WHEN A

RESOLUTION IS AVAILABLE. KERIMORRIS/CAC/VIX PILOT; 0; 360026638

2001-06-04

GL: MCCALLIK ADVISED THAT WE WILL NOT HONOR OFFER. CRM ADVISED CUST WEO WANTED TO SPEAK WITH SUPERVISOR. CRM SPOKE WITH TM: ANN BURTON WHO WOULD LIKE TO RESEARCH A LITTLE FURTHER BEFORE SPEAKING WITH HIM. CRM ADVISED CUST WHO WOULD LIKE DOCUMENTATION THAT HE WILL ACCEPT A SHORTER TERM GMPP, ANYTHING TO MAKE HIM FEEL THAT WE CARE AND DON'T REGULARLY MAKE OFFERS THAT WE CANNOT KEEP. CUST IS ALSO HAVING FURTHER WINDOW, WEATHER STRIPPING AND INTERIOR SCHENS WHICH WILL BE TAKEN CARE OF AFTER TRIP TO DEALER THIS WEEK. CRM ADVISED THAT WE WOULD BE CALLING HIM BACK, HOPEPULLY WITH A RESOLUTION BY TONORROW AFTERNOON.

KERIMORRIS/CAC/PDX PILOT; 0; 360550147

CRM LEFT MESSAGE ON CUSTS AND MCHME LETTING HIM KNOW WE STILL DO NOT HAVE AN ANSWER AND CRM WILL CALL TRUREDAY. KERIMORRIS/CAC/PDX PILOT; 0; 360633549

crm called cust and advised mother that crm would call cust monday 06/11/01. kerimorris/cac/pdxpilot; 0; 360896955 2001-06-11

CRM CALLED CUST TO ADVISE NO ANSWER WAS AVAIL YET. CRM WILL CALL CUST THURSDAY 06/14/01 HOPEFULLY WITH MORE INFO. RHRIMORRIS/CAC/PDX PILOT; 0; 361154614 2001-06-14

CRM CALLED CUST AND ADVISED THERE IS STILL NO DEPINITIVE ANSWER. CRM WILL CALL CUST AGAIN MONDAY. KERIMORRIS/CAC/PDX PILOT; 0; 361416002 2001-07-02

CRM RECEIVED VERIFICATION TODAY THAT WE WILL BORDE OFFER. CRM TRIED CALLING CUST TO ADVISE: ON VACATION UNTIL THURSDAY. CRM WILL CALL CUST THURSDAY 07/05/01 TO ADVISE.
KERIMORRIS/CAC/PDX PILOT; 0; 362947312
2001-07-05

CALLED CUST AND ADVISED. COST VERY HAPPY!!! CRM WILL FORWARD TO GL: BALLLY FOR APPROVAL. Z001-07-09

GL reviewed file & will lat approve file & forward for final review & approval darcie horlacher/goodwill limison/portland; 0; 363545936 2001-07-09

GL was advised that GMBPL Lori Burgess was consulted re: this file & previous GL was advised that we will process this.

rcie horlacher/goodwill liaison/portland; 0; 363547117

Final app rac'd from GMBPL --- latter reference # R80011 ment to MSX --- GMPP on it's way -- Will leave file OPEN until confirmation from MSX is rec'd that latter was sent.
darcie horlacher/goodwill limison/portland; 0; 363802569
2001-07-30

letter sent to cust by MSX on 7-10-01 darcie horlacher/goodwill limison/portland; 0; 365356788 2001-10-15

cust states that over the whend yet once again the windows wont go down & the driver side door wont lock, also there is a concern w/ the veh a/c(driver side has insufficient fluctuating temps). Cust states took veh to dlr & asked svc adver gene roth whatis the issue w/ the veh concerns. Cust seeks for dlr to diag the veh & adve of what is causing it.crm attempted to call dlr to speak svc mgr shorty monahand or asst svc mgr tom marshall, both of whom are out sick today. Gene refused svc b/c the veh this am wasnt presenting any of those concerns. crm adved cust that it is impossible to diag/repair a veh that has no info or concern to duplicate. crm adved cust of open campaign 01044 & updated cust current address & ph #'s. crm adved of svc mgr inavailability. cust seeks for crm to call dlr tomm to lm vme for svc mgr advedg that cust would like to recv a call back from svc mgr due to the high level of disatis cust has w/ veh b/c of all the repairs veh has endured only to have the same component fail again \*\*CONT; 0; 372039617

hen cust will persue "lemon lew " options b/c cust states feels he was coersed into been cust will persue "lemon lew " options b/c cust states feels he was coersed into brohasing a lemon. crm adved that cust needs to allow a few days for response from svc mgr b/c it appears they are out sick w/ no sta on when they will be returning, cust agreed a understood & call ended, and pappas/cars/pdx; 0; 372039847

crm spoke to shorty swc mgr @ dlr to verf that cust seeking a call back from mgr @ dlr to discuss web intermitten concerns, shorty took last 6 of vin & stated will give cust a call. orm thanked swc mgr & call ended, and pappas/cars/pdx; 0; 372118603

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER MAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: FUNDER OF PEOPLE: 0 FUNCES:

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: MHERE WAS INSPECTION DONE: INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BEC WARRANTY DATE:

PODY TYPE:

HADA: 0 BALUS TAX:

SOURCE:

RECUEST TYPE:

REFURCHASE REASON:

DBALER BAC: DBALER MANE: DBALER ADDRESS: , ,

CONTACT: ,

ONE NUMBER:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MERP:

DEFRECIATION:

UPGRADE:

AFTERNARKET: LEASE TERM:

DAMAGE: OTHER:

BRANCH:

ACCOUNT NUMBER: INTERNET RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

name :

INTEREST PAID:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIBN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

CBER OF INJURIES: 0

HAME: ALURES: , CITY/STATE: , PECKE MUMBER: LOCATION:

SMATING POSITION: TYPE OF INJURY:

RESTRAINT:

EATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

\* BUSINESS: 0

BUSINESS: ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

May 4, 2001

Fullerton, CA

Request: C03938676

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G9X5108690, is for the following:

- 72 months or 75,000 miles, whichever occurs first
- Standard rental
- \$0 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Keri Morris Customer Relationship Manager

RS0011-P

### ampp request for processing

Motors insurance Corporation

07-23-01P07:53 RCVD National Machinitical Berylon Cunter P.O. Box 4668 Chicago, N. 60680-6865 Places process the attached GMPP Contract Registration form: Customer Information; **Guetomar Name:** 03939676 .File Number: Commurcial Use: Personal Uses Reason for offering GMPP: Vehicle information: (Circle one below) **GMC Truck** Oldsmobile Buick Cadillac Chevrolet Pontiac Year; Division Dealer Code Information: ( Circle one below ) Oldemobije - 15-98001 'GMC Truck - 48-81764 Pontiac - 18-99123 12-89000 18-70011 Cadillac -11-99001 Chevrolet -Bulok -Payment Approval and Type: General Motors has agreed to:( Check one below ) Approve and pay for a new plan — No GMPP coverage currently
Authorize a new plan or upgrade; Curtomer will pay lotel cost.
Approve and pay for an upgrade; exply original coverage return to Detaion ranking required for all coverage costs; return the original coverage cost to customer.
Conceitation Payment Approval: MOTTIC ORM (decision maker): Plán Gelection: Team Managari Bupin visori

976615343	Contract I	egistration	<u> </u>	
VERICLE IDENTIFICATION NUMBER INVITED	be 17 characters	X L	MAJOR GUARD	CURTOM POWERTRA
	N904	Subject to acceptance by the Indian control of the Subject to acceptance by the Indian control of the Indian c	ter profile, contact con- ter to dynamic THE TREAT OF LE CHAPTER MANAGEMENT.	age for the term paged his THE ACCUMENT MICHAEL WINDOWS MICHAEL
1999 ACH EVICLE		The time and adhrage Health of alteratory's hadronicy and of his epiters. Unique an equilibrate deal	eny advetted plan expenditu milita, and just in the last artific is referred, there plant	a coulte some date as the fill or if the substant to whatever or come with a 10 deduction
3Hjelijo <sup>-1</sup> 05/07/1	OI MATORIVO	MECHANICAL TERM	VERCLE IN SERVICE DATE	1/23/90
		MONTHS:	. X	DEDUCTIBLE
Upon acceptance of this registration, the time coverage will be calculated from the date on putchast date of this agreement.	d milege on the vehicle on the	ACLES	Recal Strong Inch	52 MI
SMARTCARE TERM	MONTHS WAS	MECHANICAL TEM		OPTIONAL TOP PARTY OF THE PARTY
11,000	A POR	MECHANICAL IDIO	lan'i Babbayayay (jaya )	/36,000 £300
24,000	# #0 77,000 C	AmeriCorp and Mach. Co	77.5 4	Carl bag
34,000	75 1003000	FOTAL S		
SMARTCARE	- 00	MECHANICAL COVERAGE	- ALEX	- 00
TOTAL 1			TOTAL S	
PROFINANTE-PROFINANTE AND ADDRESS OF THE PROFINANTE AND ADDRESS OF	ANT NAME		niet = G	EMPLOYEE
NAME OF BUSINESS OF AGUNCHALITY				TICLE NUMBER
MAIL ING ADDRESS (must legiside apt. or s	igo (i. if applicate)	Fulerto	ASIG A	l-
The Plan committed in participated to charging	Acceptance of the second		) je	
Chevrolet	247.V	on Review	13-	7 <i>0</i> 0\\
V 6 PDX - 공공)	16	Detroit		
Elek Chevio				
P.O. Day 33	(C) C)	- Descold	m:	RESSOR
			1011/07/16	
(6343867G				
of the spin of America, was derived compared	MARAN WAL HORSEN A VIC SE	Man Corposition		

CASE NUMBER: 04201518

VIN

1G1YY22G9X5109029

DATE OPENED:

05/15/01

MODEL YEAR:

DATE CLOSED:

05/15/01

SERIES:

CORVETTE COUPE

HOURCE:

YES

MILEAGE:

13000

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

1999

13000

TX

BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

GM RESTRICTED

CUBTONER:

ADDRESS:

HOME PHONE:

CASE NUMBER: 04201518 VIN:

1G1YY22G9X5109029

DATE OPENHO: 2001-05-15

MODEL YEAR: SKRIES:

CORVETTE COUPE

MATE CLOSED: 2001-05-15 DRCE 1

Phone

MILRAGE:

DELIVERY DATE:

RC TYPE:

Yes

DEALER NAME:

ALFORD CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: HWY 59 S., JEFFERSON, TX, 75657, USA

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(8)

Inoperative

COLUMN LOCKED IN DRIVENAY

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/wabknowledge/Products/general/SolutionsByCOmponentCode.htm]]
- Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
- C:\Progra-1\Plus!\Kicros-1\Iexplore.exe

http://carsweb/webknowledge/carscp/sbs/html/chronic repair.htm]]

- ( lat attempt offer to coordinate repair at a dealership)
- ( Previous repairs)
  - Review warranty history on "VIN Profile" tab
  - Contact appropriate Service dealership to discuss
  - Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan

CUST STATES WIFES VEH STEERING LOCKED UP WHEN SHE WAS PULLING OUT OF THE DRIVEWAY CUST SEEKS TO KNOW IF THAT COULD HAVE HAPPENED WHILE SHE WAS DRIVING CRM SPOKE W/SVC MGR JUSTIN STATES HAS ONLY BEEN W/GM FOR 1 1/2 MONTHS SO DOES NOT KNOW ANYTHING ABOUT THIS CONCERN -CRM ADVSD HAS HAPPENED A FAIR AMOUNT -ADVSD TO CALL TAC AND THEN CALL CUST W/DETAILS TO SET THEIR MIND AT EASE CRM ADVSD CUST THAT SVC WILL CALL CUST W/DETAILS OF CONCERN /NOAHCOOKE/FDXCAC; 0; 358814718

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DIMABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY: BOAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED: MUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

WAS VEHICLE INSPECTED: NILEAGE AT INSPECTION: WHERE WAS INSPECTION DOWN: INSPECTORS NAME: INSPECTION DATE:

AD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED:

3

VESTIGATIVE SUMMARY: AR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PRÔME NUMBER: PAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: RANCH: NAME: COUNT NUMBER INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VMHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: MUMBER OF INJURIES: 0 COMMENTS: RAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SMATING POSITION: RESTRAINT TYPE OF INJURY: TREATED: IF SO, WHERE: TERNAL CASE NUMBER: DATE:

TLE NAMES:

BUSINASS: ACCIDENT:

\* BUSINESS: 0 DATE OF ACCIDENT:

PAGE: 4

GM RESTRICTED

361809

SCRIPTION OF DAMAGE:

ORCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

CAPITOL HEIGHTS

HOME PHONE:

CASE NUMBER: 00528500

VIN

1G1YY22G9X5124310

MODEL YEAR:

1999

DATE OPENED: 2000-06-05

SERIES:

CORVETTE COUPE

DATE CLOSED: 2000-06-06

MILEAGE:

Phone

DELIVERY DATE:

BRC TYPE: BRC PARENT:

SOURCE:

DEALER NAME: LUSTINE CHEVROLET INC

11000

DEALER ADDRESS: 5710 BALTIMORE AVE, HYATTSVILLE, MD, 20761, USA

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Other locked up

INFORM THE CALLER: "For accessories and/or options that are installed by the dealer, you need to refer to the dealer that installed it." \*\*Use the Dealer Locator process if the caller would like their nearest dealer.

steering is locked up

Must states the steering wheel is locked up.cust states he is driving the weh and his engine cuts off and the steering looks up. the service steering lights come on. cust feels it may have something to do with the low-jack system. the light comes on saying security, flashing in the dashboard, this may be part of the problem, cru called service manager, and he was gone for the day, and left a voice message for the him to call. crm will follow up tomorrow am.; D; 329095192

2000-06-06

CRM SPOKE TO BOB, THE SVC MGR, AND HE IS GOING FOR A TEST DRIVE RIGHT NOW. BOB STATES HE WEEDS TO GET MORE INFO FROM THE CUST, AND THAT IT MAY BE SOMETHING TO DO WITH THE COMPUTER CHIP ON SOME OF THE KEYS THAT WERE MADE FOR THE CAR, HE'S NOT SURE. BOR HAS CONTACTED TAC, and will make sure the veh is safe before releasing it. Bob says he feeld that the cust is PRESCURING HIM TO RELEASE THE CAR, BUT HE WON'T UNTIL HE MAKES SURE THE VEH IS SAFE. SVC MGR TO CONTACT CUST, CRM TO CLOSE FILE. UNLESS THE CUST CALLS AGAIN. MIKE MCLOUGHLIN/PDX; 0; 329168866

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY.

MER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPER: 0 ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

ME ANOTHER VEHICLE INVOLVED: MOBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED.

INSURANCE CONDANY MAKE: INSURANCE CONPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHÔNE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

MAS VEHICLE INSPECTED: MILBAGE AT INSPECTION:

MHERE WAS INSPECTION DOME:

MAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*

TRANSACTION:

FAX NUMBER:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

BODY TYPE: TRIM:

NADA: 0

NAME:

BALES TAX:

**BOURCE:** 

QUEST TYPE:

DURCHASE REASON:

DRALBR BAC:

DRALBR NAME:

DEALER ADDRESS: , ,

CONTRCT: ,

PEONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MADD:

DEPRECIATION: UPGRADE:

AFTERNARKET:

LEAGR TERM:

DAMAGE:

OTHER:

BEANCH:

ACCOUNT NUMBER:

INTERRET RATE:

ACCOUNT BALANCE:

LEUAL:

ALER ADMINISTRATION:

RELEASE:

LEGAL TYPE: LEMON LAW:

INTEREST PAID:

DRALER BUYOUT:

VHHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

ME :

LOCATION:

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

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS: MILEAGE AT FURCHAGE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SCUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ODRESS:

# TECHNICAL ASSISTANCE SYSTEM

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

Casa No:

6705288

VIN Number:

1G1YY22G9Y5118590

Date Opened:

8/14/2003

Model Year:

2000

Date Closed:

Sarles:

Corvette

Dealer Code:

B06630

Mileage:

25854

Address:

SEXTON CHEVROLET MANTECA

State:

CA

Dealer Phone:

SYMPTOM ABSTRACT— COLUMN LOCK STEERING ALLEGED STRG COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3-

UCC-3 DESCRIPTION-

08/14/2003 15:51:06 SBD TEMPLATE - BROWN STRATEGY BASED DIAGNOSTICS

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

CALLER'S NAME (FIRST, LAST, AND POSITION) LARRY 8/F.

CUSTOMER CONCERN - ALLEGEDLY STRG COLUMN LOCKED WHILE DRIVING.

DEALER COMMENTS/DIAGNOSIS -{DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE DLR STS THE CUSTOMER HAD THE UNIT TOWED TO HIS HOME. THE NEXT MORNING HE WENT OUT AND RESTARTED THE CAR AND THE COLUMN WAS FREE. CUSTOMER DROVE UNIT TO DLR FOR DIAGNOSIS.

TAC RECOMMENDATION - TAC ADVISED THE DLR TO FOLLOW PI01137 TO THE LETTER.
FILE FPR WITH AVM PER BULLETIN 02-00-89-002A. BROWN 40708
08/14/2003 16:51:06 HISTORY - BROWN

## GENERAL MOTORS CORPORATION CHEVROLET DIVISIÓN GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



RICHMOND ,

CASE NUMBER: 06024375

VIN:

1G1YY22GX15107054

MODEL YEAR:

2001

DATE OPERED: 2001-12-12

SERIES:

NOT FOUND

BRC PARENT:

DATE CLOSED: 2001-12-20

MILEAGE:

17000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

Yos DEALER NAME:

DEALER ADDRESS:

H01 Brakes

Other

O REPAIR ATTEMPT(8)

LOCKED UP WHILE DRIVING

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT (S)

Interference

MIKE HALL CHEVROLET INC

STEERING COLUMN LOCKED

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

trobe to identify failed item/component

Determine Customers Expectation

- Uming delivery date, establish if vehicle is within any warranty coverage
- Listen carefully to evaluate cause of failure defect or demage
  - ( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SCLUTIONS RUN

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

http://carsweb/webknowledge/FroductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]

- Identify if earlier repairs have been attempted? - [ [Possible Chronic Rep RUM
- 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)
  - Review warranty history on "VIN Profile" tab
  - Contact appropriate Service dealership to discuss
  - Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan
- \* Coordinate with dealership to assist with customer's repair request
- Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase Link RUM C:\Progra-1\Plus!\Micros-1\Iexplore.exe

https://carswab/wabknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

Vehicle repair request - Repair not done

CUST STATES HE WAS DRIVING VEH AND BRAKES LOCKED ON HIM MEARLY CAUSING A FATAL ACCIDENT . COST STATES VER IS NOT SAFE TO DRIVE AND HE DOES NOT WANT HIS WIFE IN THE VEH. CUST STATES ngen talked to the saleman at the DLR RE ISSUE THEY LAUGHED. CUST STATES VEH HAS BEEN AT l for 1 week and no one has returned his call. Cust totally dissat with veh and dlr. Crm blogy to cust. CRM advised vm into svm jakes jurach svk at nike hall chev. CRM left CB NO 888-414-6322 X 39018 REQ CB BY 12:00 DLR TIME ON 12/14/01 ( 10:00 PST) CRM CS TO CUST 8-10:00AM PST ON 12/14/01 FOR DLR FUP. CRM ADVISED IF NO RESPONSE WILL FOLLOW WITH AREA MAKAGER. CUST VERY SATISF. STEMIS RAINES/CARS/PDX; 0; 377038405 2001-12-13

CUST STATES HE WOULD LIKE TO SPEAK WITH DREV CRM ME. RAINES. CUST STATES SHE IS THE ONLY PERSON HE HAS BEEN ABLE TO TALK TO SO FAR AT CUST ASSISTANCE THAT HAS BEEN POLITE. CUST LIMIN AND BRAKES A CORVETTE FAMATIC UNTIL HE ACTUALLY OWNED ONE. CUST STATES STEERING LIMIN AND BRAKES HAVE LOCKED UP WHILE DRIVING, VEH IS A SAFETY HARARD TO HIS WIFE AND CHILD. CUST STATES HE HAS COMED 4 CORVETTES SINCE 1998 AND ALL HAVE BEEN UNFIT FOR USE ON THE ROADS. CUST STATES HE WILL NOT PICK VEH UP FROM DLR UNTIL HE KNOWS WHY PROBLEMS KESP HAPPENING. CUST SEEKS VEH REPLACED, BUT NOT WITH ANOTHER CORVETTE. CUST SEEKS VEH REPLACED WITH ANOTHER CHEV THAT IS DEPENDABLE AND WILL NOT ENDANGER HIS FAMILY. CUST STATES HE THOUGHT HE WAS SUPPOSED TO GET A CALLBACK TODAY. CEM ADVED THAT CALLBACK IS SET FOR TOMORROW, 10-12 CST. CUST UNDERSTANDS AND SEEKS TO WAIT FOR PREV CRM'S CALL. CRM ADVED WILL CHECK UP JUST TO MAKE SURE HE CONTACTED. CRM FORWARDING FILE TO PREV CRM FOR SCHEDULED CALLBACK. KRISTIN BRYANT/CAC/POX; 0; 377129355

CRM WAS TRYING TO ACTIVATE FILE WHEN CRM WAS TALKING W CUST. CRM REC'D VM FROM MR. JURACE SVM WHO STATES SENDING UNIT IN FULE TANK WAS BAD; NO OTHER PROBLEMS DETECTED IN VAHICLE. CRM LM FOR CUST THAT CRM GUT ON FRIDAY. CRM REQ CUST TO TRY TO CONTACT CRM BY 3:00 PST TODAY TO DISCUSS SVM COMMENTS. \*\*\*NEXT CRM ASK CUST WHERE I CAN CONTACT HIM TODAY AND WILL RETURN HIS CALL. STENIS RAINES/CARS/PDK; 0; 377132735 '
2001-12-13

CRM CHECKED FILE FOR CUST RESP - CRM CLOSING FILE -UNTIL FURTHER NOTICE FROM CUST. STENIS RAINES/CARS/PCX; 0; 377136617 2001-12-14

PLS NOTE THERE IS ANOTHER REQUEST ON THIS CUST FOR A 2001 CORVETTE SAME ADDRESS...VIN NUMBER IS DIFFERENT....BUT A MAS LETTER HAS BEEN SENT OUT ON C05989619....PAT HOFFMAN CAC ATX.; 0; 377197489

2001-12-14

01-12-16

CONTACTED CUST. CUST STATES HE WAS ADVED THAT DLE WAS NOT ABLE TO DUPLICATE THE CONDITION AND IF HE DOES NOT TAKE VEH HE WILL BE CHARGES \$15 A DAY FOR STORAGE. CUST STATES HE IS CONCERNED FOR SAFETY REGARDING VEH. CRM OFFERED TO HELP CUST GET A 2ND OPINION AT ANOTHER LOCAL DLE. CUST SEEKS TO SORT EVERYTHING OUT AND THINK ABOUT OPTIONS. CRM SCHEDULED A CALLBACK FOR 12/18, 2-4 CST @ CHLL # 281-960-9298. KRISTIN BRYANT/CAC/PDX; 0; 377209837
2001-12-18

cust that he is seeking a new servoic dirship for the repair concerns on his veh, cust stated this veh has column look and had a disagreement with the svc mgr, crm advised the cust of the new dirship ph# 281-497-6600,crm attempt to contact roadside assistance and the line was disconnected, crm attempted to call the cust back to help the cust with towing to the new servoic dirship mac halk chev, previous crm has a call back to assist the cust, robert clark/atx; 0; 377555830 2001-12-18

CUST STATES THAT HE WANTE ROADSIDE TO TOW HIS VEH FROM ONE DLR TO ANOTHER FOR A DIAGNOSSTIC. CUST SMEKS TO HAVE SECOND OPINION. CRM SPOKE TO MIKE GARDNER WHO STATE SVC NGR DROVE VEK 70 MILES AND THE SWITCH ON FUEL TANK WAS REPLACED. THIS WOULD HAVE CAUSED THE POWER STHERING BOOST TO CUT OUT. WHICH WOULD HAVE MADE STEERING HARDER. CUST TOLD GENERAL MANAGER THAT HE WANTED OUT OF THIS VEE AND WANTS VEH BOUGHT BACK. WHILE CRN WAS ADVEDING CUST THAT WE COULD HELP ARRANGE THE TOW IF THE SECOND OPINION WAS THE SAME CUST WOULD BE RESPONSIBLE FOR CHARGES CUST DECLINED ANY FURTHER ASSITANCE. GENERAL MANAGER AT DLR MIKE GARDNER STATES CUST HAS FINANCED REGATIVE EQUITY FROM PRV VEH SO HIS CORVETTE WHICH IS WORTH ADROX 30,000 WHILE CUST OWES 60,000 DOLLARS. CLOSING REQUEST DISAT WITH bbb DAVE STANLEY CAC PDX.; 0;

CRM DOCUMENTING THAT SCHEDULED CALLBACK WILL NOT BE MADE DUE TO PREV CRM'S NOTES AND CLOSING OF REQUEST. KRISTIN BRYANT/CAC/PDK; 0; 377564331 2001-12-19

ok jane cochrane-mejia pdx/cars; 0; 377654173

HAS REVIEWED FILE AND ADPROVED LETTER MN0001. KATIE DESMOND/GL/PDX; 0; 377741105

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIPO:

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:

MAINTHNANCE 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 IMSPECTED:

INVESTIGATIVE SUBGREY:

PAR STATUS:

BOURCE:

. TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

TEACT: ,

PROME NUMBER

PRODUCT CODE:

ENGLES TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VHRICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0 BRC MARRANTY DATE:

MSRP: MADA: 0 SALES TAX: EPRECIATION: CRADE: AFTERMARKET: LEASE TERM: DANAGE: OTHER: BRANCE: NAME: ACCOUNT NUMBER: INTEREST PATE: INTEREST PAID: DRALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN MUMBER OF INJURIES: 0 COMMENTS: MAKE: LOCATION: ADDRESS: , CITY/STATE: , PHOME NUMBER: SEATING POSITION: RESTRAINT: PR OF INJURY: KATED: IF 60, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: \* BUSINESS: 0 DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: 

CONTACT NUMBER:

CONTACT TYPE: CONTACT PROME: 1

MANE:

COMPANY:

ADDRESS:

December 18, 2001

Richmond, TX

Request: C06024375

Dear

We are sorry you continue to be dissatisfied with the decision made concerning your 2001 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

David Stanley Customer Relationship Manager

MN0001-P/kld

#### G M RESTRICTED

E NUMBER: 06825419

VIN:

1G1YY22GXV5107528

DATE OPENED:

05/06/02

MODEL YEAR:

1997

DATE CLOSED:

05/28/02

CORVETTE

SOURCE:

YES

SERIES: MILEAGE:

371BB

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE

ŊJ

BUS. PHONE:

CORPORATION GENERAL MOTORS CHEVROLET DIVISION

RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

OCRAN

CASE NUMBER: 06825419

VIN:

1G1YY22GXV5107528

MODEL YEAR:

1997

DATE OPENED: 2002-05-06

SERIEG: MILHAGE CORVETTE 37186

DATE CLOSED: 2002-05-2B

Phone

DELIVERY DATE:

QURCE: TYPE: OC DARENT:

Yes

DEALER NAME:

JOHN LUCAS CHEVROLET-OLDSMOBILE-GEO DEALER ADDRESS:3410 SUNSET AVE,,WAMAMASSA,NJ,07712,USA

N41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Inoperative

locked up; previously rer

SB5 Dealer Resolved With Goodwill

O REPAIR ATTHMPT(8)

Dealer Resolved With Good

COST ASSIST

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner [[Owners Manuals RUK
- 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\Iexplors.exe

http://carswab/common/ProductCenter/GeneralInfo/content/CNC/SolutionsByComponentCode\_Core

\* 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

#### ВΒ RESTRICTED

m called john lucas chevrolet for an update on the vehicle. service advisor collin ban advised that the svc mgr and cust worked through gm and cust did not have any out of pocket expense for repair. crm will call cust as follow up on 5-22-02. jinamartinez.atx; 0; 390856623 2002-05-10

orm called john lucas chevrolet to speak with svc mgr herry fishach for an update. harry was unavailable, so crm spoke with ray in service. ray advised the vehicle is repaired, but the cust has not paid for the repair yet. ray advised the lock plate in the steering column called the eld was replaced. ray advised it was an internal failure and could not have been caused by cust. crm called svc mgr at norman/pinebelt chevrolet greg bater for information on previous repair. greg advised the lock plate in the steering was replaced, but the documentation states the cust had the vehicle towed in because there was no power steering. crm called svc mgr at john luces harry fisbach to advise, but he was not available. crm contacted cust and advised crm needs further time to research. cre will review file with crm wars hafford as crm will not be available this afternoon to contact svc mor. jina martines/atx; 0: 389899664 2002-05-28

CRM CALLED CUST AND VERIFIED THAT THE VEH WAS OPERATING PROPERLY...CUST STATES THAT THE VEH IS OPERATING PROPERLY... REQ CLOSED-SATISFIED MANUEL CASTRO III/CAC/ATX; 0; 391465485 2002-05-06

CUST IS THE SECOND OWNER W/37,000 MILES, VEH BOUGHT AT 12,000 MILES. CUST STS ON 08-18-19 HE WAS BACKING OUT OF HIS DRIVEWAY AND THE STEERING COLUMN LOCKED WHICH WAS REPAIRED der warranty. Cust also 9T9 2 1/2 yrs later this afetrnikon he was faced w/the MMETHING BUT IN A VERY DANGEROUS SCENARIO. TRAFFIC MOVING AT ABOUT 45MPH HE WAS BACKED OUT OF A PARKING LCT AND HIS STEERING COLUMN JUST LOCKED UP AGAIN. CUST THEN STS HE HAD HIS VEH TOWED TO THE DLR BUT HE'S AFRAID AND SCARED TO DRIVE THIS VEH BECAUSE THE THIRD TIME HE MIGHT NOT BE SO LUCKY, HE COULD SEROIUSLY GET HURT OR SERIOUSLY HURT SOMEONE. CUST SKS ASSIST W/THE REPAIRS, CUST STS HE KNOWS THIS CONCERN EXISTS IN NEWER CORVETTE'S AND THINKS THIS NEEDS TO BE LOOKED INTO. CRM ADV THE COST SINCE THE VEH WAS JUST TOWED TO THE DLR, THERE'S PROBABLY NO DIAGNOSIS AT THIS TIME. CRM ALSO ADV THE CUST CRM WOULD BEGIN THE DOCUMENTATION OF HIS CONCER/COMPLAINT. CRN THEN ADV THE CUST CRN WOULD CONTACT THE DLR AND DISCUSS HIS SITUATION TO SEE WHAT COULD BE; 0; 389562714 2002-05-06

CONT... DONE. CUST'S CELL # 18 JOANNE SURITA/ATX CARS; 0; 389562792 2002-05-06

CRM CONTACTED THE DLR. SPOKE TO SRV MGR-HARRY FISCHBACH REGARDING THE CUST'S SITUATION. CEM ADV THE SEV MGR-HARRY FISCHBACE CUST HAS PREVIOUS CONCERN WHILE IN MARRANTY, THEREFOR, CRM WOULD LIKE TO SEE IF HE'S ABLE TO ASSIST THE CUST UNDER HIS 5/60. SEVENDE STE PREVIOUS REPAIR WASN'T PERFORMED AT HIS DLR AND HE DOESN'T KNOW WHY THE REPAIRS WERE MECESSARY SO NO ASSIST CAN BE PROVIDED. JOANNE SURITA/ATX CARS; 0; 389566524 2002-05-06

CRM CONTACTED THE CUST, ADV HIM CRM WASN'T ABLE TO GET IMMEDIATE COST ASSIST BUT COULD CONSIDER REIM ORCE THE VEH HAS BEEN REPAIRED. CRM CLOSING UNTIL DOCS ARRIVE. JOANNE SURITA/ATX CARS; 0; 389566638 2002-05-06

Team Specialist Notes\*\*\*\* cust called cac and spoke with crm sara hufford. call was escalated to ts. ts fowarding file to document further. jina martinez.atx; 0; 389568666 2002-05-06

took escalated call. cust states he is concerned because he was reversing out of his riveway and the steering column locked. cust states that this has happened previously and was repaired at norman chevrolet, which is now pinebelt chevrolet. cust states when it happened this morning he towed the vehicle to john lucas chevrolet. cust seeks assistance on repairs. crm advised further research is necessary and set valuack for 5-7-02. jina martinez/atx; 0; 389571062 2002-05-07

orm called cust on cell phone, but message advised number not in service. crm called cust at home # and left a message advising crm needed more time to research and will callback on 5-8-02. jina martinez., atx; 0; 389637286 2002-05-09

CUST STATES THAT THE AGENT HE SPOKE WITH WAS DOING SOME RESEARCH AND CUST WAS TO RECEIVE A CALL ON 5-8-02 AND SO FAR HAS NOT. CUST SEEKS TO HAVE ASSISTANCE WITH THE STEERING LOCK SYSTEM AND TO HAVE A KIT, THAT IS AVAIL TO BE PUT INTO THE VEH RATHER THAMHAVE THE PART REPAIRED. CUST STATES HAS BEEN ON NHISA WEB SITE AND NOTES COMPLAINTS FROM 240 OTHER OWNERS WHO HAVE EXPERIENCED THE SAME ISSUES WHERE STEERING LOCK UP HAS OCCURED WITH LINJURY. CRM ADVISED WILL TRANSFER THE FILE BACK TO AGENT WORKING WITH FILE AS CUST INDICATED THAT AGENT WAS DOING SOME RESEARCH. CRM APPROVED TO ALARM THE AGENT AND TRIS CRM WILL CHECK FILE ON 5-13-02 TO CHECK ON ACTIVITY. NANCY BOOS/CAC//FDX; 0; 389812898

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

RIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: MUNBER 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: MATIFY NAME:

WAS VEHICLE INSPECTED: NILEAGE AT INSPECTION: INSPECTORS NAME: INSPECTION DATE:

# THERE WAS INSPECTION DONE: E VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST PROULT:

INVESTIGATIVE SUMMARY:

PAR STATUS:

COMP INSPECTED:

BOURCE:

TRANSACTION:

PAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

HADA: 0 SALES TAX:

HAME:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME: DEALER ADDRESS: , ,

CONTACT: / PHONE NUMBER: PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0 MERP:

DEPRECIATION: EGRADE:

TERMARKET: MASE TERM:

DANAGE : OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DMALER ADMINISTRATION:

RHLHASH:

LEGAL TYPE:

INTEREST PAID: DRALBR BUYOUT:

LEMON LAW:

VEHICLE DESTINATION:

LIEW PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

LOCATION:

NUMBER OF INJURIES: 0 COMMUNITS:

MAME:

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

TYPE OF INJURY:

EATED:

RESTRAINT:

IF SO, WHERE:

### OM RESTRICTED

TERNAL CASE NUMBER:

DATE:

TLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

#### CHEVROLET MOTOR DIVISION GM RESTRICTED

PAGE:

294853

CASE NUMBER: 99-0538909

DATE CLOSED: 10/15/99

VIN:

1G1YY22GXW5114352

DATE OPENED: 10/11/99

MODEL YEAR:

98

SERIES:

YE CORVETTE

SOURCE:

PHONE

KILEAGE:

7500

CUSTOMER:

ADDRESS:

CENTER TX

STATE:

TΣ

HOME PHONE: BUS. PHONE:

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

CUST STATED THAT HIS WIFE WAS BACKING UP OUT OF THE DRIVENAY AND THE STEERING WHERL LOCKED UP. THE DEALER HAS TRIED TO ASSIST W/ TONING BUT THEY SENT OUT A HILDER GENTLEMAN WHO HAS ONLY TONED I CORVETTE AND DED NOT HAVE A GOOD EXPERIENCE W/ IT. HE STATED TO THE CUST THAT HE NEEDED TO HAVE SOMEONE OUT WITH THE TOOLS TO PROPERLY LIFT THE VERICLE ON TO A FLAT BED TRUCK.

COST SEEKS ASSISTANCE W/ HAVING VEHICLE TOWED. CRM REFERED CUST TO ROADSIDE ASSISTANCE. LAURA HONC/AUSTIN 48052

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

CDE # DESC

T04 0

CDE COMMENTS

MEEDS ASSISTANCE W/ TOWING VEHICLE

CASE CLOSED BY STREET

CASE NUMBER: 04557528

VIN:

1G1YY22GXX5102560

DATE OPENED: 05/14/01

MODEL YEAR:

DATE CLOSED: 09/13/01

ARRIES:

CORVETTE COUPE

SOURCE:

YES

MILEAGE:

28000

99

CUSTONER:

ADDRESS:

HOME PHONE:

STATE:

FL

BUB. PHONE:

MOTORS CORPORATION GENERAL CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS:

WEST PALM BRACH

HOME PRONE:

CASE NUMBER: 04557528

VIN:

1G1YY22GXX5102560

MODEL YEAR:

TE OPENED:

2001-06-14

SERIES:

CORVETTE COUPE

1999

28000

2001-09-13 TE CLOSED:

Phone

MILEAGE:

DELIVERY DATE:

BRC TYPE: BRC PARENT:

OURCE :

Yes

DEALER NAME:

ROGER DEAM CHEVROLET, INC. DEALER ADDRESS:2235 OKEECHOBER BLVD, , WEST FALM

BEACH, PL, 33409, UBA

M41 Steering Column/Lock/Attaching Parts

4 REPAIR ATTEMPT(S)

Other

STREETING WHEEL LOCKS

T28 Possible Lemon Law

O REPAIR ATTEMPT(8)

Customer Satisfaction STEERING WHEEL LOCK

T57 Component Service Letter O REPAIR ATTEMPT(8)

Customer Satisfaction 72/100 STRERING WHL LOCK

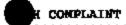
Dissatisfaction with the service provided by your GM Dealer

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership sales and service practices. Our dealerships are reviewed on a routine basis within General Motors and your comments help us continue to improve our customer service".

#### CRM INSTRUCTIONS:

the caller is dissatisfied, go to the Additional Information screen to document their hoern with the appropriate DCC code and comments.

\*\* PLEASE TYPE THE CALLER'S CONCERN IN THE DESCRIPTION FIELD\*\*



CUST STATES THIS IS THE FOURTH TIME HIS STERRING WHEEL COLUMN HAS LOCKED WHILE DRIVING.
CUST STATES HE JUST HAD IT TO OCCUR THE FOURTH TIME. THE VEH COUGHED AN STALLED BUT CUS
WAS ABLE TO START IT AGAIN. CUST STATES VEH IS BEING TOWED TO ROGER DEAN #561-683-8100.
CUST STATES HE DOES NOT FEEL SAFE IN THE VEH. CUST SEEKS REPAIR OR REPURCHASE OF THE VEH.
CRM ADVISED CUST OF TRANSFER TO T-2. DEBBIE BAKER/CARS/TAMPA TIER 1; 0; 361402862
2001-06-14

CUST STATES THAT HIS VEH IS CURRENTLY BRING TOWED TO THE DLR BECAUSE HIS STERRING COLUMN LOCKED UP. CUST SERKS TO HAVE THIS CAR FIXED. CRM ADVISED THAT I APOLOGIZE FOR THE INCONVENIENCE AND FURTHER EXPLAINED THAT WE WOULD NBEED TO RESEARCH THE SITUATION. CRM CONTACTED THE DLR AND SPOKE TO TRACY (SVC MGR) WHO STATES THAT HE IS A GOOD CUST AND HAS BEEN INTO THE DLR WITH THAT PROBLEM 4 TIMES. CRM THANKED FOR THE INFO. CRM SPOKE TO TM JENNIFER JARRETT WHO AUTHORIZED A COMPONENT LTR FOR 6/100 TO COVER THE STEERING COLUMN. CRM CONTACTED THE CUST AND EXPLAINED THIS. CUST STATES THAT UNFORTUNATELY NOW IT IS TO THE POINT WHERE HE WONT ACCEPT THAT AND IS GOING TO PURSUE THE LEMON LAW. CRM ADVISED THAT I APOLOGIZE A GREAT DEAL FOR HIS CONCERNS. CRM WILL CONTACT THE AVM IN REGARDS TO THE SITUATION. MIKE BODKIN/TAMDA/TIER2; 0; 361406947

CRM SPOKE TO THE DLR AND SPOKE TO TRACY(SVC MGR) WHO STATES THAT HE HAS ALREADY CONTACTED HIS AVM ON THE SITUATION AND THAT THE AVM IS AWARE OF THE CUST SERKING LEMON LAW. CRM THANKED AND WILL CLOSE DISSATISFIED. MIKE BODKIN/TAMPA/TIER2; 0; 361738032 2001-06-19

DITOR APPROVING LETTER, WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 361810626 2001-06-19

TM APPROVES COMPONENT LETTER FOR 6/100,000 FOR THE STEERING WHEEL LOCK ISSUE. JENNIFER JARRETT/TM/TAMPA; 0; 361816824
2001-07-02

TM REVIEWED FILE AND WILL CLOSE DISSAT. CUST REFUSED COMP LETTER. AVM IS AMARE OF THE CUST'S CONCERNS AND WIEWES. TM SENDING ARE LETTER. JENNIFER JARRETT/TM/TAMPA; 0; 362942798
2001-07-20

AT TM REQUEST, CRM WILL LEAVE HEADS UP MSG FOR THE AVM. MIKE BODKIN/TANDA/TIER2; 0; 364511239
2001-09-13

crm contacted the cust who still has his vehicle. crm alerted the cust of the recal on the part. cust states that he will cal this dlr to get this worked on. cust thanked. mike bookin/tamps/tier2; 0; 369274333

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

INCIDENT DOCKTION

TVER NAME:

DRIVER AGE:

IVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPER: G

INJURIES:

ROAD CONDITION:

**HODY 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:

NORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY HAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

EQAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC MARRANTY DATE:

MADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

TERMARKET:

LEB THEK:

DANGAGE :

OTHER:

PAGE:

#### GM RESTRICTED

377625

ANCE:

NAME:

TOCCOUNT NUMBER:

INTERRET PAID:

DRALER BUYOUT:

ACCOUNT BALANCE:

LECIAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIKN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ACCRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

TRENAL CASE NUMBER:

DATE:

TITLE NAMES:

Business: Accident: W BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHABE: 0

PURCHASE/LEASE AS:

DOBE OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

RAME :

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

### GENERAL MOTORS CORPORATION CHRVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRËSS:

HOME PHONE:

CASE NUMBER: 01126568

1G1YY22GXX5117060

MODEL YEAR:

1999

DATE OPENED: 2000-06-04 DATE CLOSED: 2000-08-22

SERIES:

MILEAGE:

CORVETTE COUPE 10100

SOURCE:

Phone

DELIVERY DATE:

DEALER MAME

LOU EACHRODT CHEVROLET INC

BRC TYPE: BRC PARENT:

DEALER ADDRESS: 1801 W ATLANTIC BLVD, , POMPANO BEACK, FL, 33069, USA

M41 Steering Column/Lock/Attaching Parts 3 REPAIR ATTEMPT (8)

Other

steering column locks

Final Repair - FL

orm recvd file assignment with movin; customer stating vehicle steering locks while sitting

in park and while moving. orm will contact customer, s/m and avm. rina walden/tamps/legal corr/x58906; 0: 334510411

00-08-07

at home. orm called and spoke with atated she primarily drives the stated once the steering wheel locked up sitting in park and would not allow her to move, customer stated the display on the dash read steering column look. customer stated on two other occassions she has been backing out of her drive way (each time) and all of a sudden the steering wheel looks up and the display comes up on the instrument panel, customer stated she has been told by the dealer that this is a concern that is common with the 99 corvettes. orm advised i would need to get more history on this vehicle and would call customer back.

katrina walden/tampa: 0: 334511775

2000-06-07

orm called dealer and spoke with s/m mike burns whom stated that yes he could verify that this vehicle has been in on three occassions for this concern, however could be guarantee that this concern will not happen again no, mike stated at this point he feels as though this should be handled by the manufacturer, just because of the liablility, mike stated pai stated the engineers wanted to know if this concern happens upon movement of the vehicle. mike also stated that yes the customer is correct and gm and the dealers are aware that this concern does exits. s/m advised that cru contact the avm. crm advised i would do so and advised because of the seriousness the customer is seeking to be traded out of this lease and into another corvette lease.

katrina walden/tampa; 0; 334512456

m called and left vmail message for avm, mr. carl cook trine welden/tempe: 0: 334512763 80-80-000

avm returned my call and stated he is denying trade assistance out of the lease, and advised we treat final repair as we normally would, avm stated he would also contact m/m. katrina walden/tampa; 0; 334617356 2000-08-06

crm called customer and advised to contact dealer, schedule final repair and contact me and vise of the date and time in for the final repair. crm also advised customer avm has hied trading them out of their lease.

katrina welden/tampa; 0; 334617430

2000-08-16

orm called s/m to follow up to vehicle inspection. s/m stated his service consultant stated customer called and stated they would be bringing the vehicle in, but did not show up. s/m stated he would have the consultant call customer again and set up apptfor vehicle inspection. katring walden/tamap; 0, 335309514

Customer stated they took vehicle in for inspection, no duplication to concern, customer is filing for arbitration. crm closing file.

katrina walden/tampa/legal corr/x58906; 0; 335819548

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

CRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

### LEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS AMOTHER VEHICLE INVOLVED:

NUMBER OF VERICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

IMEPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

HORR IMPORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE BOAD TESTED:

CAD TEST DESCRIPTION:

D TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUDDIARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE: REPURCHASE REASON:

ALER BAC:

DEALER NAME: DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT CODE: FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE • BUY-BACK: 0

NADA: 0

MSRP:

SALES TAX:

DEPRECIATION:

UPGRADE: APTREMARKET: LEASE TERM: DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER: INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DRALER ADMINISTRATION:

VEHICLE DESTINATION:

GRASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMEDITS:

RAKE:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

PRSTRAINT:

TYPE OF INJURY:

TPRATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

& BUBINESS: 0

DATE OF ACCIDENT: ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASH/LEASE:

MILHAGE AT PURCHASE: 0 PURCRASE/LHASE AS:

DOBS OWNER HAVE POSESSION OF VEHICLE:

OLUTION SOUGHT:

HAME: COMPANY: CONTACT NUMBER: CONTACT TYPE:

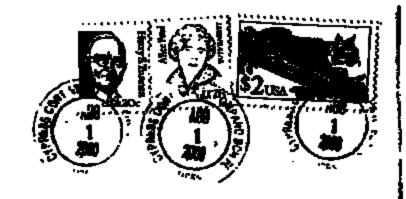
1

CONTACT PHONE:

ADDRESS:

Lempane Beach, 5L

ChO 265 292



08-03-00P03:23 RCVD

Churchet motor Duraum when smataure Centre P.O. Bux 33170 0512-5ES84 IM, tiasted

REGUEST Manufiliadualliadhadadhadhadhadhadhadh

895°211

# I ACKNOWLEDGE RECEIPT OF THE "CONSUMER GUIDE TO THE FLORIDA LEMON LAW." VIN <u>| 1641 | Y1Y1212K-1X1X151 | 1 | 17 1</u>01610 | Man CheyRolet Model Corrette 1990 Consumer Name (Print) Selling Dealer Low BachRodt CheyRolet Print Name WINTE copy to be maintained in dealer file for 8 years; YELLOW & PINK copies remain in buside). Motor Vehicle Defect Notification (Money print circuly in black ink, or type) **ORIGINAL** Purewant to the Floride Lemon Law, notice is given to the regradecturer as follows: The vehicle has been out of service at least 16 days to repair one or more substantial delects. 💐 S or more repair altempts have been made to reput the game autostardal delect or condition. This is notification of the final appointurity to correct the continuing substantial defect(s) or condition(s). Description of continuing defect(s) or condition(s) is kumuing of Marius PACTE: this is not a complete description; the manufacturer about according all appropri man Collicte WHOLE Chey Role + VIN 1 1G(1) V 1Y 12 12 1G 1X 1X 15 1 1 1 1 1 7 10 16 10 Date of Debugy Herne and Oits/State of setting cleafor or leasing company (2 applicable) , Bes BachRoot Chevrolet. Hombano Name and City/State of authorized service agent(s) attempting produce repairs Cherkolet <u> 10---00-00</u> Contain Home phone Work of

White—manufacturer's copy, send by registered freture receipt requested) or express small. Yellow—consumer's copy, lessy for your records.

| Park: Alternaty General's copy, cord by regular real.

(1/1/00)

### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

CA DEL REY ,

CASE NUMBER: 00837663

HOME PHONE:

VIN:

1G1YY22GXX5120279

MODEL YEAR:

1999

DATE OPENED: 2000-07-06 DATE CLOSED: 2000-07-06

Series:

MILEAGE:

SOURCE: BEC TYPE: Phone

DELIVERY DATE:

MARTENS CHEVROLET-OLDSMOBILE CO DEALER NAME:

CORVETTE COUPE

BRC PARENT:

DEALER ADDRESS: 1050 I STREET, , REEDLEY, CA, 93654, UEA

N41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Other LOCKS

STEERING WHEEL LOCKED WHILE BACKING UP

CUST STATES STEERING MECHANISM LOCKED WHEN BACKING UP AND VEHICLE DIED. CUST STATES HE WANTS LOCK MECHANISM REMOVED. CUST STATES HE IS NOT CONFIDENT IN VEHICLE.

SUST SEEKS STEERING WHEEL LOCKING MECHANISM REMOVED.

\*\*\*

CRN CONTACTED SRV MGR, LANCE. SRV MGR CONTACTED TAC AND HAS MORE DIAGNOSTICS TO PERFORM ON VEHICLE.

\*\*\*

CRN ADVISED CUST TO TAKE VEHICLE IN FOR FURTHER DIAGNOSTIC TESTS. LYMDA BALL/PDX; 0; 331780974

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER MAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0

LJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VERICLE INSURED:

INSURANCE COMPANY MANE:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: MOTIFY 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:

TRANSACTION:

FAK NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE:

NADA: 0 EALRE TAX:

NAME:

BOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER MAME: DEALER MAME: DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER

ENGINE TYPE:

MILEAGE • BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERNARKET:

LEASE TREM:

DANAGE:

BRANCK:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE

LECAL:

DEALER ADMINISTRATION:

RELEASE

LEGAL TYPE:

INTEREST PAID: DEALER BUYOUT:

LENON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN

MUMBER OF INJURIES: 0

NAME:

ADDRESS: , CITY/STATE: ,

PHONE HUMBER:

SEATING POSITION:

RESTRAINT:

LOCATION:

TYPE OF INJURY:

TREATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

CATE:

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:

DOBS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

#### CHRVROLET MOTOR DIVIBION GM RESTRICTED

295302

CASE NUMBER: 99-0542660

VIN:

1G1YY22GXX5127684

DATE OPENED: 10/13/99

MODEL YEAR:

DATE CLOSED: 10/13/99

SERIES:

YE CORVETTE

SOURCE:

PROVE

MILENGE:

6000

CUBTOMER:

ADDRESS:

BLOOMINGDALE IL

HOME PHONE:

STATE:

ΙĿ

99

BUTE. PHONE:

CUST STATES THAT STEERING LOCKED UP -- WAS PULLING OUT OF DRIVE WAY AND STEERING COLUMN LOCKED UP. MANTED TO HAVE IT DOCUMENTED AS IT IS A SAFETY ISSUE. CUST STATES THAT DLR TOLD HIM THEY'VE HAD A LOT OF THE BAME TYPE OF PROBS W/THESE CARS AND CUST FEELS THERE SHOULD BE A RECALL

MELANIE PYLE /AUSTIN TX

\*\*\*\*\*\*\* \*\*\* PECURST CODE AND COMMENTS \*\*\*\*\*\*\*\*\*\*

CDE # DESC

A04 0

CDE COMMINTS

STERRING COLUMN LOCKED UP

CUST WANTED IT DOCUMENTED

**X41 0** 

STEERING COLUMN LOCKED UP CUST WANTED IT DOCUMENTED

CASR NUMBER: 00251015

VIN:

1G1YY22GXY5106125

DATE OPENED: 05/02/00

MODEL YEAR:

DATE CLOSED: 09/11/00

SERIBS:

CORVETTE COUPE

SOURCE:

MILEAGE:

16000

CUSTOMER:

ADDRRSS :

HOME PHONE:

STATE:

AL

BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION RESTRICTED

CUBTOMER:

ADDRESS:

TUSCALOOSA

AL

HOME PHONE:

CASE NUMBER: 00251015

VIN:

1G1YY22GXY5106125

MODEL YEAR:

2000

16000

MTE OPENED: 2000-05-02

SERIES: HILRAGH: CORVETTE COUPE

T CLOSED: 2000-09-11

Phone

DELIVERY DATE:

BRC TYPE:

BOURCE:

PREMIERE CHEVROLET INC

DRALER NAME: BRC PAPENT:

DEALER ADDRESS: 2829 STH AVE N., BESSEMER, AL, 35020, USA

M01 Steering General 2 REPAIR ATTEMPT (6)

Broken

steering locked up

gust weh steering he lookd up while driving. 

cust stated that his veh steerig locked up while he was driving. he took it in for repairs and the problem happened again. crm called the dlr and a service adviser did not know if the 1st repair was a reprogramming or a replacement (repair was supposeto be a replacement). he will check with the technician to see what was done. the current repair attempt (2nd) is a replacement of the computer part. service advisor will call the cust to discuss this and the lst attempt, crm informed the cust that his concern would be noted and that the service edvisor would call him. James Lillian / Austin; 0; 99999 2000-08-28

CUST STATES THAT HE WANTS THIS VEH REPURCHASED...CRM CONTACTED DLRSHF AND SPOKE WITH SVCMGR THERESA DALTON WHO WILL CONTACT HER AVM REGHARDING REFURCHASE...THERESA WILL FTACT CAC BACK WITH THE DECISION OF THE AVM...CAC WILL CONTACT CUST WITH THE MALDECISION OF AVM...CUST THANKED CUST FOR THE TIME AND EFFORT...CRM THANKED CUST...CRM TERRY MONOTHY ATX/CARS; 0; 336328989 2000-09-07

et call and wanted file noted that avm offered to buy back but wanted to charge him .40 a mile and he has 16000 on yeh, cust states he won't do that.....cust states he has been without a veh for 9 weeks in the 6 months he has had veh......cust will make a decision as to what he is going to do with veh .. claudette huggins/ austin, texas; 0; 337190886 2000-09-11

AVM BILL FOOT CALLED TO UPDATE. AFTER CRM READ LAST COMMENT AVM STATED THE OFFER STANDS AND IT WILL NOT BE CHANGED. MARK VINETTE/AVM GROUP/TPA.; 0; 337548759

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

LICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

THER OF PROPLE: 0

IMJURIES:

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:

FOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TRST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

STATES:

TRANSACTION: SOURCE:

LOCATION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

INTEREST PAID: DRALBR BUYOUT:

VEHICLE DESTINATION:

LEGAL TYPE: LEMON LAW:

LIEN PAYOFF: TITLE BRAND:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

NADA: 0 BALBS TAX:

NAME:

DUEST TYPE: PURCHASE REASON:

DRALER BAC: DEALER NAME: DRALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGERADE: AFTERNARKET: LEASE TERM: DANAGE: OTHER:

BRANCH 1 ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

CIAL

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN: 

NUMBER OF INJURIES: 0 CONNECTS:

NAME:

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

TYPE OF ISJURY:

TREATED:

RESTRAINT :

DATE:

IF SO, WHERE:

EXTERNAL CASE NUMBER: TITLE NAMES:

BUSIKESS:

ACCIDENT:

\* BUSINESS: 0 DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

CHASE/LEASE: 0 HAGH AT PURCHASH: 0

DATE OF PURCHASS/LEASE:

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

RAME: COMPANY: CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

346874

CASE NUMBER: 01536244

VINE

1G1YY22GXY5106125

DATE OPENED: 09/12/00

MODEL YEAR:

DΦ

DATE CLOSED:

09/25/00

SERIES:

CORVETTE COUPE

BOURCE:

MILEAGE:

15200

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

AL

BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

GM RESTRICTED

CUSTOMER:

ADDRESS: HOME PHONE:

CASE NUMBER: 01536244

VIN:

1G1YY22GXY5106125

MODEL YEAR: 2000

DATE OPENED: 2000-09-12

ARRIKA :

CORVETTE COUPE

15200

TR CLOBED: 2000-09-25 TRCE:

Phone

MILRAGE: DELIVERY DATE:

DEALER NAME:

BRC TYPE: BRC PARENT:

DEALER ADDRESS:

M41 Steering Column/Lock/Attaching Parts

Other

2 REPAIR ATTEMPT(8)

customer states locks up

VEHICLE ISSUES

orm received file from bbb rep and made 1st contact with customer. 1 will contact dealership for further information; 0; 337821418 2000-09-14

quatomer states they would like manufacturer to repurchase vehicle, also steering column locks up and engine performs not well. I will contact sv mgr and verify vehicle concerns; C, 337821513

INCIDENT DATE:

INCIDENT TIME:

CIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

WER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

IMJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VREICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT MAKE:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MARKER AT INSPECTION:

RR WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TRST DESCRIPTION:

BOAD TEST RESULT:

COMP IMSPECTED:

INVESTIGATIVE SURGIARY:

PAR STATUS:

esenenenenenenentettan kantatan kantatan kantatan kantatan kantatan kantatan kantatan kantatan kantatan kantata

BOURCE :

RECURST TYPE:

REDURCHASE REASON:

DEALER BAC:

DEALER HAME:

DEALER ADDRESS: , ,

CONTACT: ,

PEONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE • BUY-BACK: 0

MSRP

FAX NIMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

PRICIATION RADE :

APTHRICAREMT: LEAGH THRM:

PAGE:

GM RESTRICTED

346874

MAGE:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VERICLE DESTINATION:

RBLBASE:

LIEN PAYOFF: TITLE BRAND:

PEPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED

IF SO, WHERE:

RESTRAINT:

EXTERNAL CASE NUMBER:

DATE:

TITLE MAMMS:

Business : Accident : \* BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DANAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMB:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS :

CBBB 9/11/00 5:06 PAGE 1/4 RightFAX TO: John Nodar COMPANY: Chevrolet Motor Division **CBBB** 

> To: John Nodar Fax#: 13133810022 From: B Sep 11, 2000 Hafiza White

Chevrolet Motor Division/CHV0039229

TotalPages: 4



Beptember 11, 2000

Re: m01 1716 X 1608 CHV0039229

vs Chevrolet Motor Division

Mr. John Noder Chavroist Motor Division Temps, FL

Dear Mr. Noder:

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

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

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

Sincerely,

Hafiza White at Extension 555

CBBB 9/11/00 5:08 PACE 3/4
TO:John Noder COMPANY:Chevrolet Notor Division

RightFAX

# Customer Claim Form

Case Number:	CHV0039229
Contact Date :	09/11/00

H <b>V003922</b> 9
B/11/00
•
lifpéset:
mposes: 0
Milesse: 15200
Milicage: 15200
to de mobile de mare de en meto
e if vehicle mes leaved)
lesso:
3
?
•
relating to the financing o
relu

CBBB 8/11/00 5:08 PAGE 4/4 RightFAX TO: John Nodar COMPANY: Chevrolet Motor Division

### **Customer Claim Form**

Customer Name:	Case Number:	CHV0039228

Problems	Servicing Dealer(s)	Consut? Yes or No	# of Ropair Attacopts	Repeir Date(s)	Milesge on Date(n)	Days Out of Service
elearing column locks up		yes	2			
engine dose not perform well		уен				
	<del></del> _	<u> </u>				
			<u></u>		_	
<u> </u>		<del> </del>				
<u></u>		<u></u>				
<u> </u>				. —	_	
		<del> </del>				
		<u> </u>				
		<b> -</b> -	<u></u>			<u></u>
		_			-	
		-		_	l <u>-</u> .	
		+				
	<u> </u>		:			

(Please indicate whether each problem is current)

#### GENERAL MOTORS CORPORATION DIVISION CHEVROLET OM RESTRICTED

CUSTOMER: ADDRESS:

TUSCALOOSA

AL

HOME PHONE:

CASE NUMBER:

00251015

VTN,

1G1YY22GXY5106125

MODEL YEAR:

2000

16000

DATE OPENED: 2000-05-02

SERIES MILEAGE: CORVETTE COUPE

DATE CLOSED: 2000-09-11

SOURCE: BRC TYPE: Phone DELIVERY DATE:

DEALER NAME:

PREMIRRE CHEVROLET INC

BRC PARENT:

DEALER ADDRESS:2829 STE AVE N., BESSEMER, AL, 35020, USA

\*GENERAL CASE INFORMATICM\*

M01 Steering General 2 REPAIR ATTEMPT(8)

Broken

steering locked up

cust weh steering he lockd up while driving.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* cust stated that his veh steerig locked up while he was driving. he took it in for repairs d the problem happened again. crm called the dlr and a service adviser did not know if

me 1st repair was a reprogramming or a replacement (repair was supposeto be a replacement). he will check with the technician to see what was done. the current repair attempt (2nd) is

a replacement of the computer part. service advisor will call the cust to discuss this and the let attempt. orm informed the cust that his concern would be noted and that the service advisor would call him. James Lillian / Austin; 0, 99999 2000-08-28

CUST STATES THAT HE WANTS THIS VEH REPURCHASED...CRM CONTACTED BLESHP AND SPOKE WITH SVONGR THERESA DALTON WHO WILL CONTACT HER AVM REGUARDING REPURCHASE...THERESA WILL CONTACT CAC BACK WITH THE DECISION OF THE AVM...CAC WILL CONTACT CUST WITH THE FINALDECISION OF AVM...CUST THANKED CUST FOR THE TIME AND EFFORT...CRM TEAMKED CUST...CRM TERRY MONOTMY ATX/CARS: 0: 336328989 2000-09-07

cust call and wanted file noted that avm offered to buy back but wanted to charge him .40 a decision as to what he is going to do with veh.. claudette huggins/ austin, taxas; 0; 337190886 2000-09-11

AVE BILL FOOT CALLED TO UPDATE. AFTER CRE READ LAST COMMENT AVE STATED THE OFFER STANDS AND IT WILL NOT BE CHANGED. HARK VINETTE/AVM GROUP/TPA.; 0; 337548759

CIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER HAME: DRÍVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

LEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT HAME:

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:

MAS VEHICLE ROAD TESTED:

AD TEST DESCRIPTION:

MAD TRET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUNMARY:

PAR STATUS:

SOURCE:

PECUEST TYPE:

REPURCHASE RHABON:

DEALER BAC:

DEALER BANK:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE HUMBER:

PRODUCT CODE:

EEGINE TYPE: .

MILEAGE - BUY-BACK: 0

MERP:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

DEPERCLATION:

UPGRADE:

AFTERMARKET:

ASS TERM:

OVEE :

OTHER:

BRANCE ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

EALER ADMINISTRATION:

LEMON LAW:

VEHICLE DESTINATION:

LEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

HAME:

LOCATION:

ADDRESS: , CITY/STATE: , PRONE NUMBER:

BEATING POSITION:

RHETRAINT:

TYPE OF INJURY:

TRHATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

AUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LHASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0

PURCHASE/LEASE AS:

MES OWNER HAVE POSESSION OF VEHICLE:

SOLUTION SOUGHT:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

## TECHNICAL ASSISTANCE SYSTEM

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

Case No:

6297756

VIN Number:

1G1YY22GXY5123393

Date Opered:

3/5/2003

Model Year:

2000

Date Closed:

Series:

Corvette

Dealer Code:

B06230

Milegra

15276

Address:

MICHAEL CHEVROLET FRESNÓ

States

CA

Desiar Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING ALLEGED STRG LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/05/2003 15:02:04 SBD TEMPLATE - BROWN STRATEGY BASED DIAGNOSTICS

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

CALLER'S NAME (FIRBT, LAST, AND POSITION) RICHARD P/C.

CUSTOMER CONCERN - ALLEGEDLY STRG COLUMN LOCKED WHILE DRIVING.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) THE TECH STS THE STRG COLUMN ALLEGEDLY LOCKED WHILE DRIVING. DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - TAC PRESSED THE TECH TO BE SURE OF THE COMPLAINT OF LOCKING WHILE DRIVING. THE TECH IS TO GET EXACT INFO FROM DRIVER AS TO WHAT HAPPENED AND REPORT BACK TO TAC IF NEC. IF THE CONDITION IS JUST THE SERVICE COLUMN LOCK MESSAGE ON, TAC ADVISED THE DLR TO LOOK UP THE BULLETING AND PI'S ON THIS SUBJECT. BROWN 40706.

03/05/2003 15:02:04 HISTORY - BROWN

#### GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRRAB: HOME PHONE:



BAYPOINT . CA

CASE NUMBER: 06484115

VIN

1G1YY22GXY5126164 ·

MODEL YEAR:

2000

DATE OPENED: 2002-03-07

SERIES:

CORVETTE COUPE 24000

DATE CLOSED: 2002-03-07 SOURCE:

Phone

MILEAGE:

DELIVERY DATE:

BRC TYPE:

No

DRALER NAME:

WINTER CHEVROLET

BRC PARENT:

DEALER ADDRESS:2101 RAILROAD, , PITTSBURG, CA, 94565, USA

M01 Steering General O REPAIR ATTEMPT(S)

Other

BOLT CAME LOSE

Vahicle 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 Misten carefully to evaluate cause of failure - defect or damage

( If damage, consider explaining the consumers responsibility) [[SPECIFIC SOLUTIONS RUN

\* Review Specific Solutions

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

http://careweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCods.htm]]

Identify if earlier repairs have been attempted? -[[Possible Chronic Rep 2UN]

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

http://careweb/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
- 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 RUM C:\Progra-1\Plus!\Micros-1\lexplore.exe

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

Vahicle repair request - Repair not done

CUST SIS THAT HE IS CALLING B/C ON MONDAY THE CUST VEH STERRING LOCKED UP WHILE HE WAS DRIVING AND PULLED THE VEH TO THE RIGHT. THE CUST VEH WENT INTO AN IMBANKMENT. THE CUST STS THAT HE CALLED ROADSIDE ASSISTANCE AND HAD HIS VEH TOWED TO THE DLR. THE CUST IS SEEKING TO KNOW WHAT CAM IS DOING TO HIS VEH. CRM ADV THE CUST THAT I WOULD RESEARCH . CRM CONTACTED THE SERVICE MANAGER BILL FULLER AND HE ADV THAT THE VEH IS AT THE DLR BUT THEY DID NOT KNOW WHY IT WAS AT THE DLR AS THEY HAVE NOT SPOKEN WITH THE CUST. THE DLR ABKED THAT THE CUST PLEASE AL THE DLR SO THEY CAN ASSIST HIM. CRM ADV THE CUST AND HE ADV THAT HE IS CONTACTING THE R. CRM CLOSING THE FILE BAT CRM TRACEY HENRY/FDX/CAC; 0; 384401145

INCIDENT LOCATION:

IVER NAME:

IVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLET O

INJURIES:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: D

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

VEHICLE INSPECTED: LEAGE AT INSPECTION: NHEED WAS INSPECTION DONE. INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUIGNARY:

PAR STATUS:

BOURCE:

PEQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER MANE:

DEALER ADDRESS: , ,

CONTACT: ,

PROME MUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILHAGE • BUY-BACK: 0

MERP :

DEPRECIATION:

UPGRADE:

afternarket:

LEAGE TERM: DAKAGE:

OTHER:

TRANSACTION:

PAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

HADA: 0

SALES TAX:

BRANCH: NAME: ACCOUNT NUMBER: TERBST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LHGAL: LEGAL TYPE: LENON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: PRIRADE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 CONDEENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: . PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE WAMES: GINRSS: \* BUSINESS: 0 CCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE. PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER: CONTACT TYPE:

1

CONTACT PRONE: ADDRESS:

#### G M RESTRICTED

355012

CASE NUMBER: 02655390

VIN:

1G1YY32G0X5125304

DATE OPENED:

12/26/00

MODEL YEAR:

DATE CLOSED: 12/26/00

SERIES:

CORVETTE CONVERTIBLE

ACTIRCE:

YES '

MILEAGE:

2100

CUSTOMER:

ADDRESS:

HOME PHONE: BUS. PHONE:

STATE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

G M RESTRICTED

CUSTOMER:

ADDRESS:

WATERTOWN

CT

HOME PHONE:

CASE NUMBER: 02655390

VIN:

1G1YY32G0X5125304

MODEL YEAR:

1999

2100

**DATE OPENED:** 2000-12-26

BERIES: MILEAGE CORVETTE CONVERTIBLE

TH CLOSED: 2000-12-26

JURCE:

Phone

DELIVERY DATE:

Yes

DEALER NAME:

LOEHMANN-BLASIUS CHEVROLET INC

BRC TYPE: BRC PARENT:

DEALER ADDRESS: INTR 84 AT SCOT, , WATEREURY, CT, 06723, USA

M41 Steering Column/Lock/Attaching Parts

Broken

O REPAIR ATTEMPT (8)

LOCKED WHILE DRIVING

STEERING WEELL LOCK MECHANISM ENGAGED WHILE DRIVING 

cust states his steering wheel locked while driving into his driveway and he almost hit his other vehicles..cust states when turning into his driveway he heard four snaps..cust states appx a year ago an error msg light appeared and the dirshp advd him that this was an electrical concern and they reset the computer..cust states the diramp is going to pick his veh up on Friday and diagnose his concern..crm apologized for this incident and advd dust that his doncerns have been documented..orm provided request#..oust acknowledged..psm brown/aus; 0; 346694101

CIDENT DATE: IDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

IVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: D

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

S VEHICLE INSPECTED:

LEAGE AT INSPECTION:

MHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHOME NUMBER:

PRODUCT CODE:

\_\_\_\_

ENGINE TYPE:

MILEAGE . BUY-BACK: 0

MBRP :

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VENICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

SALES TAX:

PRECIATION:

UPGRADE:

AFTERMARKET:

LOCATION:

SE TERM:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEW PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE KAMES:

ACCIDENT:

\* BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES CHEER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

# FIELD INFORMATION NETWORK DATABASE

Case ID:	0144C/2003/UB
VIN Number:	1G1YY32G125108309
Desler Name:	
Declar No:	
Work Order No:	
Mas / EM:	
Contact Name:	Personal Data Excluded
kone Numbers	Personal Data Excluded
Comments:	106309 - Steering locked on acceleration while driving and engine shut off. Service steering column mag appeared

#### G M RESTRICTED

SE NUMBER: 1-72056558

VIN

1G1YY32G125131105

DATE

02/12/03

MODEL

2002

DATE

03/14/03

PARYES

SERIES MILBAGE CORVETTE 11100.

SOURCE: CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

NY

BUS. PHONE:

CORPORATION GENERAL MOTORS CHEVROLET DIVISION RESTRICTED G M

CUSTOMER:

ADDRESS: HOME PHONE:

Flushing ,

NY

CASE NUMBER: 1-72056558

VIN:

10177320125131105

MODEL YEAR:

2002 Corvette

DATE CLOSED:

DATE OPENED: 2003-02-12 2003-03-14

**SERIES:** MILEAGE:

11100.0000000

OURCE:

Phone

DELIVERY DATE:

TYPE:

DEALER NAME:

W. Babylon Chavrolet-Geo, Inc.

AC PARENT:

DARYes

DEALER ADDRESS:670 Montauk Hwy, West Babylon, NY, 11704-8225, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT (8)

Sticks

Steering column locked up; ; 2003-02-12

2003-02-12

Pre-Par Form; ; 2003-02-13

2003-02-13

CASE SCAN performed in Siebel & Corepoint: no related file found with this name/VIN; ;

2003-02-13 2003-02-13

Ownership Escalated to BRC; ; 2003-02-13

2003-02-13

rvice Request Ownership has changed FROM: SAMTOSB TO: BOYCER; ; 2003-02-13 D3-02-13

THIS FILE HAS BEEN ASSIGNED TO CHERYL DANZEY AT 57275; ; 2003-02-14

2

<u> 20</u>03-02-14

Cervice Request Ownership has changed FROM: BOYCER TO: DANZEYS; ; 2003-02-14 2003-02-14

Crm completed a case scan and there were no other files located on this veh.; ; 2003-02-14 2003-02-14

Crm spoke with the cust at the daytime#.; ; 2003-02-14 2003-02-14

Orm called the cust at the daytime#.; ; 2003-02-14 2003-02-14

Crm called H.B. Chevrolet in Forest Hills, NY 718-263-7700 BAC#111258.; ; 2003-02-14

Crw checked and did not locate Bayside Chev.; ; 2003-02-14 2003-02-14

Crm called the cust and left a callback message on the voicemail.; , 2003-02-14

Awaiting cust callback to locate a dealer to set EAA inspection.; ; 2003-02-18 2003-02-17

Crm received a voicemail from the cust at approx Sam this morning.; ; 2003-02-17

Crm called Bay Chev in Douglaston, NY 718-224-4400.; ; 2003-02-17 2003-02-17

Crm left a detailed fyi voicemail for the avm of Bay Chev, Ozgur Wroe, Node#80537 Mailbox#113050.; ; 2003-02-17 2003-02-18

Awaiting avo mgr of Bay Chev callback to set EAA.; ; 2003-02-18 2003-02-18

Crm called Bay Chev and spoke with the avc mgr, Jim Schoellig.; ; 2003-02-18 2003-02-18

Crm called the cust at the daytime#.; ; 2003-02-18 2003-02-18

Crm left a detailed udpate on the voicemail for the avm, Osgur Wroe of Bay Chev.; ; 2003-02-18 2003-02-18

Crm called the cust selling dealer: Palanker Chev in West Babylon, NY 631-422-3700 BACW111276.; ; 2003-02-18 2003-02-18

Crm left a detailed fyi voicemail for the avm, Frank Angelico, 914055-8480 of Palanker

Call the svc mgr again of Palanker Chev 631-422-3700, Rich Dahlgren....; ; 2003-02-19 03-02-19

Crm received a voicemail from the avm, Frank Angelico, thanking crm for update.; , 2003-02-19 2003-02-19

Crm called the avc mgr, Rich Dahlgren, again.; ; 2003-02-19 2003-02-19

The cust states it will be a few weeks before he can have the veh towed to the dealership.; ; 2003-02-19 2003-02-19

The cust states it will be a few weeks before he can have the veh towed to the demlership.; ; 2003-02-19 2003-02-19

Business Summary:; ; 2003-02-19 2003-03-05

Service Request has been Closed Satisfied.; , 2003-03-05 2003-03-10

SR in Status of Closed has been Re-Opened by WHITE; ; 2003-03-10 2003-03-10

wality audit complete; ; 2003-03-10 03-03-10

Service Request has been Closed Satisfied.; ; 2003-03-10 2003-03-14

Service Request has been Closed Satisfied.; , 2003-03-14

INCIDENT DATE: 2003-01-21 INCIDENT TIME: 12:18:00.000000 INCIDENT LOCATION: Community drive and northern boulevard Great Neck, My

DRIVER NAME: DRIVER DISABILITY: No DRIVER AGE:

OWNER DESCRIPTION: Steering locked up while driving

ALLEGED DEFECTIVE COMPONENT: Steering Column

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPLE: 1

ROAD CONDITION: Dry BODY INJURY: N

ROAD SURFACE: Apphalt

INJURIES:

S ANOTHER VEHICLE INVOLVED: BBER OF VEHICLES: 0

PROPERTY DAMAGE:

S VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: Has not claimed through insurance.

MAINTHNANCE LOCATION:

CURRENT LOCATION OF VEHICLE: 7221 Vleigh Place Cust home

MOTIFY NAME: Owner

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE BOAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

SOURCE:

RECURST TYPE:

REPURCHASE REASON:

TRANSACTION:

MEALER BAC:

ALER MANE

DEALHR ADDRESS: , ,

COMTACT: ,

PHOME NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MERP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

APTERNARKET:

LEASE TERM:

DAJOGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL

INTEREST PAID:

HAME:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

DEALER ADMINISTRATION: RELEASE :

LIEW PAYOFF: TITLE BRAND:

PLACEMENT VIN:

## GM RESTRICTED

CHER OF INJURIES: 0

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: O

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

COMPANY I

CONTACT NUMBER:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

562990I

VIN Number:

1G1YY32G1W5112611

Date Opened:

5/22/2002

Model Year:

1998

Date Closed:

5/22/2002

Series:

Corvette

Donler Code:

B08569

Miloager

33744

Address:

WIGGINS CHEVROLET BUGREENSBORO

State

GA

Deuler Phone:

SYMPTOM ABSTRACT--- COLUMN LOCKED WHEN PULLING IN GARAGE

RESOLUTION ABSTRACT- NO TROUBLE FOUND

UCC CODE 1----

UCC-1 DESCRIPTION- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/22/2002 11:20:06 SBD TEMPLATE - CRUMB STRATEGY BASED DIAGNOSTICS

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

**CALLER'S NAME JAMES OGLETREE** 

CUSTOMER CONCERN -COLUMN LOCKED WHEN PULLING INTO GARAGE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)CANNOT DUPLICATE

TAC RECOMMENDATION -

THIS REQUEST FOR ASSISTANCE ALLEGEDLY HAS PRODUCT AND OR PERSONAL LIABILITY INVOLVED, AND WE ARE UNABLE TO ASSIST YOU AT THIS LOCATION.

PLEASE HAVE THE CUSTOMER CONTACT THE GM CUSTOMER ASSISTANCE CENTER AND ASK FOR THE PRODUCT ALLEGATION GROUP.

05/22/2002 11:20:06 HISTORY - CRUMB

#### GENERAL MOTORS CORPORATION DIVIBION CHBVROLET RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

JAMAICA ,

**CASE NUMBER: 05551077** 

VTN:

1G1YY32G1W5123236

MODEL YEAR:

1998

DATE CLOSED: 2001-09-20

DATE OPENED: 2001-09-20

SERIES: MILRAGE: DESCRIONEN 46000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

No

DEALER NAME:

BAY CHEVROLET

BRC PARENT:

DEALER ADDRESS: 240-02 MORTHERN BLVD, DOUGLASTON, NY, 11363, USA

M41 Steering Column/Lock/Attaching Parts

O REPAIR ATTEMPT(8)

submerged under water and may have been

Other

locked while driving; dlr states veh was

A01 Open Campaign O REPAIR ATTEMPT (B) Other

notification of 00034

T04 General Information

O REPAIR ATTEMPT(8)

t this time

no other open campaigns or special policies

Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with comer [{Owners Manuals RUN
- C:\Progra-1\Plus!\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://daraweb/common/ProductCenter/GeneralInfo/content/CMC/SolutionsByComponentCode\_Corepoi nt.htm]]
- \* Validate with dealership if necessary
- Coordinate with deslarship to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

cust states owns used car lot, was test driving weh with prospective cust, while exiting freeway sterring column locked and was not able to steer. cust seeks if therey has any other weh's with same problem, orm advised what campaigns and special policies are and of request number. orm advised of open campaign 00034, and to take to dir to have performed. orw advised weh is out of wty therefore chevy cant pay for repairs, orm closing file satisfied. daniel kincheloe/cac/atx; 0; 369862568 2001-09-20

tim contacted Jim, swc mgr at Bay Chevy, the dlr cust took weh to get diagnosis. Jim stated web had been submerged under water and is a contributing factor to steering locking while driving, daniel kinchelos/cac/atx; 0; 369862639

INCIDENT DATE: CIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: 0

INJURIES

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VERICLE INVOLVED.

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

TIFY NAME:

WAS VEHICLE INSPECTED:

MILHAGE AT INSPECTION:

NHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VERICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

REQUEST TYPE:

REPURCRASE REASON:

TRANSACTION:

DHALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

LRAGE • BUY-HACK: 0

CONTACT: .

PRONE NUMBER:

PRODUCT CODE:

REGINE TYPE:

PAX NUMBER: BODY TYPE:

TRIN:

TRANSMISSION:

VERICLE DRIVEABLE:

ERC MARRANTY DATE:

MADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

CERP :

AFTERMARKET:

LEASE TERM:

DAMAGE: OTHER: NAME: ANCE: COUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: PELEASE: LIEN PAYOFF. TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: HAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF 80, WHERE: TERNAL CASE NUMBER: DATE: TILE NAMES: BUSINESS: 4 MUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 FURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0 DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

HAMR:

CONTACT NUMBER:

CONTACT TYPE: CONTACT PROBE:

ADDRESS:

COMPANY:

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHOME:



NY

CASE NUMBER: 01755976

VIN:

1G1YY32G1W5128338

MODEL YEAR:

1998

DATE CLOSED: 2001-01-22

DATE OPENED: 2000-10-02

SERIES: MILEAGE:

UNKNOWN 9000

SOURCE:

Phone

BRC TYPE:

DELIVERY DATE:

WILLIAMS CHEVROLET INC DEALER NAME:

BRC PARENT:

DEALER ADDRESS:390 B JERICHO TURNPIKE, SMITHTOWN, NY, 11787, USA

J01 Engine

5 REPAIR ATTEMPT(8)

for the veh

Hard Start - Hot Engine

car will not start and is concerned paying

N46 Keyless Remote Lock System

5 REPAIR ATTEMPT(8)

Other

perhaps causing no start problem

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(8)

locks up while driving

cust is dissatisfied with veh stalling 

ough states she has called before and has documented every time her weh stalls and is concered that is a bigger issue and she states that this stalling has happened four or five times and she has had it repaired three or so times and she is happy with the service at ramp dir and took to another place before because it was closer to the place where it stalled and where she lives she is just concerned with the veh stalling and being in a dangerouse place- cust on 9/29 was out and the veh stalled and walked to destination and then had it towed the towing place had it taken to the dir and they are currently looking at the web to determine the current prob and get it fixed...cust weeks some type of assist and for documenting the files she has exactly what has happened...crw let cust know that I will document and advised her to call back after the dlr has looked at and then we can go from there...she understood and just wanted to document what happened to veh and that it is in dlr

kradabaugh/atx; 0; 339350683 2001-01-18

CUSTOMER STATES SHE WOULD LIKE TO CLARRISY DOCUMENTATION. CUSTOMER STATES VEH., STALLING IS NOT ACTUALY STALLING THE VEH. STOPS AND DORS NOT START AGAIN. CUSTOMER STATES THIS HAS BEEN VERY DECOMPONIENT HAVING TO BE TOWED AND VEH DYEING AND GOING TO DEALERSHIP SERVERAL TIMES WITHIE A SIX MONTH PERIOD. CUSTOMER STATES THIS HAS BEEN COVERED UNDER A KNOWN PROBLEM WITH KEYLESS RETRY WITH VEH. CUSTOMER STATES AVM WILL CONTACT HER ON MONDAY. CUSTOMER SEEKS TO know what stactly bring done on this partiular concerns on this veh. Costomer States IT advised that the Steering Column Locking is related to knylmes matry concern that chevrolet AMARE OF. CUSTOMER SHEEKS A DIFFERENT CAR SUPPLIED TO HER DUB TO INCONVIENINCE. Evised Customer options on how to pursue request . Customer States vest. Was purchased as MEN BUT WAS REALLY A DEMO AND SEE WAS GIVEN A HEN CAR WARRANTY. CEM ADVISED CONTACT AND CONFERENCE WITH AVM AND LEASING MANAGER IS ADVISED TO ADDRESS ISSUE OF BRING SUPPLIED A DIFERENCY VEH.. CONTIN; 0; 348700321 2001-01-18

CUSTOMER STATES VEH WAS IN A ACCIDENT DEC. 14TH. CUSTOMER STATES THE STEERING COLUMN LOCK LIGHT WAS ON DURING ACCIDENT AND WOULD LIKE TO KNOW IF THIS WAS THE CAUSE OF ACCIDENT WHICH E VEH. SUUSTAMED \$ 3,000 OF DAMAGE. CUSTOMER STATES SHE DOES NOT FREEL COMPORTABLE TVING VEH. CUSTOMER STATES REAR WHEEL AXEL CRACKED BECAUSE OF ACCIDENT AS WELL. CUSTOMER STATES SHE IS LETTING CHEVROLET KNOW ABOUT COMPLAINT NOW BECAUSE SHE WIL BE OBTAINING AN ATTORNEY. CRM DOCUMENTED CONCERNS.
AMDREA SHELBY/AUSTIN/CARS; 0; 348700760
2001-01-18

CUSTOMER STATES SHE WOULDLIKE THE VEH. REPAIRED CORRECTLY OR SUPPLIED A DIFFERENT VEH.; 0; 348700816
2001-01-19

AVM CONTACT LORI KELLY CALLED AVM PAT GALLO ON BEHALF OF CRM ANDREA SHELEY. Lori Kelly/ATX; 0; 348797030 2001-01-22

AVM TODD YRLANO CALLED SEEKING TO UPDATE FILE. AVM STATED THAT THE VEHICLE CAME IN AFTER THE REPAIR W/ THE WARRING LIGHT FOR TH LOCKED STEERING. AVM STATED THAT HE SES NO REASON FOR PAR TO BE CONTACTED SINCE THE CUST WAS STRUCK FROM THE REAR. CHRISTOPHERPLACENTI/ AVM TEAM/ TAMPA; 0; 349050122
2001-01-22

AVM CONTACT LORI KELLY RESUBNITTED CALL TO AVM FRANK ANGELICO ABOUT THIS CUB'S CONCERN
BEFORE AVM TODD YELANO CALLED IN SEEKING TO UPDATE FILE. PREV AVM PAT GALLO STS THIS DLRSHP
IS UNDER AVM FRANK ANGELICO.
LOYI KOLLY/ATX; 0; 349053690
2001-01-22

CUB HAS ANOTHER FILE \*\*\*C 00991863\*\*\* IN WHICH SHE ALSO HAS PORTLAND CALLING THE AVM.

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: MINUSER OF VEHICLES: 0

PROPERTY DANAGE:

MAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS: AGENT MANE:

AGENT PHONE NUMBER:

NORE INFORMATION: MAINTHNANCE LOCATION: CURRENT LOCATION OF VEHICLE: MOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: LHAME AT INSPECTION: ERE WAS INSPECTION DOME: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TRST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: BOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DHALER NAME: DEALER ADDRESS: , , CONTACT: . PHONE MUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: EMGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE # BUY-BACK: 0 BRC WARRANTY DATE: MEDP: MADA: 0 SALES TAX: PRECIATION: GRADE: AFTERMARKET: LEASE TERM: DAMAGE OTHER: BRANCH: NAME: ACCOUNT NUMBER: IMPEREST RATE: INTEREST PAID: DHALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEDSON LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 CONDUMENTS: MAKE: LOCATION: ADDRESS: ,

RESTRAINT:

PROME NUMBER: EATING POSITION:

PR OF INJURY: EATED:

CITY/STATE: ,

IF SO, WHERE:

MXTERNAL CASE MUCHER:

DATE:

TITLE MAMBS:

BUSINROS:

CIDENT

BUSINESS: 0

ECRIPTION OF DAMAGE:

DATE OF ACCIDENT:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEAST AS:

DOES OWNER HAVE POSESSION OF VEHICLE; RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



ALBANY

GA E

CASE NUMBER: 03666647

VIN:

1G1YY32G1X5132388

MODEL YEAR:

1999

DATE OPENED: 2001-03-30

SERIES:

CORVETTE CONVERTIBLE

DATE CLOSED: 2001-03-30 SOURCE:

BRC PARENT:

Phone

MILEAGE:

BRC TYPE:

No

DELIVERY DATE:

DEALER NAME: LANGUALE CHEVROLET-PONTIAC-OLDSMOBIL

DRALBE ADDRESS:HNY 82 W., SYLVESTER, GA, 31791, UEA

M01 Steering General O REPAIR ATTEMPT(S)

Other LOCKS

A07 Referred to Dealer O REPAIR ATTEMPT(S)

Customer Satisfaction

REFERRED TO DLR

NO INFORMATION FOUND

est states his security system locks up steering wheel whem driving. Cust seeks to have THIS ISSUE TAKEN CARE OF. CUST STATES THAT THE DLR SAYS TO TAKE VEH WHERE HE FURCHASED IT, BUT THE CUST SAYS THAT IT IS TOO FAR AWAY, CRM TRIED TO CONTACT THE DLR AND SPEAK TO SVC MGR LOUIS STRIPLING, BUT HE WAS CURRENTLY OUT TO LUNCH, CRM WILL CALL BACK AFTER LUNCH. BERN-Z LES PERE, CAC, ATX; 0; 354825247

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPIE: 0

ROAD COMDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

EAS ANOTHER VEHICLE INVOLVED:

MBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

### AGENT PHONE NUMBER:

MORE INFORMATION:

INTENANCE LOCATION:

PRINT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

HILBAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TRETED: ROAD TEST DESCRIPTION:

BOAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

COURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

GINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

NILEAGE @ BUY-BACK: 0

NBRP:

NADA: 0 BALBS TAX:

DRYRHCIATION:

**UPGRADE:** 

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LHGAL:

LEGAL TYPE:

LEMON LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

LOCATION:

DRESS: ,

CITY/STATE: , PROBE NUMBER:

SEATING POSITION:

TYPE OF INJURY.

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE NAMES:

BUSINESS:

\* BURINESS: 0

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

387060

CASE NUMBER: 4988921

VIN:

101YY32G1Y5127631

DATE OPRHED: 08/23/01.

MODEL YEAR:

·c

DATE CLOSED:

SERIES:

00 YЭ

SOURCE:

CHEVROLET

MILEAGE:

018012

CUSTOMER:

B03073

ADDRESS:

HOME PHONE: 618 3455444

STATE:

IL

BUS. FHOME:

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

RESOLUTION ABSTRACT-

UCC CODE 1-----

DCC-1 DESCRIPTION--- STEERING

DCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/23/2001 09:25:06 SBD TEMPLATE - NICOLETTI

STRATEGY BASED PLAGNOSTICS (LIST DETAILS IN THAT 2 BOX)

NUMBER OF TIMES IN FOR THE SAME CONDITION

NUMBER OF DAYS VEHICLE IN DRALERSHIP FOR SAME CONDITION

(Y/N) IS THE VEHICLE IN THE DEALERSHIP

N (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\_ (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/E) ARE THERE ANY DIC'S

(Y/N) HAVE AMY REPAIRS BEEN MADE OR PARTS REPLACED

08/23/2001 09:25:06 HISTORY - NICOLETTI

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

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

6746978

VIN Number:

1G1YY32G2X5107743

Date Opened:

9/2/2003

Model Year:

1999

Date Closed:

Sea

Series:

Corvette

Dealer Code:

B32229

Mileage:

51061

Address:

DOBLES CHEVROLET-BUIMANCHESTER

State:

NH

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN STEERING STEERING COLUMN LOCKED WHEN D

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION-

09/02/2003 14:42:01 SBD TEMPLATE - BURKETT STRATEGY BASED DIAGNOSTICS

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

CALLER'S NAME (FIRST, LAST, AND POSITION) RICH SCOTT-TECH

CUSTOMER CONCERN - WHILE DRIVING THE STEERING COLUMN LOCKED ONCE.

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

NO DUPLICATION, NO PARTS REPLACED, CAMPAIGN HAS BEEN PERFORMED ON PREVIOUS VISIT, NUMEROUS DTCS IN DDM-PDM-IPC ALL HISTORY.

TAC RECOMMENDATION -

WIGGLE TEST WIRING TO COLUMN LOCK AND RELAY. CHECK FOR LOOSE GROUNDS 201-202.

09/02/2003 14:42:01 HISTORY - BURKETT

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED

CUSTOMER: ADDRESS:

INDIANAPOLIS

IN

HOME PHONE:

CASE NUMBER:

04609914

VIN:

1G1YY32G2X5113039

MODEL YEAR:

13000

DATE OPENED:

2001-06-19

SERIES: MILEAGE: CORVETTE CONVERTIBLE

DATE CLOSED:

2001-06-19 Phone

BRC TYPE:

DELIVERY DATE:

BLOSSON CHEV INC DRALER NAME:

BRC PARENT:

SOURCE:

DEALER ADDRESS: 1800 N SHADELAND AVE, INDIANAPOLIS, IN, 46219, USA

M01 Steering General 1 REPAIR ATTEMPT(6)

Inoperative LOCKS UP

Vehicle operation or design

IMSTRUCTIONS 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 [(SPBCIFIC SOLUTIONS RUN C:\Progra-1\Plus|\Micros-1\Iexplore;exe http://dargweb/common/ProductCenter/GeneralInfo/dontent/CMC/SolutionsByComponentCode\_Cormon
- \* 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

CUST STATES THAT HIS STEERING COLUMN LOCKED UP & HE COULD BARBLY CONTROL THE VEH. CUST HEARD FROM TOW CO THAT THAT WAS THE 4TH CORVETTE HE'S TOWED TOWAY WHERE THE STHERING LOCKED up. Cust seeks to let engineering know as unless thany vix cust will neverbuy another CORVETTE. HE HAS OWNED 6. CUST ALSO STATED DLR 19 MONDERFUL. CRM ADVISED WOULD DOCUMENT & SEND TO UPPER MONT & ENGINEERING. CUST SATISFIED. DIAME HOWARD/CAC/PDX; 0; 361832108

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER MANE: LIVER DISABILITY:

JUNES DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

JURIES:

WAS AMOTHER VEHICLE INVOLVED.

NUMBER OF VERICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY HAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

FURCE:

REQUEST TYPE:

REPURCHASE REASON:

DRALER BAC:

DEALER MAKE:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE BUMBER:

PRODUCT CODE:

FAK NUMBER:

BODY TYPE: TRIM:

REGIER TYPE: TRANSMISSION:

VHHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE:

NADA: 0

MAKE .

SALES TAX:

DEFRECIATION:

**UPGRADE:** 

APTERMARKET:

LEASE TERM:

DANAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

COUNT BALANCE:

DEALER ADMINISTRATION:

GAL

RELEASE:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIBN PAYOFF:

INTEREST PAID: DEALER BUYOUT:

TITLE BRAND:

REPLACEMENT VIN:

MBER OF INJURIES: 0

MAKE 1

LOCATION:

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

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS: MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

MPANY:

CONTACT NUMBER:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

CASE NUMBER: 02718042

VIN:

1G1YY32G2X5121142

DATE OPENED: 01/02/01

MODEL YEAR:

99

DATE CLOSED:

01/02/01

GERIES:

CORVETTE CONVERTIBLE

SOURCE:

YRS

MILEAGE:

27683

COSTOMER:

ADDRESS:

HOME PHONE:

STATE:

CA

BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE:

POWAY

CASE NUMBER: 02718042

Phone

Yes

VIN:

1G1YY32G2X5121142

MODEL YEAR:

1999

DATE OPENED: 2001-01-02

SERIES:

CORVETTE CONVERTIBLE MILEAGE: 27683

PATE CLOSED: 2001-01-02 JRCE:

DELIVERY DATE:

DEALER NAME: POWAY CHEVROLET OLDSMOBILE

C TYPE: BRC PARENT:

DEALER ADDRESS:13742 POWAY RD,, POWAY, CA, 92064, USA

MO1 Steering General 1 REPAIR ATTEMPT (S)

Other

colum locked up

No information steering locked up

missing information

Cust states that when backing out of driveway... (car was in gear and running) steering locked and became unmovable..... Car had to be towed to dlr..... Whole Steering 2001-01-02

Cust states possible safety issue, and wanted GM to be advised of his concern..... Andi Karg-pdx.cac; 0; 347306528 2001-01-02

CRM did advise cust that we have documented his concern, and gavehim file number. wised that as far is GN goes with this... they are considering it fixed... HOWEVER... the slightest indication of it happening again Cust understands to utilize Towing and have car looked at due to the safety issue.... Cust understand that he can call if he

Whole colum was replaced; 0; 99999

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

OWNER DESCRIPTION:

DRIVER DISABILITY:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPIE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

MARKE OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY HAME:

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

WHERE WAS IMPRECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUPPLIES.

PAR STATUS:

TRANSACTION:

SCORCE:

REQUEST TYPE:

PURCHASE REASON:

DEALER BAC:

DRALBR NAME:

PAGE:

## GM RESTRICTED

361436

ALER ADDRESS: , . ONTACT: , PRONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: APTERMARKET: LEASE TERM: DAMAGE: OTHER: NAME: BRANCH: ACCOUNT NUMBER: INTERRET RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELHASE: LIEN PAYOFF: TITLE BRAND: ZPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF SO, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE: TITLE HAMES: BUSINESS: \* BUSINESS: 0 DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 MILEAGR AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

KAMI :

PAGE: 4

GM RESTRICTED

361436

MPANY:

ADDRESS:

CONTACT TYPE: CONTACT PHONE:

PAGE:

315249

CASE MINUME, 3969185

VIN:

1017Y3202Y5105198

DATE OPENED: 06/01/00

MINDEL YEAR:

DATE CLOSED: 06/30/00

SOURCE:

YB

CHEVROLST

002113

CUSTOMER:

B10872

BERIES: MILEAGE:

ADDRESS:

STATE:

ИĎ

HOME PHOME: BUG. PROME:

SYMPTOM ABSTRACT---- COLUMN ALLEGED STREELING COLUMN LOCK WHILE UPI

RESOLUTION ABSTRACT- LOCKING PARTS, RACK/SECTOR/LOCK BOLT/ACTUATOR ROD, S

UCC CODE 1-----

UCC-1 DESCRIPTION --- STREETING

DCC CODE 2-----

UCC-2 DESCRIPTION----

DCC CODE 3-----

UCC-3 DESCRIPTION---

06/01/2000 15:49:08 EBD TEMPLATE - BURKETT STRATEGY BASED DIAGROSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME COMPITION
- MINERER OF DAYS VERICLS IN DEALERSHIP FOR SAME COMMITTON
- Y\_ (Y/M) IS THE VEHICLE IN WER DEALERSHIP
- N. (Y/N) IS THE VEHICLE MODIFIED/MON-PRODUCTION ACCESSORIES (IF YES LIST
- N. (Y/M) CAM COMPLAINT BE HUPLICATED (IF YES, FREQ., HOT, COLD, MYC.)
- N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- X\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS CONGLAIMS
- Y\_ (Y/H) S/N SEARCH COMPLETED (15 YSS, LIST SECTION, FG.)
- Y\_ (Y/M) BULLMYIM OR PI SEARCH PERFORMED:
- (Y/M) IS THE CUSTOMER CONCERN THE SAME AS STAFTOM DESCRIPTION (IF NO LIST)
- \_Y\_ (Y/H) CONDUCTION DETAILS (LIST DIC'S, ETC.)
- (Y/M) DIREMOSIS (PARTS REPLACED, VEH. HISTORY, MIC.) 05/01/2000 15:49:08 HISTORY - BURKSTY TECH (SAM) CALLED SHEEKING IMPO ON A STREETING COLUMN CONCERN ON A 2000 CONVETTS. COST ALLEGES THE COLUMN LOCKED UP WELLE BACKING OUT OF HIS GARAGE THE OTHER DAY AND SERVICE COLORN MESSAGE WAS DISPLAYED. DER STE HE CAMMOT DUPLICATE COND AND CAR HAS NO DICCH.

ADV DER TO CALL PROME MUNEUR FROM P/I ACCOUNT TO FIRE OUT IF INCIDENSIES. IS STILL LOCKING FOR CASES WITH THIS ALLEGED COMD.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

6771798

VIN Number:

1G1YY32G325101149

Date Opened:

9/11/2003

Model Year:

2002

Date Closed:

-----

Series:

Corvette

Dealer Code:

B32099

Mileage:

21455

Address:

CHEVROLET OF LOWELL LOWELL

State:

MA

Dealer Phone:

SYMPTOM ABSTRACT --- STEERING HILE HE WAS DRIVING THE VEH THE STEE

RESOLUTION ABSTRACT-

UCC CODE 1----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3----

UCC-3 DESCRIPTION ---

09/11/2003 13:23:01 SBD TEMPLATE - ESCAMILLA STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- \_7\_ 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)

SCOTT KEINS TECH

**CUSTOMER CONCERN -**

STEERING COLUMN LOCK UP

OWNER ALLEGES WHILE HE WAS DRIVING THE VEH THE STEERING WHEEL LOCK UP AND STALL OUT.

THE MESSAGE REMOVE THE KEY AND WAIT 10 SECS APPEARED AND AFTER HE PERFORM KEY REMOVE THE VEH STARTED AND RUN AND HE DROVE TO THE DEALER.

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

COMPARE TO LIKE VEHICLE?)

SCOTT KEINS REPORTS THAT HE HAS NOT VERIFIED THE CONCERN.

TAC RECOMMENDATION -

SCOTT KEINS OF PI01137.

RECREATE THE CONCERN AND MONITOR BOM INPUTS.

INFORM THE AVM.

# VAL ESCAMILLA 09/11/2003 13:23:01 HISTORY - ESCAMILLA

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

5003858

VIN Number:

1G1YY32G3X5128214

Date Opened:

8/29/2001

Model Year:

1999

Date Closed:

10/16/2001

Series:

Corvette

Dealer Code:

B08040

Milegre:

16205

Address:

BELLAMY-STRICKLAND CMC DONOUGH

State:

GA

Dealer Phone:

SYMPTOM ABSTRACT--- CAMPAIGN COLUMN CAMPAIGN 01044

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/29/2001 08:22:47 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- \_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
- \_Y\_ (YAN) CAN COMPLAINT BE DUPLICATED
- \_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) SERVICE INFORMATION SEARCH COMPLETED
- \_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- \_N\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- \_N\_ (Y/N) ARE THERE ANY DTC'S
- \_N\_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/29/2001 08:22:47 HISTORY - RADZIOCH

CUSTOMER CONCERN: CAMP, 01044

TECH DIAG: JOHNNY STATES COLUMN LOCK WORKED PROPERLY UNTIL THE CAMPAIGN WAS PERFORMED. TECH STATES HE PULL THE FUSE AND PUT THE KEY IN THE IGNITION AND LOCK FAULT SETS.

ADVISED TECH; PER A000265, CHECK A-PILLAR GROUNDS, RECHECK CHECK PIN FIT, TRY KG RELAY.

09/07/2001 11:36:52 WILL - DLR CALLED STS OWNER CLAIMS THAT THE STEERING COLUMN LOCKED. DLR STS THE OWNER CLAIMS THEY PULLED THE VEH OFF THE ROAD AND STOPPED. DLR STS OWNER THEN DROVE THE VEH INTO THE DEALERSHIP. DLR STS THE OWNER CLAIMS THE SERVICE COL MESSAGE WAS DISPLAYED. DLR STS THERE IS NO OTC'S IN THE VEH. DLR STS THE CAMP HAS BEEN PREV DONE. DLR LOOKING FOR ANY INFO.

TAC QUESTIONED THE DLR ON IF THE STRO WHEEL DID LOCK THEN HOW DID THE OWNER PULL THE VEH OFF THE ROAD. TAC ADVIDLE IF THERE IS A CONCERN AND THE SERVICE COLIMESSAGE IS DISPLAYED THE VEHICUES INTO A LOW POWER MODE AND WILL NOT GO OVER 3 MPH OR STALL THE ENGINE. TAC ADVIDLE TO SEE IF ABLE TO DUP CONCERN. J. WILL.

09/13/2001 10:00:28 MEYERS - DEALER SURVEY WAS PERFORMED

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

4036538

VIN Number:

1G1YY32G4X5106321

Date Opened:

7/3/2000

Model Year:

1999

Date Closed:

12/14/2000

Series:

Corvette

Dealer Code:

B1 1441

Mileage:

o

Address:

PIEMONTE'S DUNDEE CHEAST DUNDEE

State:

14.

Dealer Phone:

SYMPTOM ABSTRACT--- LOCK STEERING STRG COLUMN LOCK WHILE DRIVE

RESOLUTION ABSTRACT-TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1-----

UCC-1 DESCRIPTION- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION-

07/03/2000 16:44:09 SBD TEMPLATE - FERRIS

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)
- \_Y\_ (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) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PQ.)
- \_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- \_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- \_\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- \_\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

07/03/2000 18:44:09 HISTORY - FERRIS

COLUMN LOCK WHILE

DRIVE.

TECH STATES HE PREVIOUSLY PHONED AN ENGINEER FOR THIS CONDITION, CUSTOMER CLAIMING LOCKED WHILE DRIVING...TECH NOTES CURRENTLY STILL LOCKED.

ADVISED TECH OF PI A000914......TECH TO PHONE ENGINEER AND LEAVE MESSAGE IF NOTHING IS HEARD IN 24 HOURS TECH TO REPAIR VEHICLE AS NEEDED.

## GENERAL MOTORS CORPORATION CHEVROLET DIVISIÓN RESTRICTED

CUSTOKER: ADDRESS: HOME PHOME:



CASE NUMBER: 00653106

VIN:

1G1YY32G4X5117433

MODEL YEAR: 1999

DATE OPENED: 2000-06-16 SERIES:
DATE CLOSED: 2000-06-26 MILEAGE:
SOURCE: Phone DELIVERY:

CORVETTE CONV

DELIVERY DATE:

DEALER NAME: MODERN CLASSIC MOTORS INC

33000

BEC TYPE: BRC PARENT:

DEALER ADDRESS:355 WILLIAM HILTON PRWY, HILTON HEAD

ISLAND, SC, 29926, USA

M41 Steering Column/Lock/Attaching Parts

Other

C REPAIR ATTEMPT (S) TWICE WHILE IN MOTION CUST STATED THAT STRERING WHEEL LOCKED

99' VETTE STEERING LOCKED UP

ST STATES TEAT HIS 99' CHEVY CORVETTE'S STEERING WHEEL HAS LOCKED UP TWICE. THE SECOND ime tris happened he clained he was driving 65mph. Cust 8mbks for GM to Guarantee that this wow't happen again. Cust at this time doesn't feel safe driving this veh. Current Mileage 33,000k. CUST PURCHASHD THE VEH AT FULLER CHEVY BUT, THE VEH IS AT MODERN CHEVY HAVING A MEW STEERING LOCK REPLACED. PRIOR TO THIS CUST HAD THE IGNITION REPLACED. CRM CONTACTED MODERN CHEVY SVC DEPT. TEREBA STATED THAT THEY HAVE NEVER HEARD OF A STEERING WHEEL LOCKING UP ON THE 99' VETTES WHILE THE CUST WAS DRIVING . CRM ADVISED CUST THAT SHE WILL RESEARCH THIS issue and get back w/cust fri fm. Cam called fuller chevy where cust furceasentes veh. Suc MGR STATED THAT CUST HAB NOT HAD ANY WORK DONE SINCE JAN. 99'. AT THIS POINT HE SAID HAVE MODERN CHEVY DEAL W/18SUE. CRM WILL CONTACT AVM FOR MODERN CHEVY IN GA. WAGNER/PDX; 0; 330036177

2000-06-16

CUST CALLED. CUST STATES HIS WORK PHONE IS CUST STATES IF HE IS NOT AT WORK any one there can take a message. Cust States he wants will repurchased.

HRIAN BONGIORNO/PDX; 0; 330038730 2000-06-19

AVM GARY ROSS CALLED BACK MONDAY AM. ACCORDING TO DRISHP AND ENGINEERING THEY FEEL THAT THE STEERINGG PROBLEM HAS BEEN FIXED. WAGHERL/FOX; 0; 330289200 2000-06-22

CRM RECEIVED CALL FROM ASK KIRK PALIS/GA. HE ASKED FOR NOTE REVIEW. CRM READ ALL NOTES IN THIS ACCOUNT, ASM STATED THAT A MESSAGE WAS PORNARDED FROM ASM GARY ROSS B/C IT WAS SENT TO WIRCHIG AVM. ASM PLAIS STATES THAT HIS DLIBBID MODERN CHEVY REPORTS THATCUST PICKED UP VEH recently. Also that cust was interested in Euying a new ven from another chevy dealership. n states that • This time, no assistance is being extended to cust other than repairing

THE UNDER THE TERMS OF THE WARRANTY. CRM NOTED ACCOUNT ACCORDINGLY. NO ACTION REQUIRED FROM THIS CRM. ONIKA FEMMELL/TAMPA/AVM LINE.; 0; 330550338

2000-06-25

Cust states that steering wheel looks while he is driving. Veh has been repaired but cust states that he believes that it will lock up again. Cust seeks repurchase. Case scan

reveals that cust has been denied assistance by AVM Kirk Palis. Veh has been repaired. Crm spoke with erv mgr, Marty Hay, who stated that, although dir has been unable to plicate concern, they did replace the stering lock acuator as a precaution. Veh is maired and make to drive. Crm advised cust that decision had been made. Crm advised that concerns would be documented. Curtis Scholl/Portland; 0; 330904329

Rejecting denial letter DL0025 b/c there is no TM approval and cust did not request letter. Connie Herb/Corr App/Portland; 0; 330915401 2000-06-26

Crm received denial. Curtis Scholl/Fortland; 0, 330917072

INCIDENT DATE:

DRIVER NAME:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT PESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

CHER OF PROPER: 0

JURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY MAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

NORE INFORMATION: NAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE IMSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

BOAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

BAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON.

DHALMR BAC:

TRANSACTION:

DEALER NAME: DEALER ADDRESS: , , MTACT: , ONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILEAGE O BUY-BACK: 0 MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE : OTHER: BRANCH: MAKE: 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: OMBER OF INJURIES: 0 COMMENTS: NAKE 1 LOCATION: ADDRRSS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: \* BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILHAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: 

RAME: COMPANY: CONTACT NUMBER: 1 CONTACT TYPE: CONTACT PHONE:

ADDRESS 1

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

5784307

VIN Number:

1G1YY32G4X5132367

Date Opened:

8/2/2002

Model Year:

1899

Date Closed:

Series:

Corvette

Douler Code:

B!3482

Milango:

21756

Address:

OCONNOR CHEVROLET, IROCHESTER

State:

NY

Dealer Phone:

SYMPTOM ABSTRACT--- STEERING STEARING WHEEL IS LOCKING

RESOLUTION ABSTRACT-

UCC CODE 1------

UCC-1 DESCRIPTION-STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/02/2002 09:45:34 SBD TEMPLATE - SHERMAN STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- \_t\_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)

**CUSTOMER CONCERN -**

CUSTOMER STATES THAT THE STEERING WHEEL IS LOCKING WHEN GOING DOWN THE ROAD.

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

TECH STATES THAT THE LOCKING PLATE WAS NOT REMOVED WITH 01044.

TAC RECOMMENDATION -

TAC ADVISED TO RE PERFORM 01044.

TAC ADVISED TO ATTEMPT TO DUPLICATE THE CONCERN.

TAC ADVISED POSSIBLE POWER STEERING CONCERN.

08/02/2002 09:45:34 HISTORY - SHERMAN

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

LEBANON , TN

CASE NUMBER:

06622657

VIN 1 101YY32G4Y5116252

MODEL YEAR: 2000

DATE OPENED: 2002-04-01

Series:

MILRAGE:

CORVETTE CONVERTIBLE 49934

DATE CLOSED: 2002-04-01 SOURCE:

Phone

DELIVERY DATE:

BRC TYPE: BRC PARENT: No

DRALER NAME: DEALER ADDRESS:

M02 Steering Linkage/Component Parts

Other

O REPAIR ATTEMPT(S)

CUST. STATES THAT VEH WON'T STEER

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://caraweb/webknowledge/ProductCenter/GeneralTnfo/content/SolutionsByComponentCode.htm]]
- Identify if earlier repairs have been attempted? -[[Fossible Chronic Rep RUN]
- C:\Progra-1\Plus|\Micros-1\Iexplore.exe
- http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.html]
  - ( 1st attempt offer to coordinate repair at a dealership)
  - ( Previous repairs)
    - 1) Review warranty history on "VIN Profile" tab
    - 2) Contact appropriate Service dealership to discuss
    - 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 RUM C:\Progra-1\Plus:\Micros-1\Iexplore.exe

http://carswab/wabknowledge/CARSCP/SBS/html/CustomerRequestsVahicleRepurchase.html]

Vehicle repair request - Repair not done

cust. States that see is 2ed owner of this veh having purchased last werk from an addition. CUST. STATES TEAT VER IS STILL IN BUS. HAME AS SHE HASN'T PAID TAXES YET. CUST. STATES TEAT YESTERDAY EER STEERING COLUMN LOCKED UP WHILE TRAVELING. CUST. STATES THAT SHE HAS TO PAY A TOW BILL HOW. CUST. STATES THAT DER ADVED HER THAT THERE WAS A RECALL AND THEN ADVED HER THAT THERE WAS NOT. CUST. SEEKS IF SHE IS UNDER RECALL. CRM CALLED DLR AND GOT VIN #. THEY ADVSD OF CAMPAIGN ON SOME OTHER CORVETTES BUT CUST. VEH DORS NOT QUALIFY. CRM ADVSD CUST.

d she states that she will go ahead and pay for the repairs. CRM closing file as sat. MRISTY STONEBRAKER/CAC/TPA; 0; 386538326

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

IVER NAME:

IVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPER: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

ROTIFY NAME:

B VEHICLE INSPECTED: TLEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

BOAD TRET RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DBALER HAMB:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

NILRAGE . BUY-BACK: 0

ERP:

DEPRECIATION:

UPGRADE:

AFTERNARKET:

LEASE TERM:

DANGER OTHER:

TRANSACTION:

FAX NUMBER:

BODY TYPE:

TRIK:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

HADA: 0

SALES TAX:

BRANCH NAME: ACCOUNT NUMBER: INTERPET PAID: TERRET RATE DEALER BUYOUT: ACCOUNT BALANCE LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: MAKE: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: DINESS: BUSINESS: 0 CIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHABE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

HAME: COMPANY: CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

PAGE:

#### GM RESTRICTED

336756

CASE NUMBER: 00553202

VIN:

1G1YY32G5X5122978

DATE OFMERED: 06/07/00

MODEL YEAR:

1999

DATE CLOSED: 06/07/00

SERIES:

CORVETTE CONV

SOURCE: CULTONIER: YES

MITTERAGE:

ADDRESS:

HOME PHOME:

STATE:

12

BUS. PRONE:

DELIVERY DATE:

DEALER MAME:

CADITOL CREVEGLET SOUTH, INC.

BRC PARENT:

DEALER ADDRESS: 5200 SOUTH IN 35, AUSTIN, TX, 78745, USA

MO1 Steering General O REPAIR ATTEMPT(B)

Inoperative

LOCKED UP WHILE DRIVING

STREETING LOCKED UP

cust stated that witle driving at 30 MpH his strening locked by and he almost had an ACCIDENT. HE HAD VEE TAKEN TO CAPITOL CHEV. HE WASTOLD BY ENIC POSEY, SYC MER, THAT THIS PROBLEM IS HAPPENING IN CORVETTES AND EVEN 200 TIMES AFTER REPAIR ATTEMPTS. COST does not want to set foot in the ver again. His exother is a liability attorney and told HIM NOT TO. CUST WANTED TO KNOW WHERE TO GO TO REACH THE RECHT PERSON TO GET RID OF VEH.

CRM SPOKE TO ERIC POSEY AND WE BOTH AGREED TEAT ALL TEAT CAN BE DONE RIGHT NOW IS TO TRY TO REPAIR THE VEH. IT IS TOO BARLY TO INVOLVE AVM. I CALLED BACK CUST AND GAVE HIM THIS information. He would not accept it. Told him to contact ees as mentioned in each of CHANGER'S NAMUAL. SINCE IT APPEARS HE ALKEADY HAS A COURSE OF ACTION IN MINED, I TOLD RIM THAT I COULD MOT BE OF ANY OTHER HELP. HE WAS NOT REALLY ROOM, NOT HE SAID GOODSYE AND HUNG UP THE PHEME VERY OUICELY. CHARLOTTE BIOLEFER/AUSTIN TI: 0; 329252915 2000-06-07

COST ALSO ASKED ASKET LOANER VEH. I PORGOT TO ASK SELC POSSY. I TOLD COST TO CONTACT CHARLOTTE SUCESSIE/AUSTIN TI, 0; 329252994 HIM ABOUT LOAMER.

INCIDENT DATE:

INCIDENT TIME:

DECIDENT LOCATION:

DRIVER MAKE:

DRIVER AGE:

DRIVER DISABILITY:

CHOIGH DESCRIPTION:

#### GM RESTRICTED

336756

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

MOMBBER OF PROPERT O

DESCRIPE:

ROAD COMDITION: BODY INJURY:

ROAD SURFACE:

IGAS ANDYERR VEHICLS INVOLVED:

MARCH OF VISITOLIES

PROPERTY DAMACE:

NAS VERTICAS IMPORTO:

INSURANCE COMPANY MAKE: INSTRANCE COMPANY ADDRESS:

ACENT HOME:

ACCURATE PROCESS MUNICIPAL :

MORE INFORMATION MADITERANCE LOCKFROM: CORREST LOCATION OF VEHICLE: MOTIFY MAKE:

WAS VEHICLE DESPECTED: MILHAGE AT IMPROCESSE: MIRKE WAS INSPECTATION DOME: INSPECTORS NAME: INSPECTION DATE:

WAS VERDOLK BOAD, SHOTED:

ROAD TREE DESCRIPTION.

CAD THEY REMUKE: THE THE PROPERTY.

INVESTIGATIVE SCHOOLS

DAR STATOS:

unicaning and a second a contract of the contr

SCHOOL STREET

MEGGEST TIPE:

REPURCHASE REMODE:

DEBLUR BAC: DEALER HAME: DEALER AUDRESS: , , COMPACK: ,

MICHE WHER:

PRODUCT CODE:

ESPINE TIPE:

MILENGE & BUY-BACK: 0

MERP:

DEFRECIATION: UPGRADE: APPENDARKET: LEASE TERM: DAMPAGE:

OTHER: BRANCE:

ACCOUNT NUMBER:

TRANSACTION:

FAX HIMBER: BUDY TYPE:

TRIM:

TRAMENISSION:

VERLICLE DRIVEABLE: BRC WARRAWFY DATE:

MADE: 0 SALES TAX:

MAKE:

PAGE: 3

LOCATION:

GH RESTRICTED

336756

INTEREST RATE:

DETERBET PAID: DEALER BUYOUT

ACCOUNT BALANCE:

LECAL

LEGAL TYPE:

LEDSCH LANG:

DUALER ADMINISTRATION:

KELAMSE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

BERLACIMENT VIR:

MUNICIPAL OF INSURINGE O

CONCERNS:

Mile:

ADDRESS: ,

CITY/8TMIR: , PROME MINERAL

MERTING POSITION: TYPE OF THIURY:

TREATED:

RESTRAINE:

DATE:

IF SC. MEDICULE:

EXTERNAL CASH MUMBER:

TITLE MAKES!

CCIDENT: \* BOSTNESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DRINGS;

FUNCSIASIS/LEASIS: 0 .

MILENGE AT PUNCHMEN, O

DATE OF FURCEASE/LEASE:

PUNCHASE/LEASE AS:

DOMES CHANGE WAVE POSSESSION OF VARIOUS:

PERCEUTION SOURCE:

COMPANY:

MINERES:

CONTRACT MUNICIPAL

1

COMMON TYPE:

CONTROL PROFES

# TECHNICAL ASSISTANCE SYSTEM

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

Cese No:

3922303

VIN Number:

1G1YY32G5X5129168

Date Opened:

5/10/2000

Model Year:

1900

Date Closed:

5/26/2000

Series:

Corvette

Dealer Code:

B15516

Mileage:

4952

Address:

QUIGLEY CHEVROLET BALLY

PA State:

PA

Dealer Phone:

SYMPTOM ABSTRACT--- LOCK STEERING UNWANTED ALLEDGED STEERING COLU

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 ---

05/10/2000 09:42:43 SBD TEMPLATE - THOMPSON

#### 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.)
- \_\_\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE 1
- \_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.) U1016 U1084 U1096 B2282

B2283 B2284 B2285

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

05/10/2000 09:42:43 HISTORY - THOMPSON

TECH STS CUST ST9 STEERING COLUMN LOCKED WHILE DRIVING;

TECH \$T\$ HAS NOT DUPLICATED, ST\$ HAS DTC'S U1016 U1084 U1096 B2282 B2283

TAC DISCUSSED DCS MESSAGE, WHICH STS; TO: ALL CHEVROLET DEALERS

(CC: KAREN DOTY@US\_GM\_WRN\_MCD01)

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: SHILPAN AMINNAME: ANDY BRENZ

PHONE: (810) 756-7962-OR-PHONE: (810) 575-1851

PAGER;(800) 769-7243 PIN: 116-1724PAGER;(800) 769-7243 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 IT'S 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

TAC SUGGESTED TECH CALL BEFORE PROCEEDING;

TECH TO COMPLY, ADVISE...

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

5538366

VIN Number:

1G1YY32G615133351

Date Opened:

4/15/2002

Model Year:

2001

Date Closed:

Series:

Corvette

Dealer Code:

B32263

Mileage:

8

Address:

COLONIAL SOUTH CHEVRFALL RIVER

State:

MA

Dealer Phone:

SYMPTOM ABSTRACT--- LOCK STEERING WHEEL STEERING WHEEL LOCKED WHI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION-

04/15/2002 14:20:34 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- 1\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- 1\_\_ 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
- \_\_ (YAN) 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

04/15/2002 14:20:34 HISTORY - WILSON

STOCK UNIT.....

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

STEVE MELLO (TECH)

**CUSTOMER CONCERN -**

PROSPECTIVE OWNER ALLEDGES THE STEERING WHEEL LOCKED SEVERAL TIMES

BA02-031 / GM22C

WHILE HE WAS TEST DRIVING THE VEHICLE AROUND THE DEALERS LOT ....

DEALER COMMENTS/DIAGNOSIS NO DIAGNOSIS DONE...TECH FOUND PI A001328...

TAC RECOMMENDATION -

ADVISED TECH OF CONTENT...

CONDITION/COMPLAINT: CUSTOMER MAY ALLEGE THAT THE STEERING COLUMN LOCK ENGAGED WHILE VEHICLE WAS BEING DRIVEN.

POSSIBLE CAUSE: LACK OF UNDERSTANDING OF SYSTEM BY CUSTOMER.

CORRECTION/RECOMMENDATION: TO DATE, GM AND THE NATIONAL HIGHWAY TRAFFIC & SAFETY ADMINISTRATION (NHTSA) HAVE HAD NO VALID CASES OF THE STEERING COLUMN LOCK ENGAGING DURING VEHICLE OPERATION. IF A DEALERSHIP REPORTS AN ALLEGED INCIDENT TO TAC, PLEASE FOLLOW THE P.A.R. GM TAC PROCESS.

### ADDITIONAL INFORMATION ON SYSTEM OPERATION:

IF THE VEH IS ATTEMPTED TO BE DRIVEN AND THE COLUMN HAS FAILED TO SUCCESSFULLY UNLOCK OR THE BOM DOES NOT RECOGNIZE THE UNLOCK, THE SYSTEM WILL TURN OFF THE FUEL AT APPROXIMATELY 2 MPH. FREQUENTLY, THE CUST WILL DESCRIBE THIS AS "THE VEHICLE STALLED" WHILE ATTEMPTING TO MOVE IT.

ADDITIONAL INFORMATION ON HOW CUST MAY INTERPRET NORMAL OPERATION FOR ENGAGEMENT WHILE DRIVING:

IN SOME CASES, THE COLUMN LOCK MAY NOT "DISENGAGE" AT START UP AND THE CUST DOESN'T NOTICE IT UNTIL TRYING TO TURN WHILE BACKING OUT OF THEIR DRIVEWAY. THE VEH MAY ALSO STALL. THIS WOULD NOT BE AN EXAMPLE ENGAGEMENT WHILE DRIVING AND THE DEALERSHIP SERVICE DEPARTMENT SHOULD CLARIFY THE COMPLAINT WITH THE CUSTOMER.

## GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



MEDFORD

NJ

CASE NUMBER: 04645077

VIN:

1G1YY32G6X5124044

MODEL YEAR: SERIES:

1999

DATE OPENED: 2001-06-21 DATE CLOSED: 2001-06-25

MILEAGE: 16000

SOURCE:

Phone No

DELIVERY DATE: DEALER NAME:

BLKINS CREVROLET LLC

CORVETTE CONVERTIBLE

BRC TYPE: BRC PARENT:

DEALER ADDRESS:401 RTE 73,, MARLYON, NJ, 08053, USA

C28 Seat Belt System 1 REPAIR ATTEMPT(8)

Seat Balt System SEAT BELTSTICKING

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(8)

Inoparativa

STEERING WHEEL LOCKED UP & SHUT VEH DOWN

B14 Door

1 REPAIR ATTEMPT(S) SEAT BELT OPERATION Chip/Chipped

DOOR ROCKER PANEL CHIPPED UP BY FAILED

icle operation or design

### INSTRUCTIONS TO CRM:

- \*Pinpoint / understand condern
- \* Determine Customers expediation
- \* 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/CMC/SolutionsByComponentCode\_Corepoi
- 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

1-06-22

COST STATES THE POWER STEERING FAILED & SHUT THE VEH DOWN CUST WAS GOING SLOW, BACKING OUT OF THE GARAGE WHEN THIS OCCURED. CUST STATES HE BELONG TO A CORVETT CLUB & HE ASK THE MEROGERS IF THEY HAD REPERIENCED THIS CONCERN, 42 OUT OF 128 PROPLE HAD EXPERIENCED THE SAME CONCERN , ALSO THE SEAT BELT WAS STICKING & CAUSED THE DOOR TO BE DAMAGED, CRM CALLED ROBERT AT DLR HE STATES THE CUST IS A EXTREMELY GOOD CUST HEOWES 6 VER'S PERSONALLY & HAS A FLEET OF CHEV'S FOR HIS BUSINESS, ROBERT ASKED CRM TO CONTACT AVM IN CUST BEHALF TO GET DOOR PEPAIRED \*4 ASK AVM TO CHECK WITH ENGINEERING ABOUT COMERN OF STEERING WHEEL. CRM WILL Comtact avm & Call voust back on tube june 26 01 abytime on cust cell fit \*\*\* \*\*\*\* CRM/PATTI SINON/PDX/CAC/6/21/01; 0; 361996374

AVM CALLED, HE STATES HE SPOKE WITH THE DLR & WHAT CUST IS ACTUALLY SERKING IS A WRITTEN STATEMENT STATEING. THAT THIS CONCERN WITH THE POWER STEERING WILL NOT HAPPEN AGAIN. AVM STATES, HE DORS NOT HAVE THE AUTHORITY TO DO THAT, AND MISTER DOES ANYWHELSE HAVE THE AUTHORITY TO MAKE SUCH A BROAD STATEMENT. AVM WILL SPEAK TO THE SVC MANG ABOUT THE DOOR

PANEL. AVM WILL NOT CALL CUST BECAUSE THERE IS NOTHING TO DISCUSS. CRM WILL ADVISE CUST. CRM/PATTI SIMON/PDX/CAC/6/22/01; 0; 362068877

L-06-22

CRN CALLED CUST & ADVISED OF AVM MESSAGE, CUST SEEKS TO HAVE AVM PUT IN WRITTING THAT CONCERN WILL NOT REOCCUR WITH POWER STEERING, CRM ADVISED CUST THAT CAN NOT BE DONE. IT IS NOT POSSIBLE TO MAKE SUCH A BROAD STATEMENT. CRM ADVISED CUST THAT AVM WILLCONTACT DLR ON THE DOOR CONCERN & CRM WILL FOLLOW UP WITH DLR TO SEE IF CONCERN CAN BE REPAIRED UNDER WARRANTY. CRM/PATTI SIMON/PDX/ CAC/6/22/01; 0, 362071340

CRM CALLED DLR AND WAS ADVISED THAT AS PER AVM DECISION HE IS GOING TO REPAIR CUST DOOR CONCERN. AVC MGR ROBERT ADVISED CRM HE WOULD BE CALLING CUST. CRM CALLED & SPOKE WITH CUST WIFE ADVISED CUST OF GOODWILL. CUST HAPPY WITH THIS DECISION. CRM/PATTI SINOH/PDI/CAC/6/25/01; 0; 362349634

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PEOPLE: 0 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VERICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT HAME:

AGENT PROME NUMBER:

NORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY MAKE:

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

MAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

P INSPECTED:

ESTIGATIVE SUMMARY:

PAR STATUS:

**SOURCE:** 

REQUEST TYPE:

TRANSACTION:

#### REFURCHASE REASON:

LER BAC: ER HAME: DEALER ADDRESS: , ,

CONTACT: .

PHONE NUMBER: PRODUCT CODE: FAX NUMBER: BODY TYPE:

TRIN:

ENGINE TYPE:

TRANSNISSION: VEKICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MERP:

MADA: 0 SALES TAX:

NAME:

DEPRECIATION:

**UPGRADE** :

AFTERMARKET: LEASE TERM: DANGAGE:

OTHER: BRANCH:

ACCOUNT NUMBER:

INTERREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LHGAL:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VHHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

LACEMENT VIN:

**NUMBER OF INJURIES: 0** 

COMMENTS:

NAME:

LOCATION:

1

ADDRESS: , CITY/STATE: , PROME MUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

THE PARTY OF THE P

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE MAMES: DUDINBAS:

ACCIDENT:

\* BUSINESS: 0 DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

KILHAGH AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT

HAME: COMPANY: CONTACT NUMBER: CONTACT TYPE: CONTACT PHONE:

ADDRESS:

•

\_

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

KEDFORD ,

CASE NUMBER: 04428143

VINE

1G1YY32G6X5124044

MODEL YEAR:

1999

DATE OFFNED: 2001-06-05

SERIES

CORVETTE CONVERTIBLE 17500

DATE CLOSED: 2001-07-09 SOURCE:

Phone

MILEAGE

BRC TYPE: No

DELIVERY DATE: DEALER NAME:

BLKING CHEVROLET LLC

ERC PARENT:

DEALER ADDRESS:401 RTE 73, ,MARL/TON, NJ, 08053, USA

N41 Steering Column/Lock/Attaching Parts

Inoperative

1 REPAIR ATTEMPT(6) COLUMN LOCKED UP

CUST STATES VEHICLE STALLED AND STEERING

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \*Pinpoint / understand concern
- \* Determine Customers expectation

alidate feature is on vehicle

eview owners manual with owner - [[Owners Manuals RUN

- C:\Progra-1\Plus|\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]). Click the Product
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\lexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CMC/SolutionsByComponentCode Corepoi nt.htm]]
- Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- Schedule a follow up if issue is not resolved during call

Vehicle operation or design

CUST STATES WHILE GOING DOWN THE ROAD, VEHICLE STALLED AND STEERING LOCKED UP...CUST SHEKS ASSURANCE THAT THIS WILL NOT OCCUR WITH PARTS THAT WERE REPLACED...CRM ACTION CALLED SVC MER/NIKE VAN FOSSEN...SVC MOR STATES CORVETTS HAVE BEEN HAVING THIS PROBLEM SINCE IGNITION was hoved from streeting colum to dash...svc mer states of all lock motors and relays replaced on converts at directly nome have returned...CRM advised cust of evo mor statement THAN NONE HAVE RETURNED THAT HAVE BEEN REPAIRED AT DIRECTO...CUST STATES HAS LOST CONFIDENCE IN VEHICLS AND WANTS IN WRITTING THAT VEHICLS WILL NOT KILL HIN OR HIS WIFE...CRM ADVISED COST OM CAN NOT GUARENTEE ANY VERICLE WILL NOT KILL ANYBODY....CUST STATES DOBSN'T WANT Vericle back if he can't get assurance problem will not happen again...cust states will bot MAKE ANOTHER PAYMENT ON VEHICLE...CRM ADVISED CUST HE WOULD HAVE TO TAKE UP THAT ISSUE WITH FINANCE COMPANY...CRM ACTION CONTACTED SVC MGR/MIKE. SVC MGR ON AROTHER LINE...CRM LEFT NESSAGE AND CONTINUED...., 0, 360609362 2001-06-05

t states dissatisfied with answer...crm was given approval to send cust had letter since icle is still under warranty....paula knowles/atk/cars; 0; 360611774 2001-07-09

TM CLOSING FILE FOR KNOWLESP. HILLARY HIGHTONER/TM/AUSTIN; 0, 363563255

DENT DATE: DENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: MIMBER OF PHOPLE: 0

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

INJURIES:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

REST LOCATION OF VEHICLE:

IFY NAME:

INSPECTORS NAME: INSPECTION DATE:

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

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

COMP INSPECTED:

INVESTIGATIVE SURMARY:

SOURCE:

TRANSACTION:

REQUEST TYPE

REPURCHASE REASON:

DEALER BAC: DRALER NAME:

DEALER ADDRESS: , , CONTACT: .

PRONE NUMBER: PRODUCT CODE:

ENGINE TYPE:

RACE DUY-BACK: 0 MARD.

FAX NUMBER 1 BODY TYPE: TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MADA: 0 GALES TAX:

DEPRECIATION: UPGRADE: AFTERMARKET:

LEASE TERM: DAKAGE: R: CH . HAMH: ACCOUNT NUMBER INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEW PAYOFF: TITLE BRAND: REPLACEMENT VIN MUMBER OF INJURIES: 0 COMPRENTS: RAMB : LOCATION: ADDRESS: , CITY/STATE: , PROBE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IP SO, WHERE: RETAL CASE NUMBER: DATE: TITLE NAMES: BUSINEBS: \* BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LHASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: MAKE CONTACT NUMBER: COMPANY: CONTACT TYPE:

ADDRESS:

CONTACT PRONE:

### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

CORPUS CHRISTI

HOME PHONE:

CASE NUMBER: 00378586

VIN:

1G1YY32G6Y5123557

MODEL YEAR: 2000

DATE OPENED: 2000-05-18

SERIES:

CORVETTE CONV

SOURCE:

DATE CLOSED: 2000-08-29

MILEAGE:

3000

BRC TYPE:

Phone

DELIVERY DATE:

DEALER NAME: VISTA CHEVROLET-CADILIAC-OLDSMOBILE-DHALER ADDRESS:6650 SOUTH DADRE ISLAND DEIVE, CORPUS

BRC PARENT:

CHRISTI, TX, 78412, USA

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction O REPAIR ATTEMPT(S)

REGAIN CUSTOMER FAITH

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

STRERING COLUMN WOULD LOCK UP

is a repurchase file. Previous Chevrolet file #000172984. 

CRM received file 5-15-00. CRM talked to cust who will fax copy of registration. CRM talked to Jim Jentry, General Manager at Vista Chevrolet who stated cust is a close friend. CRM talked to AVM Monte Dosn who requested this repurchase be expedited ascust is a friend of dealer and a Corvette owner. 5-17-00 AVM approved change to a straight repurchase. Crm faxed copy of worksheet to AVM as requested and routed file to SME for approval. Linds O'Dell BRC Repurchase/Tampa. x58385; 0; 327504943 2000-05-18

CRM received approved file from EME and faxed settlement offer and release to cust and dealer contact letter to jim jentry, general manager at vista chevrolet. Linda O'Dell BRC Repurchase/Tampa. x58385; 0; 327511396 2000-05-18

CRN received signed settlement offer and release from cust and routed completed file to GN Supervisor for approval. Linds O'Dell BRC Repurchase/Tampa. x58385; 0; 327539403 2000-03-19

CRM received approved file from GM Supervisor, faxed to MSX and sent file to RVDC. Executive summary

Decision Maker: AVM, Monte Down

Reason for Repurchase: Steering column locks up while vehicle is not moving.

Type of Repurchase: Straight repurchase

Dealer Contact: Jim Jentry, General Manager

Total cost to Chevrolet

\$36,861.44

Base price.....\$40,874.00 YDoc./Lic./ Insp./Title...\$ 978.06

umage.....\$ 4,990.62

Disposition: Auction 

Linda O'Dell BRC Repurchase/Tampa. x58385; 0; 327615705 2000-05-25

Check arrived at dealer 5-24-00. Cust went in and signed the same day. Linda O'Dell BRC urchase/Tampa. x50305; 0; 320151359 b-08-23

AVM MONTE DOWN AT 361-949-2973 REQUESTS CMPP MAJOR GUARD FOR 60/100,000 MILES WITH A ZERO DEDUCTABLE DUE TO PREVIOUS VEHICLE WITE A VIW OF 1G1YY32G6Y5123557 WAS REPURCHASED DUE TO THE STEERING COLUMN WOULD LOCK UP ON THE CUSTOMER WHILE DRIVING DOWN THE ROAD CAUSING SERIOUS CONCERNS WITH CUSTOMER BEING VERY SCARED TO DRIVE THE VEHICLE AND THE GMPP WOULD HELP REGAIN CUSTOMER FAITH IN GK AND CUSTOMER HAS FURCHASED THE MEN VERICLE DUE TO THIS SIGN OF FAITH FROM ON WITH THE CHPP SO CRM ADVISED AVM WOULD FORWARD THE REQUEST TO THE TM FOR APPROVAL. GLEW ORCUTT/AVM/TAMPA: 0: 335908124 2000-08-23

TEAM LEAD HAS REVIEWED REQUEST FOR GMPP MAJORGUARD 60/100 WITH 0 DEDUCT. REQUEST IS FOR CONCERNS WITH PREV VEHICLE AND CUST WAS ASSURED IF HEN VEHICLE WAS PURCHASED, A GREP WOULD BE ISSUED FOR CUST. NICOLE TORRES/TEAM LEAD/TPA; 0: 335917065 2000-08-24

Goodwill Approver has reviewed and pre-approves request from Avm. Honte Down. Forwarding to Approval Group Pamela Moreau/Goodwill Approver/Tampa; 0; 335993801 2000-08-24

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED GMPP MAJORGUARD FOR 60/100/0 PER AVM MONTE DOWN. FORWARDING TO APPROVAL TEAM FOR LTR PROCESSING., 0: 336003566 2000-08-29

Letter was requested by Jo Hodges 8/28 and letter for major guard 60/100 released by Lara pse/tps; 0; 336434580

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: MUNCHER OF PROPIES 0 INJURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE: RAGE AT INSPECTION: RE WAS INSPECTION DONE: WAS VEHICLE BOAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP IMBPECTED: INVESTIGATIVE SUNMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REDURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: HNGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE . BUY-BACK: 0 BRC WARRANTY DATE: MORP: NADA: 0 SALMS TAX: rectation: RADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTERRET RATE: INTERRET PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL LEGAL TYPE: LEMON LAM: DEALER ADMINISTRATION: VEHICLE DESTINATION: PELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: MUMBER OF INJURIES: 0 COMMENTS: YAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: E OF INJURY: TED: IF 60, WHERE:

DATE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

Business:

IDENT:

\* BUSINESS: 0

DATE OF ACCIDENT:

CRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER:

1

CONTACT TYPE:

CONTACT PROMB:

ADDRESS:

.

# **585** 58 €

FAX COVER

DATE:

TO: M. S. X.

FAX #:

PAGES INCLUDING COVER: 13

FILE: <u>000378586</u>

CUST:

FROM:

PHONE:

COMMENTS:

INDEX ONLY

C 0.0378586

# BUSINESS RESOURCE CENTER STRAIGHT/LEASE REPURCHASE CHECKLIST

₹ Items	Date	Comments
Received File	5-1500	
Contact Customer	51500	AVMN DLRN
JAC Worksheet Completed	5-17-00	
Offer Letters Sent	5/500	
✓ Offer Letters Received	515-00	
Forwarded to RVDC		

Fore	terded to RVDC
<u> </u>	COPY OF TATLE OR RESESTRATION
	WARRANTY HISTORY
	INCONTIVES FROM BORE IN SARS
MA	DESCRIPTIONS OF INCENTIVES FROM <u>FOT1</u> IN BARS
<del></del>	CHECK NEGLIEST FORM
4	RVDC SPECIAL INSTRUCTIONS PORM (If Applicable)
	RVDC CALCULATION WORKSHOPT
	PRA FORM
<del></del>	ZNYCECE ON CREENAL VERICLE
_43_	INVOICE FOR CONVERSION PACKASE (II Applicable)
	STANED BILL OF SALE ON ORDSDNAL VERTICAL
_4	ACV ON TRADE-IN DOCUMENTATION (IF Applicable)
_# <u>+</u>	BIBALISACN LAW RULING (If Applicable)
-1/1	RECEIPTS FOR ANY AFTER-MARKET ITEMS (If Applicable)
	CUSTOMER ADDRED SETTLEMENT OFFER LETTER
	CONTOURS STREET RELEASE ASSESSMENT
-4/H	MIN CARD EARNINGS ON BUYBACK VEHICLE FORM (IT Applicable)
1	STATEMENT OF FINANCE CHARGES PROM FINANCIAL INSTITUTION (If Above \$500)
_4	INVOICE FOR ATTORNEY FEES (If Applicable)

P.03/13

CORPUS CHRISTI, TX

TEXAS DUPLICATE ORIGINAL TITLE SAMPHOLE

ACYUAL MILEASE

CHEA 1844 Ch

161772261X5124342

07/45/1999

VISTA CHEVY GEO TENED CON CHEESIT TX

CHANGAIF

CHREMAL TITLE MALED TO 18T DENIOLOGY, WICH.
TITLE

A PARE THEM MAYS USCOUDED ON GAMERA.

THE CHART OF THE VEHICLE DESCRIPTIONS OF THE TEXAS DESCRIPTION TO THE TEXAS DESCRIPTION TO THE TEXAS DESCRIPTION TO

05/19/1999

HATTOMARENE DE TEMPE NA DALLAS, TR 78263-1400

Types Department of Transportation PLISCLE TITLES AND REQUESTILLIES DIVISION

į

т		

Repurchase Approval/Check Approval Form
---

<u>//</u>			• •	<b>-</b>									
Original V	IN	1G1YY22G1X512	1382	Γ	Veleiche	in Majoria to:	4	<b>Vehiel</b>	: Drive	uble?	1	ome 1099	77
BAC	Average Code			Ì۵	Aucti	CII		₹ Yes	i 🗆	No		Yes 🛭	Nc
Cattorial N				16	Serte	/Događe/VR	Per	ier Adm	in Fee	Applier	7	rue Zoion	
Dealer Nec		Vista Chevrolet		15	Ro-Bi	ш	1 5	Yee		No	lo	Yes 🏻	No
Declar Con	tact Title	Jim Jestry, General	Museum	11	الأناب ال	e Trac Jepüz	ebased o	H 4 190		(Cheel			_
Dealer Pho	<u> </u>	361-855-2100		ĨC	Vokas	iny seifere	et of a si	nto rato :	ablini	los ar co	ort dro	coeding	
Dealer Fax		361-878-2000		12	_	tary settleme					•	_	1
Year - Mai	#	1999 Chevrolet		ĺĈ	•	on of a state							_
Model & T	rim isvel	Corvoito	•		Decisi	on of the Ch	. alternat	ive diep	186 مثو	Olution pr	- TOGUTAÇI	ı	
Body Type	· ···	2 Dr Coupe		Ø		my mediate		-		-			
Delivery D	rie	5/19/1999		-		ales Tes?		44/1	_		_	Land?	—
Buyback M	i eago	14,000		Ž	Yes	□ No	X	Yes	<u> </u>	<u> </u>	Ye		No
Transmissio	<b>X</b> 5.	Amountile		٧e	bish Ma	ets Presenț	tion of	LEMO;	LAV	Ø	Tas	☐ No	_
Engine (ha l	(disea)	5.7		ν,	idele lee	nted at region	olas D	ee larek	<u> </u>	Yes		No	
Product Co.	de	1Y09		IJ.	19, 1986	e (M Dagis	rakle? I	Tean a	ster Le	IC			_
UCC Code	<u>a)</u>	M41	` .	Å		Verne:	_					-	
MSRP		\$43,389.00		8	ntagt Nie	<u> </u>							
NADA med	in Voleni	\$32,541,75		2	<del>(****</del>								_
Case Numb	<b>"</b>	C00378586		đ	y 84 20P:								_
ype of Tre		R - Reptirchese		Fix	<b>200 #</b>								_
Type of Cas		Georgi		Pa	#;								
Replacemen		NONE					cial Im						
Reperchase	Source	AVM, Monte Doan			. <u>.</u>	☐ Yes	XIN <sub>0</sub>	(IfYa	ء مجار	ttach form	)		
Zoneon for s	Repurcha	er: Steering ooksma i	ooks up wi	ille v	nkisto k	not moving.							
		<del></del>				- 4							
<del></del>	7	-	<del></del>	4	MONK COL	irmates Limitate				<del></del>		- 4···	
Charle Assi	\$35,061,44	Customer	Charle Acc	<del>.  </del>				-	A de	<del>                                     </del>		's Aremey	
Check Made	Vista Che		Check May	-	Back of A			+	Marie .	<del>[</del>			_
Payable to:			Populatio to:					Propulati		1			
Address			444	}	1441 51-	St Tleas	· -	1		<del> </del> -		<del></del>	<del>-</del>
	<b>6</b>	4	Address	-4	1461 Fin.			Addre		├			_
Chy fil Zip	Company Cla	1 P. H.	City \$1227	-+	Deline, Te	75202	_	Chys		<del> </del>			
Pines #			Attention:					Attent		<u> </u>		<del></del> -	<del>_</del>
Ppu#			Phone f	╍┿	100-017-6			Phone				<del></del>	
			Peri	<u>.</u>	·			Page 4					_
		l	Assess F	_				Ped To		<u> </u>		<del></del>	
								Firm N		L,			
		<del>-</del>	10 -A			<del></del>		<u> </u>				<del>_</del>	—
BRC Case Ep	- Allen	Linda C	LUU		Ngere.	Line O'Dell	<b>^</b>	<b>H</b> eir	64765			Dets 5-/	アセ

C90579546

ADDEDGE OF CHARLES

Linds O'Del

<u>Cld Vehicle VIII;</u> 1G1YY22G1X5124242 New Yelliolo Yiki:

<u>Deles</u> #17/00

ᆛ						L	ng Terres Military MR Leans Usago No &	11
<u>1!</u>	Replacement Vehicle Costs		1	Визо Ргісь	\$40,874.00	1	Desiar Buyout Price	1
2,	Conversion Cost		2	Conversion Price		2		<u> </u>
3	_ <del></del>		3	<u> </u>	!	3	Payments (opt)	1 -
4	Tax/Reg./Lic/Title (opt)		4	Tax/Doc./Lie./Insp./Title	\$979.0\$	4	Pre-Promosal(e) (Pro-sate)	
5	Affarmariant ligge		6	Atternation tems	i -	5	Cap Cost Reduction	<del> </del>
6	Other		8	Other		16		+
7!			7	incentives (deduct)		7	Tex/Reguluic/(Min (opt)	+
8.	Total Replacement Price	\$0.00	8	Total Patchage Price	\$41,852.08	8	Other	<del> </del>
0			9			হা	Total Achillions	\$0.0
10	Usaga/Depreciation		10	Usege/Depreciation	\$4,890.82	10		<del> </del>
11	Datrage		Ш	Demage	T .	मा	Usuga/Depreciation	<del>- i</del>
12	Upgrade !		12	Over Allowence		12	Deurage	<del> </del>
13	Add-One		13	Negative Equity		13	Over Allowence	+-
14	Downgrade (deduct)		14			14	Negative Equity	N/A
15,			15	Total Deductions	\$4,990.62	15	Security Deposit	<del> </del>
16	Total Customer Cost	\$0.00	16			16	Incentivos	·
17			17		<u> </u>	17	Total Deductions	\$0.00
18			18			18		<del>                                     </del>
19		!	19			110		<del></del> -
20	Tracie Pieperchose Amount	02.00	20	Total Repurchase Amount	836,861.44	20	Total Repurchase Amount	\$0.00
21			21		T	21		<del>  '</del>
22		_	22			2	Total Refund to Customer	\$0.00
20			23		<del>                                     </del>	20.		<del>                                     </del>
24			24		<u> </u>	24		<del>                                     </del>
25	Estimated Auction Price		25	Estimated Auction Price	\$32,541.75	囫	Estimated Auction Price	-+
25	Projected Loss	\$0,00	20	Projected Logo	(\$4,319.60)	28	Projected Logs	\$0.00
				PAYMENT METHOD				7
_ i	Perject(a)	Amount	Ţ-Ţ	Contact(s)	<del></del>	1	Address(e)	$\overline{}$
٧	Credit to Declaratio	<u> </u>	Т		BAC Code	1 1	114918	13 30 (
В	Check to Customer	·	1		Dealer Name	1 1	Visin Chowclet	<del> </del>
	Check to Lienholder & Customer		$\Gamma$		1	┯	6214 Embasey	$\overline{}$
D	Check to Lieaholder		T		·	1	Colpus Christi, Taxas 78403	<del></del>
E	Check to Attorney (1009 Info)		177		<del> </del>	11	261-856-2100	<del></del> -
FI	Check to Other		1		<u> </u>	<del>1 - 1</del>	381-678-2000 Fax	

EXHIBIT 2	PRELIMINARY REPURCHASE	AUTHORIZATION (PRA)
BUICK	☐ DATE	\$-15-Q0
ADILLAC	DEALER NAME & CITY:	Vista Chevrolet
CHEVROLET	XII DEALER CONTACT/PHONE NO:	Phil Wehlerner Secure951-858-2100
OLDSMOBILE	☐ QUITOMIR NAME:	
FONTIAD-GMC	☐ CUSTOMER DAY PHONE NO.:	
DEALER BAC CODE:	CAC QARE NO. (Il svellable):	50017204 Sim Jentry
	TAG CASE NO. (If eveluate):	C00378586 . Gray mgr.
VEHICLE INFORMATIO	Na _	Odav
OLD VINE 1 G	TALALS STALALAL	1 2 4 8 8 2 Don Stryk
CLERRIMT MILENCE:	12010	Sales Man
MEW VIN: PT-18-		
		Gory Graina Used Car Sales
TRANSACTION TYPE		Mar Ave Ave AVAA
Specific Product Ru		
for Repurchase:	eclumn locking white driving.	<u> </u>
		warmed from it of m
Dates Aon, stream	int with the austomer on the following i	teme:
Usags/Depreciation:	\$4,990.62	
	<del></del>	
grade/Downgrade: _	Upprede \$2,360,57	
		<del></del>
Allermarket Hernet		
· · · · · · · · · · · · · · · · · · ·		
Legae Termination:		
Vehicle Demage / Spec	del testructions:	
Recommended Disc	celtion of Repurchased Vehicle:	
	p/Conste/Velticle Recovery [] Other []	Explain:
The Abits would		following thems will be a factor in determining the
I IN WAY BEEN OF	outiciper's American les perfecteurs une const 1919, decidentales perfecteurs and constants.	in Books Age cretometerest.
	XCTTexts & Fees   Negative St	
		•
	XIING Rebaten/Cush kicenthres of any kind t	•
	Openial Lease States and Financing will be a	-
	XIII Current Giff Card points may be applied o	•
	XIIIGH Card points will never be refunded in	
TE: DEALTH WHAT	OT DELIVER REPLACEMENT VEHICLE WITH	MMAL TRANSACTION DOCUMENT
AND RECEIVED	BY THE DEALER PROM THE BING.	
Authorization: Monte D		018 \$-15-00 
Print Halle Member or Bis	ş) Yike: <del>Qurunun (6 jarrayı kaladı 10 jile Rahata Xirtensia Carlit (</del> 8	,

## WORKSHIT

## TRADE REPURCHASE WORKSHEET

OWNER NAME VIX DEALERSHIP			ACCT 231/237 CONVERSION INVOICE APTERIARIKET EQUIPMENT HANDLING FIEE	
CONTACT PERSON REPLACEMENT VEH VEN			BELLING PHICE LING CUSTOMER CHARGES LIPORADE UBAGE DAMAGE (IF APPLICABLE)	2,360.57 4,500.82
CALCULATING UPOR MERP NEW MERP OLD UPORADE	ADE DEDUCTION	30,062.12 30,061,75 2,046,87	LERE FREIATES RESATES GM CREDIT CARD TRADE REPURCHASE	\$ (7.861.18)
CALCULATING USAS	E DEDUCTIONS		•	
SELLING PRICE UNIMPAPED MILES DTAL	\$	40,874.88 11409 4,853.42		
CURRENT MELAGE CURRENT MELAGE CHIMPARED	•	40,874.88 18010 11409	41, 6 <sup>5</sup>	2-06 2-06 61-44
TOTAL	•	827,20	,, 1, <b>%</b> ′	61.
TOTAL MILEAGE	\$	4,900.02	411	2 v K

May-18-00 09:20A

	\$101	<u>2736X</u>
Lett (MACHINE MACHINE)	<b>16</b>	disti
PA BOX DEC TANA NO.		
PURCHASER	PATRI	: 5-10-01
ADDRESS CHY , ,2	STATE .	79
TRADE IN// YY 236/ X 5/29 822 MAN PLAT	12 Marie	
II which	terido tipolico	of the same
THE REAL PROPERTY AND ADDRESS OF THE PARTY AND	MACE THURP	<u>-</u> '
THADEALLOWINGS A-CV 3 360065	DEALER RETALLED MID TAN	
PAYOFF		
4- 4-	}	
Ned bull	.} <del></del>	
COCO UNITS	)	7
	INV Plan	
THE MEDITAL PER	<b></b>	LESS TRADE . 34 484
A BOOKED FIRST STEEL OF MITT AND OFFENDER, A DOOLLEDSTANK FOR THE NOT FROM MED BY LANK, BUT ABNY BY CONTINUED THE BLYWING FROM HARM		last cities 4774, 192
CLINE COCKRETTS AND PERFORMING REPORTED RELATIVE TO THE CHICAGO OF THE SALE. A DECLARATIVE TO THE SALE. A DECLARATIVE THE SALE SALE. THE	PERSONAL THEFT DESIGNATION	
New Control of Land State of Control of the Control of State of St		The Dispersion of the Control of the
AMED	MSPTCHON PLE	
B. CORG COMMERCA, US ON LES CORRO (CONTO). DE ACRICA ACRICA	CHARLES MARKET TAKE	1044
MOTTAL HE SE CALFRENDETTO BANK LA LEY, PORTO HE LE PLARE CARRANT, AL COMPANION POR EL PRESENTATION OF LOS METAPOROS HELACOMAL CARRANTO HAS AN ARREST AND ALCOMAL CARRANTO HAS AN ARREST AND ALCOMAL CARRANTO HAS AND ARREST ARREST AND ARREST AND ARREST AND ARREST AND ARREST AND ARREST AND ARREST ARREST AND ARREST AND ARREST ARREST ARREST AND ARREST A	CONTRACTOR CONTRACTOR CONTRACTOR	
COST SENT TO COSTA DECEMBRICATION OF THE SENTENCE TO SENTENCE OF SENTENCE TO SENTENCE OF SENTENCE TO SENTENCE OF SENTENCE TO SENTENCE TO SENTENCE OF SENTENCE TO SENTENCE OF S	ALMA WALES THE	· 429. K.s
(1:1) CETA MESO DE HESUNDO SAJO LÁLÍV		26.50
	GOCUMENTARY FEE	NO 7574 77.52.00
DANIEN, BONEPET HOMEN'EN MONTHE & P	CATPANCO PROVINCE ACRESTAÇÃO	
f ABR \$TRATTHE	Street Street Street	RUB 1014L
	GASH	
		" has 705AL
	Med Buck 1887	MAYOF 1 5/1-2/1/1/
CHARLES CONTRACTOR		AMT. CUE
		Control of the contro
THE RELIEF HER LANDS TO SELECT STREET, SAME AND SELECTION OF SELECTION	Value of the same	AND AND AND AND THE PARTY OF TH
THE RESERVED THE PROPERTY OF SHARE PROPERTY OF THE PROPERTY OF	THE PERSON NAMED IN COLUMN TWO IS NOT THE OWNER, THE OW	
	1 (NW 460)	2,44
This space in the plant only whom NECLES AN		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
This is an a matter culture. Profitory organize may projet by approach profitors in the standard of the Philograph 1 - 16 on the square page type to describe the standard of profits.		
ing pays mages are that allocates and the hand on the cott of applications departs and left height		pilet,i Outo-
- Coran		<u>, , , , , , , , , , , , , , , , , , </u>
Their speace in the larger state of the SEALTH STATE IN	TABLET yestenge with Phoneing	
This is a majory equival. Provinger buy view and appeal only the provinces on the serious, we describe experiment general destroying the rate of the gring by purple.	et August 200. opens bleederlike he	
Particular - Company		
	VISTA CHENROLET	· INCOME (SECTION)
PERMENY MATE APPROVED APPROVED		Date - 1-1/0-4
Louissi with trainer constituen		Mean

P. 62/63



# Genuine Chevrolet

May 12, 2000

Corpus Chelefa, Terras

SETTLEMENT OFFICE

Subject Magnesium of VIN MIGHYNNGIKELSAND

Deer

We organize that you are districted with your 1999 Character Correcto Coupe and that our assesses to cusolve your contens, beve not past your separateless.

Yais offer to reputables your voldele it being made as on other to knop you a setisfied Chevrolet outcomer. Chevrolet will regardene your vehicle for \$54,561.44. This offer is actived at, by using the following Seures:

> Purchase Price Fine text, this, dosespontary, importion, license foce Loss usage

8 974.06 5\_4.990.62

TOTAL CHEVROLET REPUBCHASE PRICE

\$36.36L44

**340.874.00** 

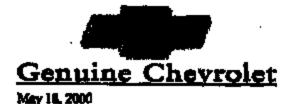
Please return this downwart to fax number (313) (OS-4061 by May 22, 2000. The conditions of the reportbase are as follows:

- 🖚 the vehicle it gas gas any dimensal denoge or alterations which may impair its reads yelds
- sil factory installed configurate are insent and fitterfount.
- a free and close title in provided at the time of reportmen
- A "Payer of Attendey" Step is algored at the time of reprophese-used only for this operactions, if mented (Supplied by Cherrylet)
- → 42 "Odemeter Dississifie Statement" is signed at the time of the expendence (supplied by Chevrolat)
- particul authorize direct mick except \$4,000 miles at the time the transaction is consplicted
- the exploited release agreement is played and returned with this office heave

If this reprecises of the is acceptable, pieces sign the bottom of this letter and return it to my assessment with the ties amounts above on the address believe. Upon receipt of your signed acceptages, a chiest will be presented and forwarded to Victa Chernales. Allow 7-10 horizons days for charle processing. The dealership will content you to complete the transmitten open they transite the charte. You will be required to acceptable the transmitten within five days of the dealer's notice. I say he specied at (100) 231-1841 artinisates, STAS Myres, have stay questions or concession.

discili Xaligatiy Captir

Quanti Motor vill regardate the shorte referenced vehicle in earlyings the left. Results of lishtiby security from repression, process or implied, covering this vehicle. File Newher: C00378584



Corpus Christi, Texas

SETTLEMENT OFFER

Bubject: Repurchase of VIN #IG1YY22G1X5124382

Dispr

We regret that you are distributed with your 1999 Chrysolet Corvette Coupe and that our attempts to reactive your objects have not met your expectations.

This offer to repurchase your vehicle is being made at an effort to keep you a satisfied Charmlet customer. Charmlet will repurchase your vehicle for \$34,861.44. This offer is serived at, by using the following figures:

Purchess Price \$40,874.00
Plus tex, tide, documentary, impostion, license fees \$ 978.06
Less usage \$ 4,990.62

TOTAL CHEVROLET REPURCHASE PRICE

\$36,861,44

Please return this document to fax number (\$13) 635-4661 by May 22, 2000. The conditions of the repurchase are as follows:

- the vehicle is five from any abnormal demand or alterations which may impair its result value.
- no all florery installed equipment are intect and functional
- me a free and clear title is provided at the time of repurchase
- → A "Power of Attorney" from it signed at the time of repurchase-used only for title corrections, if needed (graphed by Chevrolet)
- => an "Odentate" Distinguage Statement" is signed at the time of the repurchase (supplied by Chavrolet)
- notes mileage does not exceed 14,000 miles at the time the translation is completed
- we the employed release agreement is signed and peturned with this office letter

If this reputations offer is acceptable, please sign the bottom of this letter and return it to my streation via the firz master above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to Vista Chevrolet. Allow 7-10 business days for check processing. The desireship will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the desire's notice. I can be reached at (800) 231-1841 extension 58385 if you have any questions or concerns.

Linda O'Dell

Linds O'Dell

Business Resource Curter

General Motors will repurchase the above religioused vehicle in exchange for Mr. Randelben's release of liability stemming from warranties, express or implied, covering this vehicle. File Number: C00378586.

Signature and Date

Chavrolet Division

## RELEASE AGREEMENT

smodeted with the purchase, repeir, operation, financing, the or ownership of the subject vehicle.
--

Releasor(s) agrees to transfer title and possession of subject vehicle to Chevrolet menousbered by any interest or lien, and undermaged by socidout or any other meaner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releaser(s) agrees that physical of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an adolescent of liability on the part of Charmest, and that the payment is intended to resolve this matter without hitigation.

Releason(s) size agrees that the payment represents the sole and total contidention for this Release Agreement and that Chevrolet has not made any promise or representation to Releason(s) other than those contained in this Release Agreement.

Referent(s) understand and agreet that this rejeans extends to all plaints of every parture and kind wisenesser, known or unknown, suspensed or unsuspected with respect to the subject vehicle.

Releaser(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed to implied, between the parties except this Release Agreement. The terms of this Release Agreement are contracted and not marriy a rectist.

Thin Release Agreement is executed this / 8 Day of 1944 2000

Releases:

# RELEASE AGREEMENT

The undersigned, (owner) Corporation (Chevrolet) wish to resolve a dispute involving a 1999 Chevrolet Corvetts Coupe, VIN #1G1YY12G1X5124382, owned by the releases(s). Therefore, in sole consideration of Chevrolet's payment to the lienholder (or releases(s)) Bank of America, of \$36,861.44 and the lienholder paying off the lien and providing a refund of the difference back to the releases(s). The Releases(s), for him/herself, his/her predecesson successors, heirs, assigns, administrators, agents or any representatives, hereby release and fixever discharges Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents an assigns, and any authorized General Motors Desicratip, from any and all past, present and fixture claims, demandingly, cause of action, judgments, executions, damages, liabilities, costs of expenses, including resemble attorneys fees or court costs, which Releases might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, topair, operation, financing, use or ownership of the subject vehicle.
Releasor(s) agrees to transfer title and possession of subject vehicle to Chavrolet unancumbered by any interest or Bots, and undersaged by socidant or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lianholder.

Releaser(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) understand and agrees that this release extends to all cisims of every nature and kind whatsoever, known or unknown, suspected or unsuspected with respect to the subject vehicle.

Releasor(s) has read all of this Release Agreement and be/she fully understands the terms used and its eignificance and he/she has eigned the Release Agreement voluntarily.

This Raissee Agreement countitates the entire agreement of the parties. There is no other agreement, written or eral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a resital.

This Release Agreement is executed this	Day of	, 2000
---	--------	--------

Rolessor			 

General & Administrative

Déta:

May 18, 2000

To:	Jim Jentry, General Manage	r Peac St	11-979-2000		
Subject:	Repurchase for phone number	Res / T	Wk.		Zell
Action Regulards	Please ensure completion o	the trans	eaction and paper	work	
	Linda O'Dell Genaral Motors RVDC	Filte	813-635-4061 248-524-8375	Phone;	800-251-1641 888-567-8234
Make/Model:	1999 Chevrolet Corvette Co	upe			
VIN	1G1YY22G1X5124382				

Dear Mr. Jentry,

I just wanted to contact you and let you know Chevrolet will be sending a check packet to your attention. The packet will contain one check. The check will be in the amount of \$38.861.44 made payable to Vista Chevrolet & Dealer to pay off lien at Bank of America, account The packet also includes all the necessary paperwork. Please ensure that the paperwork is completed in a timely manner and in its entirety. If you will not be completing the paperwork personally, please advise the responsible party of the General Motors RVDC phone number, and let them know that any questions recentling Division paperwork should be directed to them.

The repurchased vehicle will be sent to auction, the Division will need to have a Finel Repair Order faxed to us stating that the vehicle has been repaired and is operating to GM specs. Please advise your Service Manager. The sooner the Division receives the paperwork, the aconer the vehicle will be released from inventory and picked up by the Auction House.

Your cooperation with this Repurchage and paperwork requirement is greatly appreciated.

Stricerely, Linda O'Dell

Linda O'Dali

Repurchase Specialist

August 28, 2000

Corpus Christi, TX

Request: C00378586

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks.

The GMPP Major Guard plan is for the following:

- 60 months/100,000 miles
- standard rental
- a \$ 0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact them at 1-800-631-5590 if you have additional questions.

Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Jo Ellen Hedges Customer Relationship Manager

R35-T

::	
	THE REQUEST FOR PROCESSING
	Motors Insurance Corporation National Mechanical Service Center  F.O. Box 6655  Chicago, IL 60680-8855  REVO
•	Please process the attached GMPP Contract Registration form: Customer information:
	Customer Name:
	File Number:
,	Personal Use: X Commercial Use:
	Remone for aftering GOTP: Steering Column Lock up While driving
	Vehicle Information: ( Circle one below )
	Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac
•	- VIN# 16.1-47.32 6675 123552
٠.	Year: 2000 in service Date: 5-18-00 Mileage: 3,600
••	Division Design Code Information: ( Circle one below )
	Pontiso - 16-99101 GMC Truck - 48-61764 Oldsmobile - 15-99001 Bulck - 11-89001 Cadillac - 12-89000
	Payment Approval and Type:
	General Motors has agreed to: ( Check one below )
	Approve and pay for a new plan — no GMPP coverage currently  Authorize a new plan or upgrade; customer will pay total cost  Approve and pay for an upgrade; apply original coverage refund to Division making request  Pay for all coverage costs; refund the original coverage cost to outsomer  Canostation
	Payment Approval: CL Droutt Par AVA Mark Down
	Plan Selection: / A INT GUARA 60 /100 - ZCIO CIPTUCHE
	Team Manager/Supervisor: Caul Webster Date: 8/03/00
	* * * * * * * * * * * * * * * * * * * *

.

.

. .

: #

							· — —		~ <del></del>			
				VIDER (rough be			CARPP*	Of Wilds	MAJOR	NARD	CUSTOM	POWELTED!
1		$\alpha_{1}\gamma_{2}$	32	56Y	2197	3237	Subject to a	copiones by the	Plan provider,	contract con-	erage for the	James State ( Dec.
	20		MXX Cheu	volet.	MODEL	vette	THE TRUM O	CHARG DODGE THE NEW VEH	CULUMITED V	OCIA LIMITEI	WARRANTY	PHROD
1		ENT ODOMEI				TOWY EMER AND	The time on uladister's v option. Unit	d mileage Emits of verticity and 41 m un an optional de	ero reliat and a	eed at the ear	Her of the sale	circ time in less
J		300	_	<b>~_23</b> -00		,		NICAL TER	4	ICLE IN	<-10	1-2000
					(BELECT I	DHLY ONE		36		ACE DATE 60 7	,	OPTIONAL
					*		HIMOM	5		Κ.		DEDUCTIBLE \$190
	COVETA	ne date of this	culated from	n the date and r	nileage on t	n for SmartCare <sup>th</sup> vs vehicle on the	MULE	5 50,000	60,800 75	,300 1 <b>50</b> ,	<b>S</b>	\$200
2	, -	RTCARE <sup>®</sup> T	-				The time on paleons on t	d militage of an im which on the only at the time came with a \$50	ورون و مدام روان رام و دار او مدن	below will b	e Calculated I	rom the date or t Topic place or
Š	MONT	HS MILES	MONT	HS MILES	MONT			NICAL TER		22. 00.2		OPTIONAL REDUCTIBLE
artCare	12	12,000	30	35,006	36	50,000	12/	12,000	24/24,800	36	/36,000	<b>\$100</b>
5		" 		1	48 60	60,000 78,000						\$200
-	24	30,000	36	36,000 45,000	72	100,000	SmartCare	and Mech. C	avents.	[		
		<del></del> -					TOTAL \$		. ೲ			
1	W	ARTCARE		PRICE \$		. 00		ANICAL VERAGE	PRIC	ī ŝ		. 00
E e e	1			TAX \$		•	-	· ·		X \$		•
				TOTAL'\$		· · · · · · · · · · · · · · · · · · ·	<u>  L</u>	<del></del>	TOTA			<u> </u>
	TIPAT.	NAME		المسيد	ALI. IAS	T NAME				LEET GA	A EMPLOYE	E
į	NAME	OL BÜBINER	À MUN	CHALITY					ATE	A CODE A	PHONÉ NU	MEE
3	MAIL	и <u>с</u> тирована	(must lack)	de act, or sulie	a. If anotical	·	CTTY			STATE	Z	
							Corp	us Chi	isti	TX		
	l _		authorized	to charge my as	count for th	o cost of the agree	ment(s) and m	y start of any	<del>subsequent</del> c	ancellation( DEALER		
뵱	David	ir name (	Chev	rolet	Divi	sion					-700	//
4	ADDR	E55			•-	-	CITY			STATE	ZP.	
		<del></del>		Kox :	121	<del></del>	Del	701t	<u> </u>	<b>/</b> 1I	77	<u> </u>
ŧ		KOLDER NAMI GMAC og	בא	erro le	er D	rision	1		•			
Į	MARLI	NG ADDRESS			_		CITY	٠,		STATE	ZP	5131
1		_ <del>-</del>		Box		at and back of #		roit			18	
	d de	et um. i min			U.	a Concusto vene	restrict will be n	nation to the ac	idress indicat		Maria Maria	III 410 PC-110
											F 7	

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS t HOME PHOME:

JUPITER ,

CASE NUMBER: 03590972

VIN:

1G1YY32G7X5109777

DATE OPENED: 2001-03-24

SERIES:

CORVETTE CONVERTIBLE

DATE CLOSED: 2001-04-30

MILENGE:

MODEL YEAR: 1999

34000

SOURCE:

Phone No

DELIVERY DATE:

BRC TYPE:

DEALER NAME: ED MORSE CHEVROLET

BRC PARENT:

DEALER ADDRESS:1640 M STATE RD 7 (441), LAUDERHILL, FL, 33313, USA

T22 CSI Reply

1 REPAIR ATTEMPT(S)

Other

LETTER REPLY

M01 Steering General 1 REPAIR ATTEMPT(S)

Other LOCKE UP

LETTER REPLY

THE STATES THAT CUST WOULD LIKE GM TO TAKE BACK THE DEFECTIVE 1999 CORVETTE THEY PURCEASED IN DECEMBER 1998,. CUST STATES PER LETTER THAT THE STEERING WHEEL LOCKS WHEN IT SHOULD NOT, SPORADICALLY AND HAPHASARDLY. THE PROBLEM HAS JUST RECENTLY BEEN REPAIRED FOR THE FIFTH TIME AT DEALERSHIP. CUST STATES PER LETTER THAT THE LEDGON LAW REQUIRES THAT THE MAMOFACTURER BE GIVEN ONE LAST CHANCE TO REPAIR THE DEFECT. HOWEVER , IN THIS CASE, THERE IS A SERIOUS ISSUE OF SAPETY INVOLVED. CUSTSTATES PER LETTER THAT IT COULD SAPPEN WRILE THE CAR IS IN OPERATION.. AND THE INCIDENT COULD BE FATAL, CUST STATES PER LETTER THAT IT IS UNMEASCHABLE TO EXPECT ANDOTHER REPAIR OF A DEFECT THAT SUBSTANTIALLY IMPAIRS THE SAFETY OF THE VEHICLE. CUST SERKS FOR GM TO REPURCHASE VEHICLE. CRM NOTED THAT CUST HAS SENT LETTER TO CHEVROLET AND OFFICE OF THE ATTORNEY GENERAL, LENGE LAW RESEARCE USIT.CRM WILLCOMTACT CUST TODAY FOR MORE INTO 03/24/01 BET 2 AND 4PM CLAUDIA LIE/CARE/TAMPA; 0, 354300642 2001-03-26

CRN CONTACTED CUST AND WAS NOT AVEL. CRNLEFT HERRAGE, PROSES AND REQU. CRN WILL CONTACT CUST MERT WORKING DAY 03/27/01 BET 4 AND 6PM.CLAUDIALIE/CARS/TAMPA; 0; 354505998 2001-03-27

REFURNING CALL FROM PREV CRN...CRM APORE TO THE ALSO......CUST IS SEEKING REPURCHASE OF THE VEH... CRM EXPLAINED TO CUST THE PROCESS AND PROCEDURE AND CRM advised cust case by cse basis.... crm asked the questions from the frev crm....1) have the CONCERNS HAPPERED SINCE THE LAST REPAIR? CUST STATES NO. HONEVER THE THE VEH WAS NOT repaired 100% the steering where still does not move in and out....2) has it happened while THE VEH IS IN MOTION? CUST STATES YES , THICH WHEN BACKING UP FROM DELVENAY AND OUT OF A PARKING SPACE...3) WHAT ACTUALLY HAPPENS WHEN IT GETS LOCK? CUST STATES THAT THE HE DOES EVERYTHING NORMAL AND THE WEELL IS SLIGHTLY TURNED AND THEN IT LOCKS AND DOES NOT MOVE.........CRM ADVISED CUST THAT CRM NHEDS TO CONTACT THE DLR ... CRM CONTACT CUST BACK R SPEAKIN WITH SVM... CUST AGREED... CRM TO CALL CUST BACK TODAY...DELORES

KANDER/ATX: 0: 354565930 2001-03-27

CHAI CONTACTED SVM KEVIN KENDEREL AND ADVISED SVM OF THE CUST CONCERNS ....SVM STATES VEH HAS NOT BEEN IN SINCE THE LAST VISIT OF 2/12/01... NOT AWARE THAT THE CUST IS STILL HAVING CONCERNS....ADVISED THAT CHIST BRING IN THE VEH AGAIN... ALSO CRM WILL CONTACT THE AVM IN

REGARDS TO THE CUST CONCERNS...

CRM TO CONTACT CUST AND ADVISE TO TAKE VEH BACK IN TO DLR FOR REPAIR AND ALSO ADVISE THAT THE AVM WILL BE CONTACTED TO ADVISE OF THE CUST CONCERNS AND REQUEST.....DELORES ALEXANDER/ATX; 0; 354557035
2001-03-27

CRM ALSO DID A CASE SCAN TO CHECK IF THERE ARE ANY OTHER REQUEST UNDER THIS VIN.... CRM FOUND MOME...
DELORES ALEXANDER/ATX; 0; 354557420
2001-04-05

AVM HAS BREN CONTACTED ON 3/27/01....CRM REVIEWING FILE NO NEW INFO... CRM ATTEMPTED TO CONTACT BVM KEVIN KENEBEL FOR FOLLOWUP... CRM LEFT MESSGE AND WILL ATTEMPT TO CALL SVM ARGUND 9:00AM CENTRAL.

DELORMS ALEXANDER/ATX..; 0; 355332791
2001-04-05

CEM CONTACTED SVM KEVIN KEMEBEL AND SEEKED IF THERE WAS ANY POLLOWUP FROM THE AVM....STATES TILL RESEARCH AND CRM WILL CALL SVM BACK THIS AFTERNOON....

2001-04-05

CUST STATES WANTS TO TAKE MEXT STEP ON REPURCHASE. CUST TOOK VEH IN FOR PIRAL REPAIR, ISSUE NOT YET RESOLVED. CRN ADV WILL TRPR TO SPECIALIST TIER 2. ROW GREEN/TPA/TIER 1; 0; 355344003 2001-04-05

CUSTOMER NEVER REACKED CRMS LINE. APPARENTLY SOMETHING HAPPENED DURING TRASFER PROCESS.
CRM TRIED TRE # IN THE FILE, ROWEVER IT SOUNDLS LIKE A BUSINESS PROME. CRM WILL HOLD FILE
FOR POSSIBLE CUSTOMER CALL BACK. MIKE BODKIM/TAMPA; 0; 355344812
2001-04-05

0; 355347028 2001-04-06

CONTACTED SVM REVEN RENEBEL .. STATES THERE WAS NO MESSAGE FROM THE AVM... CRN WILL CONTACT AVM AGRIN... CRN ALSO TO CONTACT CUST AND ADVISE THAT THE AVM MEEDS TO BE CONTACTED AGRIN...

DELORES ALEXANDER/ATX; 0; 355418115 2001-04-06

CONTACTED COST ...C RM ADVISED CUST THAT THE AVN WILL HAVE TO BE CHTACTED IN DUE TO NO REPSONSE...CRM APOLOGISED... CUST UNDERSTOOD... CUST STATES THATTOOK VEH BACK TO DLR FOR THE CONCERN AS ADVISED.... STATES THAT THERE IS STILL A PROBLEM WITH THE TELESCOPING MECHANISM IN THE STEERING.. STATES THAT HAS ADDITIONATE TO TAKE VEH BACK ON MONDAY 4/9... FEELS THIS IS REALLY A SAFETY COCHERN...CRM UNDERTOOD AND WILL CONTACT AVN AGAIN....CRM AGAIN ADVISED CASE BY CASE DELORES ALEXANDER/ATX; 0: 355419001

2001-04-06

LEFT 2ND MESSAGE FOR AVM FOR

JEMNIFER CORPUS; 0; 355424465

CUST SEEKS TO SPEAK TO PREV CRM

CUST WILL NOT GIVE ANY INFO TO THIS

CRM .

CUS STATES 3 PHONE #'S TO ATTEMPT IN ORDER 19T

2ND

. ASAD. THE ONLY TRING THE CUST WILL STATE TO CRM IS THE VEHICLE HAS SINCE BREN IN 2 TIME TO TH STEERING COLUMN.
JESSE BLESING/TAMPA/CARS/TIRR1; 0; 356473124
2001-04-19

AVM CARL COOK HAS DEWIED REPURCHASE....CUST CAN SEEK FURTHER ALTERNATIVES IN THE BACKOF THE CHEERS MANAUL...DELORES ALEXANDER/ATX...; 0; 356543835

CRM ATTEMPTED TO CONTACT CUST BACK ... CRM LEFT MESSAGE FOR CUST TO CALL CAC BACK... NEXT CRM PLEASE ADVISE CUST THAT THE REPURCHASE HAS BEEN DENIED....
DELORES ALEXANDER/ATX; 0; 356544331
2001-04-23

CRM ADVISED CUST OF DENIAL FOR REPURCHASE NOTED IN THE FILE. CUST STATES SHE IS UNHAPPY WITH DENIAL AND WOULD LIKE SOME REASONING OR A SECOND OPINION. CRM COULD NOT GIVE ANY REASONING B/C THERE IS NOWE IN THE FILE. CRM ADVISED CUST SHE WOULD BE TRANSFERRED TO TIER2.

JESSE BLESING/TAMDA/CARS/TIBR1; 0; 356893705 2001-04-23

FURTHER RESEARCH. CRM CONTACTED DEALER SPOKE TO NEW, SERVICE ADVISOR. HE TRANSFERRED THIS CRM TO GARY HOLDER, FIXED OPERATIONS MGR. HE STATED ON 4/12/01 ACTUATOR REPLACED, ON 4/11/01 REPLACED MODULE. VEHICLE WAS IN WRECK ON3/20/01 AND THE FINAL REPAIR WAS DON ON 4/2/01. HE SUGGESTED THIS CRM CONTACT THE AVM FOR HIS DECISION AND WHY. CRM CONTACTD AVM (CARL COOK FOR CAC USE ONLY) EXPLAINED INFORMATION GIVEN BY MR. HOLDER AND THAT THE SERVICE MGR, KENEBEL SAYS IT IS IMPOSSIBLE FOR THE VEHICLE TO LOCK WEILE IN MOTION. CUST STATES VEHICL HAS HAD PROBLEM WITH STEERING WHEELING LOCKING TWICE WHILE IN MOTION AND 1 TIME WHEN MOT IN MOTION. CUST STATES THERE HAS BEEN OTHER PROBLEMS RELATING TO STEERING WHEEL BUT HAS HAD NO PROBLEM WITH VEHICLE SINCE LAST REPAIR. CRM RECEIVED VOICE MAIL FROM AVM REPURCHASE WAS DECLINED AS THERE IS NO CURRENT PROBLEM WITH VEHICLE AND IT IS IMPOSSIBLE CONTID..; 0; 356901390

CONT'D... FOR THE VEHICLE'S STRERING WHERL TO LOCK WHILE GOING DOWN THE HIGHWAY AS THE DESIGN OF THE VEHICLE, THE FUEL SHUTS OFF. HE STATED THE VEHICLE SEUTS DOWN. CRM TO CONTACT CUST CRM ATTEMPTED TO CALL CUST AT MORK AND WAS ADVISED BY MINES. SHE ISSUT AVAILABLE. SHE SUGGEST TO CALL CUST ON CELL NUMBER CRM EXPLAINED WHY SHE WAS DENIED AND CUST STATED IT WAS NOT ACCEPTIBLE. SHE WILL PURSUE IT THROUGH LEGAL CHARMELS. MARLENE EADDOCK/CARS/TAMPA; 0; 356901851

TH AGREES WITH CRM TO CLOSE DISSAT. NO FURTHER ACTION MEEDED JERNIFER JARRETI/TPA/TM; 0; 357813167

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY: OMNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

MUMBER OF PROPLE: 0

INJURIRE:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

VEHICLE ROAD TESTED: D TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REFURCKABE REASON:

DEALER BAC:

DEALER NAME: DEALER ADDRESS: , ,

CONTACT: ,

PRODUCT CODE:

PHONE NUMBER:

EEGIER TYPE:

MBRP:

MILEAGE . BUY-BACK: 0

DEPRECIATION: UPGRADE:

AFTERMARKET: SE TERM:

AGE: OTHER:

BRANCH:

ACCOUNT NUMBER: INTEREST RATE:

TRANSACTION:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VENICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0 BALBS TAX:

HAME:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:		
LEGAL:	LEGAL TYPE:	
	LENCH LAW:	
LER ADMINISTRATION:	VEHICLE DESTINATION:	
RELEASE:	LIEN PAYOFF:	
	TITLE BRAND:	
REPLACEMENT VIN:		
**************	*******BODILY INJURY***********	********
EUMBER OF INJURIES: 0		
COMMENTS:		
MANR:		LOCATION:
ADDRES: ,		
CITY/STATE: ,		
PROBE NUMBER:		
SHATING POSITION:	restraint:	
TYPE OF INJURY		
TREATED:	IF SO, WHERE:	
******	*****ADR INFORMATION***********	**************
EXTERNAL CASE NUMBER:	DATE:	
TITLE NAMES:	4	
BUSINESS:	* BUSINESS: 0	
ACCIDENT: DESCRIPTION OF DANAGE:	DATE OF ACCIDENT:	
PURCHASE/LEASE: 0	DATE OF FURCHASE/LEASE:	
MERGE AT PURCHASE: 0		
S OWNER HAVE POSESSION OF		
RESOLUTION SOUGHT:	ARHICID:	
*********	BRC CONTACT INFORMATION**********	*********
NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	•
<b>_</b> _	TYPETITE ATLE!	

ADDRESS:

CONTACT PHONE:

035%7H



March 1, 2001

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

Office of the Attorney General Lemon Law Research Unit The Capitol Tallahassee, FL 32399-1050

# DEPECT NOTIFICATION FORM And REQUEST FOR ARBITRATION

# To Whom it May Concern:

We are hereby formally requesting that GM take back the defective 1999 Corvette we purchased in December 1998, VIN 1G1YY32G7X5109777.

The steering wheel locks when it shoukin't, spondically and haphazardly. The problem has just recently been repaired for the fifth time at Ed Morse Chevrolet, in Lake Park, FL, on 2/12/01.

The Lemon Law requires that the manufacturer be given one last chance to regain the defect. However, in this case, there is a serious issue of safety involved. The next time it locks up could happen while the car is in operation... and the incident could be fatal! It is unreasonable to expect another repair of a defect that substantially impairs the safety of the vehicle.

Backgard are the repair orders as well as other pertinent documentation. You may comest either the repair of the repair of the second of the s

Thank you for your prompt attention to this matter.





2577 NORTHLAKE BLVD. I, PALM BEACH, FLORICA 23408 (661) 844-8282

edmorse

FLORIDA MOTTOR VEHICLE REPAIR REGISTRATION NO.: MV-07209 CIENTIFICATE NO.: 00079

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

HEIMMICH, LINCK

TOTAL CHARGE FOR CONCERN

٠,

89.71

222.12

THE BELLEN ED MORRE CHARACLET, HO, MEMBEY OR CLAME ALL SMANAHTES, ETHER DOTTERS ON BETWEEN PROCESSION AND SECULOSIS AND SECULOSIS AND SECULOSIS AND SECULOSIS AND SECULOSIS AND SECULOSIS AND CHARACTERS AND CONSECTION WITH TO ASSURE OF THE PARTS.

ŧ

ru 🏄

YPE: N

DISCLAMER OF WATRANTIES '

LACIOIOMLEDGE PECEP THE PARTS AND LABOR LISTED BELOW

<u>: ORTWER/OWNER INFORMATION — INVOICE: USS299</u> INVOICE TO JP11tk JP TTER HOER VEHICLE LISTOR FOR OFFICE USE --RITIO . LICENSE MARGERA TAB: 0307 ANNO 826 ROBERTS. DIVIDICE: PRELIM WAR N ЗH VIN 10177328775109777 THE RILED: YEARY INNOTICED: 02/12/2001 (2122:43 99 CHEMOLET CHRISTIE TANK . ı 20R CRV 90LD: 120099 OVETEN LIN. ŽOMAD OUT: 39428. BIST: CAR BATES LUBERVICE: 120898 TOKTES MERINA 02/12/01 90ME: 02/12/01 TOWER TO SHOT-STEEKING COLUMN LOCK IS DISPLAYING AND COLUMN IS LICKED MANAGEMENT SI **CPENATION** TECH HOURS MOUNT CAUBE 12020 .00 VEHICLE TOUGH TO SHOP, STEERING IS LOCKED UP CORRECTION PHAT NURBER TO: DESCRIPTION OCC LIFTONIDAY 015422 IC 30.00 FACTORY TECH OFF - DI HOUSE COMO COSE 1 CJ FAIL COME I AC LINE AUTHOR JN 021201 13121 SHEET THE PARTY. 50.00 TOTAL CHANCE FOR CONCERN 30.00 TIPE: N CHAIR STATES STEERING COLUMN LOCK TO STAPLAYING AND COLUMN IS LOCKED CONCERN 32 OPERATION TECH VOLUME MODE E7301 10,71 SHORTER COLUMN LOCK SOLENOID CALRE COMPETION REPLACE COLUMN LOCK MET KINER ORIGINATION. 魁 132.41 132.41 000 024050960 MAKTEL COURT TECH: 244 - NCHETLL, GEOFFR FACTORY FAIL CODE : &C COMO CORRE I CU PP-02L050946 LINE AUTH JH 021201 12822 - MINTOTAL DEALER LUSTALLES PARTS 132.41



2677 NORTHLAKE SLVD. N. PALM BEACH, FLORIDA 38406 (REI) 844-8963

edmoree.com

FLORIDA MOTOR VEHICLE REPAIR REGISTRATION NO.: MV-07208 CERTIFICATE NO.: 09978

#### DISCLAIMER OF WARRANTIES

THE BELLER, TO MORGE CHEVROLET, INC., HEREIT DIS-CLAME ALL WARDANTIES, EITHER EXPRESS OF RAPLIED, BICLIDHO MOY REPLIED WARRANTY OF HEREITON THE TY OR FITHERS FOR A MATTICILAR PLUSTOSE AND RE-THEN ASSUMES MOR ANTHORSES ANY OTHER PERSON TO ASSUME FOR IT ANY LIMITATY IN CONSISCION WITH THE BALL OF THE PRITE.

#### PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

LISTED BELOW - INVOICE TO -DRIVER/OWNER INFORMATION -- INMOSCE: M85299 FOR OFFICE USE ---- Vehicle information -LICENSE NAMBERI TAO: 0307 ADV: 920 ROBERTS. (INVOIGED: 02/12/2001 13:22:43 JR 99 CORNETTE TAN GRAND TOTALS -PAYMENT DISTRIBUTION FOR INVOICE WES299 Summer of Charges for Invosce 465299 Dealer Installed Parts 132.41 TOTAL CHARGE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR

SUBLET REPAIRS 50.00 MECHANICAL LABOR 89.71 TOTAL CHARGE 272.12

FAC WARRANTY

272.12

LAB RATE: 664.08

if you have any pleastions - please see steven il roberts

PACE 2 LAST PAGE

MANA

e4. . . .



# 2877 NORTHLAKÉ BLVO. N. PALM BEACH, PLONDA SIMOS

(801) 644-E268

PLOMBA: NOTOR VEHICLE REPAIR REGISTRATION NO.: MV-07208

	CERTIFICA	HENO: 00076			
MER		E READ IMPORTA	NT INFORMATION	ON REVER	<u> </u>
÷	THE SELLER, BD MORRE CHEMPOLET, INC., HERREY DIS- CLAND ALL WARDANTIES, SITHER EXPENSE ON MALED, INCLUDING ANY REPLIED WARRANTY OF PURPOSE AND HE- TY OR PITMESS FOR A MATTOLIAN PLANCES AND HE- THER ASSURES NOR AUTHORISES ANY OTHER PERSON.				
	THER ASSUME FOR IT ANY LIABILITY IN COMMESTION WITH THE PARTS.  I ACCOUNT THE PARTS.	LEDGE RECEIPT OF 8 AND LABOR LOW X			
					ar. Alaka
			DRIVER/GANDA TAFONA		CE1 C69394
	JUPLITOR FL. HORKI FOR OFFICE USE	JUPITER HOREI	NORK:	R. MATION	
	TAG: 4900 ABN- 195 BILLIAN, INNOICE: PRELIM CUB N C TAK RULEB: YYINY INVICED: 05/19/2000 L6:11:		S109777 L1CI CONVETTE 1	ENSE HUMBER: FI 288 CHY 1	TAK
7	DOMETER IN 25000 OUT: \$5000 DIST: ( DATES BESIN 05/19/00 DOME: 05/19/00	CHA. DIVIER DIVIERAL	(E) 120079	94,	LD1 120898
	CONCERN 51 GLEET SAYS FT STEERING IS STUCK CORRECTION PERFORM CHECK NO PROBLEM FOUND POSSIBLY CHUSED & COMPANY OK AY THIS TIME FACTORY TECH: 108 - ELLIS- BENNED	FROM LINE 93	O CHENATION	190H 190F	MOUNT OO,
:	TYPE: C	TOTALS	TOTAL CHARE FOR	CONCERN	.00
١.,	SURVAY OF CHARGES FOR INVOICE CLASSA TOTAL CHARGE .00		PANEAL BIRLEN	TON FOR IMOTO	Æ C68334
			CARIN SILE TOTAL CHARGE		.00 .00
·	LABOR WATE 965.00 ATTENTION THE FOLLOWING INVOICES ALSO EXIST	_			
	LAR - IMPRANTY  16 YOU HAVE ANY QUESTICHS - PLEASE SEE MORERY L. STILLIAN  **COMPSE REPRESENTS COST AND PROFITS TO THIS				
	FACILITY FOR SUPPLIES MOJOR WASTE BISPOSAL.				PAGE (

HHHH

MKK

HÄÄK





2577 NORTHLAKE BLVD. N. PALM SEACH, FLORIDA \$8408

(PO1) 844-6202

FLORIDA MOTOR VEHICLE REPAIR REGISTRATION NO.: MY-07206 CERTIFICATE NO.: 09876

THE GRIER	BOLABIER OF WARRANTS SO MORRE CHEVROLET, MO. MARANTIES, ETTER SOFTEES	HENERY DIS-	PLEASE R	EAD IMPORTA	NT INFORMATIO	N ON REVERS	E SIDE
PHOLUDING A TY OR PITHE	MY BUPLIED WARRANTY OF MER BOD FOR A FARTIOULAR PURPO		. 4.0-01404				
	ige now withdress way ou	HEN PERION	THE PARTS AN				
	INE PROFIE			<u> </u>			
		_					
	196/01CE 10		<del></del>	<del>,</del> ,	RIVER/OWER INFOR	MTION — INVOICE	: W5031
APITER		PL'		JPITE		FL	
HOE:	HURKY HOLD UNE	·	····	HOE!	WORKE WORKE	SMATION	
TAB1 0423	NOVI 820 NOBERTS. DIVI			VIN 1811Y320715	1109717 LEE	DAE HINCH	
DECKETER 11	TAX RULES: YYUNY 11000 # 11274 OUT: 11274	DICED ATT 06/28/5	77 10130142 Bist: Car •	## CEVAGLET (	DAMETTE 1	20R (NY TÀ	N  - 12089
	110 06/21/99 BOIEs 06/2	79/99					
ÇOVCEYN 51		M FOCK 18 BIOLIN	W7348 ON 80268	91155ET\$ (PA) KE		TECH HOURS	MON
CALIBE	RIEETING COLUMN IS LOCKE	a ip			T2029	099 .0 C	.0
CORPECT ION	TOWER TO SHOP						
	PART HUIDER	PON HOTE 18790)		7.0M K Toka6185	aty L	551. 74.40	74.4
FACTORY	TECHN 099 - IM HOUSE			.,	_	, 14 14	
	COMO CODE + CJ	FAIL CO	K 1 OC		<b>(</b>	RTOTAL	
TYPE: N					STRLET REPAIRS THINK CHARGE FOR	· Maretu	74.4 74.4
		<del></del>					
CONCERN 52	OWER STATES -SAY. COLUM	N LOCK 18 DINPLA	Y7710 OH 828E	EN WIO SJEESINO	E7501	1934 HOURS 109 1.7	490EN 102.5
CAURE	STEERING LOCK MOTOR DATE					200	
COMPENT DON Compent	TEST WITH TECH 2 NUTUR W DIAGNOSIS AND REPLACE OT			CH 2 FLEGT.			
	PART NUMBER	POP NATE	DENTALT	100	ary	<b>551</b> 1.	
	000 026090966 PARTEL COUNT 1		LIOCK	•	1	126.52	128.5
FACTORY	TECH: 109 - KRZEPEK. KEN						
	CLADA TYPE: 8	LIDE AUTH DO 0	E I (U 42900 13230	PAIL CODE	7 AC		
	FP-0260509&0	THE MILL DA A	ACTION AND DESCRIPTIONS				
	F7-(28030760	THE MIN. 19 a			OCA ED THEFALL CO		
	FF-Q2M50960	THE MUIT BY			GEALER INSTALLED HECHANICAL LANCA TOTAL CHARGE FOR	PMRTS	128,5; 102.56



2077 NORTHLAKE BLVD. N. PALM BEACH, PLONIDA 22400

(661) \$44-5262

FLORIDA MOTOR VEHICLE REPAIR REGISTRATION NO.: MY-07808 CERTIFICATE NO.: 00076

#### DISCLAMER OF WARRANTIES

THE BELLEY, SO MORSE CHEVROLET, WO, HERESY DIS-CLASS ALL WANNANTION, STITUTE EXPRISE ON IMPLIED, SIGULDING MAY IMPLIED WARRANTY OF MERCHANTAGLE-TY OR PTHINSS FOR A PARTICIPAR PLAYOUS AND HER-THER ASSUMBLY NOR ALTHOREUS ANY OTHER PERSON TO ASSUMBLY FOR IT ANY LABBLITY IN CONNECTION WITH

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

THE BALLI OF THE MARTS.	8 AM OTHER PENSOR 1 ACIGNOWLE THE PARTS A LISTED BISLO		<del>************</del>
TAGI 0423 AOVI 820 ROBERTS		VOIDLE INFO	ATION INVOICE: 4503LA RYNTEON
	SPERIO TO	TRLS	
SUMMARY OF CHARGES FOR 1990	ICE W90916	PARTECT BISTRIBU	TION FOR IMMUTCE MIGRIS
DEALER INSTALLED PARTS	128.52	TOTAL CHARGE	305, 46
MALET REPAIRS	74.40	•	•
PECHANICAL LABOR	102.56	FAC NATIONALLY	305,48
TOTAL CHARGE	305.40	:	
LAS MATEL 659.29 TO 668.06		•	
	PLEME SEE STEWEN J. MOMENTS		DAGE 4

LAST PAGE

i u u 444

ROR

Ana

3677 NORTHLAKE BLVD. N. PALM BEACH, FLORIDA 35406

> FLORIDA MOTOR VEHICLE REPAIR REGISTRATION NO.: MY-07208 CERTIFICATE NO.: 00076

> > I ACKNOWLEDGE RECEPT

ESS1) 844-5962

lut

122

#### DISCLAMER OF WARRANTEES

THE SELLER, ED MORSE CHEMICULET, INC., HEREBY DIS-CLAME ALL WARRANTERS, ETHER EXPISES ON MELLED, INCLIDING MAY RAPLIED WARRANTY OF MERCHANTARD-TY OR ATTINGGO FOR A PARTICULAR PURPOSE AND INS-THER ASSUMES NOR AUTHORIZES MAY OTHER PERSON TO ASSUME FOR IT MAY LABILITY OF CONSECTION WITH THE GALE OF THE PARTS.

PLEASE READ IMPORTANT INCORMATION ON REVERSE SIDE.

NISCELLABOUR.

TOTAL CHANCE FOR CONCERN

THE PARTS AND LABOR DRIVER/OWER INFORMATION -- UNIVOICE: 446730 - IMPORCE TO -JPITER **JUNION** HOTE: **YORK** HOPE: **(1)** FOR OFFICE USE -VERTICLE DEFORMATION ADV: 420 NOBERUTS: TAG: 0071 IMMOJCES PRELIT NAME N VDK 161YY82B7X3109777 LICERSE MARER: W 160 YYINY DWOLCED AT! 04/20/99 14:27:07 TAX RULEST 99 CHEVROLET CORNETTE ZOR CW OCCHETER IN: 7907 OUT: 7907 . 80L0: 120896 BIST: CAR MATER 444 DATES BEGIN 04/20/99 DDNE! 04/20/99 CONCERN 51 CHANCEN STATES SAY. COLUMN LOCK IS DISPLAYING -LOCK IS IMPP/ SEE HIGH. **OPERATION** Tech Hours AMOUNT CIUSE OPEN CINCUIT ON STREETING LOCK E7501 107 1.7 102.56 CONSECTION PENFORM ELECTRICAL TEST AND MEPLACE STEERING WHEEL LOCK NOTER W COMPENT ELECTRICAL TILT PART NUMBER 200 DESCRIPTION **SEL**! **STY** 000 026050960 LOCK 126.52 128,52 Paris Count **FACTORY** TECH 107 - KRZEPEK, KENNET DOME : OU fail code i ef 50 u u PP-026650960 Bern SUPTOTAL BEAUTINITIES PHYSIS 128.57 102.54 NECHNOCAL LABOR TYPE V LIDECIPLARS INCX TOTAL DANCE FOR CONCERN 231.00 CONCERN \$94 OUTSIDE PLUSTMEE **eren**tion TECH HOURS MOJO .Q C .00 CHUE outside purchasé 75000 777 CONFECTION COMPLETE NACT HANGER **QTY** DESCRIPTION 組上 000 025650960 ORPURC LOCK 13.77 13.77 FACTURY TECHT 099 - IN HOUSE 2000 CODE : NO FAIL CODE : 33 SUBTUTAL .

38#**5** 

4

wùu

DDB

77**7**5

TYPE: N

PAGE

13.77

13.77



AGT NORTHLAKE BLVD. N. PALKIBEACH, PLOREDA SE408

(DO1) 844-8582

PLORIDA MOTOR VEHICLE REPAIR REQUETRATION NO.: MY-07206 CERTIFICATE-NO.: 08078

#### DISCLAIMER OF WARRANTIES

THE SOLLER, SO MORRE CHRACKET, MC., HEREBY DIS-CLAIMS ALL WATEAUTHER, ETHER, EXPENSE OR SAFETS. TY OR, PITCHES TOWN A PARTICULAR PLENCHE AND HES-THER ASSUMES HOW AUTHORIZED ANY OTHER PRINCIPL TO ASSUME FOR IT ANY LIMITARY IN CONNECTION WITH THE SALE OF THE PARTS. PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

I ACKNOWLEDGE RECEPT OF THE PARTS AND LABOR LISTED SELOW X...

Bingrander information — invoice Mayon 🤊 FOR OFFICE USE -- VEHICLE INFORMATION --TAGI COY) ADAY GOD PONINTA, DAVIDED AT: 04/20/99 14:27:07 DG 99 CONNETTE TAK LICEBE NUMBRI JOHN TITLS SUMPLEY OF CHANGES FOR DARRICE WALTED PHYNESIT STATISTICS FOR 14402CE 144730 DENLEY INSTALLED PARTS TOTAL CHARGE PERMITCIL LABOR 102.56 MISCELLARETTE . . 12,77 PAC MITERALITY 244.0 TOTAL CHARGE

LAD RATE: 059,20 10 965.00 WWW.

al internet

A ...

IF YOU HAVE NOT QUESTIONS -- PLEASE SEE STEVEN J. HOMERTS

PAGE 1

441

rsi.

124



8877 NORTHLAKE 6U/O. N. PALM BEACH, FLORIDA 89406 y

(SE1) 944-5062

9

. Vue

пπя

FLOREIA MOTTOR VEHICLE REPAIR REGISTRATION NO.: MACTERS

THEN ASSUME TO ASSUME TO ASSUME TO THE	NOR AUTHORIZED R IT ANY LIABILITY E PARTS.	ANY OTHER PE	PRON " IA	GRNOWLEDG (5 PARTS AM STED WELOW	DIABOR			<u></u> :	_
	· • • • • • • • • • • • • • • • • • • •	ari. en	`		•				
	UWU	<b>66:10</b> ———	18 E	, .		— ETE/OJER 3	K-colling the —	- IMGICE	
JP III R	· ,	: · · • • • • • • • • • • • • • • • • •		•	JAPTER .		R.		
	FOR CFF1	CE (SE		·	HDE:		OK PERSON TION		
TRB: 0863	ADV \$20 ROBER	78. INVOICE		N C DO	VIII ISTYYIS	87 <b>13109</b> 777	LICENSE MA		Ī
	TAX FLLES: Y	ATMA TUMBLICA	81. <b>01.12</b> (	99 16100117. 1018F   CNR.		COMPLIES1	209 0	NA IN	ı
oodens n	THE F TO THE TANK	78.20							
000 ETEN (1800 007125   1680	7820 0011	7920 NEI 94/15/91			• .			'	
	7820 CUT1 Dis 04/18/99 DC	NET 04/15/91	<del> </del>		METALL SOP		TEOM TECH	HOURS	
CONCERN 51 CONCERN 51	DIP 04/18/99 DO OMER STATES OF OUT OF CALTERNA	NET 04/15/91 N. COLUMN 1.01 TON	X 519PLAYS (	OM SCREEN/ II		OPERA	TEOM TEICH	HOURE ,9	Ą
CONCERN SE CONCERN SE CONNECTION	7826 OUTS DIP 04/18/99 DC CHOOLE STATES OF	NET OK/15/91 N. COLUMN LOT TON CATOCOL PROK S	X DESPLOYS (	OK SCHEEN II	HETALL' SOP	OPENA 19800			
CONCERN SE CONCERN SE CONNECTION	TARSO OUTS DE CAPITAL STATES OF OUT OF CALIBRAT AND DATE COMPLIES OF PART ACROSS AND R	NECT OF/15/91 N. COLSON LOC TON CATTON PACK I EPLACE HODY C	X DESPLOYS (	OM SCHEEN/ II MOCILE - PE E PROGRAM E RESCROY	FOR BLECT.	QTY PROCE	109	,9 L	
CONCERN SI CONCERN SI CONSECTION	DIA 04/15/99 DO DIA 04/15/99 DO DIATE COMPLIES DIAGNOSIS AND R	NECT OF/15/91 N. COLSON LOC TON CATTON PACK I EPLACE HODY C	X 369PLAYS (	OK SCHEEK II MOOLLE - PE	FOR BLECT.	141800	109	,9 L	
CONCERN SE CONCERN SE CONNECTION	CHART STATES OF CHART OF CHART MAN AND REPORT OF CHART MAN AND REPORT OF CHART MAN AND RESTRICT COUNTY TECH 107 - 102	NET ON 15/91 N. COLING LOC TON CATHON PACK I EPLACE HOLY C	X SISPLAYS ( DAY CONTROL CONTROL HORSE POW NOTE	OM SCHEEN/ II MOCILE - PE E PROGRAM E RESCROY	FOR BLECT.	QTY PROCE	109	,9 L	
CONCERN SE CONCERN SE CONSECUTION CONNECTION	TARSO OUTS DIS 04/18/99 DO  CHEEK STATES OF OUT OF CALIBRAY DIAMONIS AND R PART XXMER OOD 009277919 PARTES COUNT	NET ON 15/91 N. COLING LOC TON CATHON PACK I EPLACE HOLY C	X 369PLAYS (	OM SCHEEN/ II MOCILE - PE E PROGRAM E RESCROY	FOR BLECT.	QTY PROCE	109	,9 L	
CONCERN SE CONCERN SE CONSECUTION CONNECTION	CHARGE STATES OF CHARGE STATES OF CHARGE COPPLIES OF CHARGE COPPLIES OF CHARGE COPPLIES COPPL	NET ON 15/91 N. COLING LOC TON CATHON PACK I EPLACE HOLY C	X SISPLAYS ( DAY CONTROL CONTROL HORSE POW NOTE	OM SCHEEN/ II MOCILE - PE E PROGRAM E RESCROY	FOR BLECT.	QTY 1	109 93. 218.3 <b>Jun</b> iotal	,9 L	2
CONCERN SE CONCERN SE CONSECUTION CONNECTION	CHARGE STATES OF CHARGE STATES OF CHARGE COPPLIES OF CHARGE COPPLIES OF CHARGE COPPLIES COPPL	NET ON 15/91 N. COLING LOC TON CATHON PACK I EPLACE HOLY C	X SISPLAYS ( DAY CONTROL CONTROL HORSE POW NOTE	OM SCHEEN/ II MOCILE - PE E PROGRAM E RESCROY	FOR BLECT.	GEN DELLE	109 88. 218.3 IMBIOTAL	,9 L	2
CONCERN SE CONCERN SE CONSECUTION CONNECTION	CHARGE STATES OF CHARGE STATES OF CHARGE COPPLIES OF CHARGE COPPLIES OF CHARGE COPPLIES COPPL	NET ON 15/91 N. COLING LOC TON CATHON PACK I EPLACE HOLY C	X SISPLAYS ( DAY CONTROL CONTROL HORSE POW NOTE	OM SCHEEN/ II MOCILE - PE E PROGRAM E RESCROY	FOR BLECT.	OTY 1  ESLER DOT	109 88. 218.3 IMBIOTAL	,9 9	
CONCERN SECURES CONSECUTION CONNECUTION CO	THE CAPTURE OF CAPTURE OF CAPTURE CONTRACT CONTR	N. COLIAN LOC TON CATHON PÁON I EPLACE MOOY C	X BESPLAYS ( LOW CONTROL CONTROL MORE POUR MOTE	OM SCHEEN/ II MODILE - PE E PROGRAM E RESCROY ROBILE	IFORM BLEST.	OTY 1  OTHER DOTH HEIMMONL 1 TOTAL CHAS	SEL 218.3  JACTOL LLES PARTS JEOR CHICERY	, 9 }	2 2
CONCERN BE CONCERN BE CONSECUTION CONSECUTION CONCERN BE CONCERN BE CONCERN BE CONCERN BE	THE CAPTURE OF CAPTURE OF CAPTURE CONTRACT CONTR	N. COLIAN LOC TON CATHON PÁON I EPLACE MOOY C	X BESPLAYS ( LOW CONTROL CONTROL MORE POUR MOTE	OM SCHEEN/ II MODILE - PE E PROGRAM E RESCROY ROBILE	FOR BLECT.	OTY 1  OTHER DOTH HEIMMONL 1 TOTAL CHAS	SEL 218.3  JACTOL LLES PARTS JEOR CHICERY	,9 9	2
CONCERN SECURISE CONSECUTION CONTENT  FICTORY  THESE II  CONCERN 12  CONCERN 12  CONCERN 12  CONCERN 12	CHART STATES OF COURT OF CALLERYS OF CALLERYS OF CALLERYS OF CONSTRUCT OF COURT OF C	N. COLIAN LOC TON YARD PAON I CATAGE HOLY C PERC NEMET INTEL ON CONF	X 319FLAYS ( DAY CONTROL ONTROL MORE POOL NOTE FROM MEEL T PROPERLY -	ON SCHEEN II  MODILE - PEI E PROSENT  REFLE IS A  REFUSE IS A	POPU BLEST.  FEOR SELECT.  ROSS CELLES	OTY 1  SENLER THAT PEZHWICHL TOTAL CHASE  OPENS CORRO	SEL ZIO. 3  ZIO. 3  LIED PHITS  JOOR L POR CHILERY	,9	2 2 2
CONCERN SECURISE CONSECUTION CONTENT  THESE II  CONCERN 12  CONCERN 12  CONCERN 12  CONCERN 12  CONCERN 12  CONCERN 12	CHART STATES OF COLUMN THE CONTROL CON	N. COLIAN LOC TON YARD PAON I CATAGE HOLY C SPEC NEMET OF TURNING ST MED INTED ON GRAF IN ACCES TO S	X 319FLAYS ( DAY CONTROL ONTROL MORE POOL NOTE FROM MEEL T PROPERLY -	ON SCHEEN/ II MODILE - PEI E PROSENT REFUEL IS A REFUEL IS A REFUEL IS A	POPUL BLEST.	OTY 1  SENLER THAT PEZHWICHL TOTAL CHASE  OPENS CORRO	SEL ZIO. 3  ZIO. 3  LIED PHITS  JOOR L POR CHILERY	,9	2 2 7



SETT NORTHLAND BLVD. N. PALM BEACH, PLONEDA \$3406

(561) 844-6262

444

444

PLORIDA MOTOR VEHICLE REPAIR REGISTRATION NO: NO-07206

### CERTIFICATE NO.: 00976 DISCLAMEN OF WARRANTIES PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. THE SELLER, ED MORSE CHEWROLET, MC., HERREY DIS-CLAMB ALL WARRANTEE, STHER EDWISS ON SHILLED, MCLICHIS ANY MIRLED WARRANTY OF HERCHARTLELL-TY OR FITNESS FOR A NUTTOLLAR PLEYCHE AND ME-THAN ASSULES HOW AUTHORIZES ANY OTHER PERSON TO ASSULE FOR IT ANY LIABILITY IN CONSISTION WITH THE SALE OF THE PARTS. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR a n'u ARR LISTED BELOW RELATIONER THEORYLLON - DAVOICES A44425 - DAVOICE TO -- VEHICLE INFURNATION -- FOR SEFICE USE --THE GOLD HOW SED ROBERTS. INVESTEED AT: 04/15/99 16100117 OD - 99 CORNETTE YAN LICENSE NUMBER ONNO TOTALS . SUPPORT OF CHINGES FOR INVOICE W48525 PHYMENT BISTRIBUTION FOR DINOICE 646526 DEALER INSTALLED PARTS 218.39 TOTAL CHARGE 351,17 NECHANICAL LABOR 132,73 TOTAL CHARGE FAC WITHWITY 351,12 351.12 LAM RATE: 659,28 TO 865.60 ATTENTION THE POLLOWING SHIPPINGS PLAD EXIST CUS - CUSTOM PAY ef you have any questions - please see steven J. Roberts MAGE : : LAST PARE <u>Ş</u>ûv# OMM 8 B B

ขน ย nan

111



5757 Loke Worth Road, P.O. Sox P070 Generocyte, Plofido 35466-9500 (541) 433-4767 . 1-400-365-4767

December 09, 1998

Jupiter, FL

- Deux

Congratulations on the purchase of your new Chevrolet Corvette:

At Steve Moore Chevrolet we firmly believe the purchase of a new vehicle is just the beginning of our relationship with you. I can personally assure you that we are totally committed to making sure your driving experience is an enjoyable one. Steve Moore Chevrolet realizes your satisfaction is the key to our future.

Please give me a call any time you have a question or a special request. I specialise in making your life easier.

From all of us here at Steve Moore Chevrolet, "Thank You."

Sincerely,

Nark Hibbard Sales Consultant

Wark Hollan

Thanks for your patience and fairness in ordering your new cowette we greatly appreciate your repeat cowette Business.

Much

#### CHEVROLET MOTOR DIVISION GK RESTRICTED

PAGE

294109

CASE MUMBER: 99-0523038

VIN

1G1YY32G7X5115B85

DATE OPERED: 09/28/99

MODEL YEAR:

DATE CLOSED: 10/01/99

SECTION :

YB CORVETTE

SOURCE:

PROME

MILHADRO

10000

CUSTOMER:

ADDRESS: HOME PHOME:

MEETAILLE IX

STATE:

TX

99

BUB. PHONE:

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

COSTOMER STATES THAT HIS WIFE IS AFRAID TO DRIVE CAR BECAUSE THE STEER ING NOTES, LOCKS UP IN THE PROCESS OF DRIVING. HE HAS HAD THE CAR AT T WE DEALERSHIP SEVERAL TIMES FOR THIS PARTICULAR PROBLEM AND IT HAS MEY ER BEEN REPAIRED PROPERLY.

CLISTONER SHEKS TO HAVE THIS VEHICLE BOXART BACK AND GIVEN ONE IN ITS P LACE.

CRM ADVISED TO TIER 2/JOYCE JAMES MARGO NEAL/ AUSTIN, TX.

I ADVISED THE COSTONER TO HAVE HIS VEHICLE TOWED BACK TO THE DEALER for repair and that if he is not happy with this vericle. To work ITH THE DEALER INSOFAR AS TRADE-IN. JOYCE JAMES/CRH/AUSTIN TX

#### 9/21/99\*\*\*\*

DER CALLED STATES CUST CAME INTO DER AND WAS INNAPPY WITH PREV CRX... CRM ADVISED DLR CRM WOULD C/B CUST LATER OR FIRST THING 9/28/99 DARREN ENYDER/TROY SITE

#### 9/17/99

CRN CALLED CUST AND APOLOGIZED TO CUST IF PREV CRM WAS RUDE...CRM ADVISED CUST THAT CRK HAD LOCKED FURTHER INTO CUST FILE AND SUPPORTS PREV CHEV POSITION ... CRM THANKED CUST FOR TIME DARREN SMYDER/TROY SITE

	********* REQUEST COME AND CONMENTS ***********
CDE + DESC	CDE COMMETS
<b>204</b> 0	CUNTOMER CONCERNED WITH SAPETY
	CASE CLOSED BY SYSTEM
<b>x41</b> 0	STEERING COLUMN LOCKS UP WHILE DRIVING THE CAR
	CARE CLORED BY SYSTEM
814 0	REQUESTS A NEW WORKING VERICUS IN PLC OF THIS ONE
	CASE CLOSED BY SYSTEM

CASE NUMBER: 00205986

VIX:

1G1YY32G7X5118883

DATE CRIMIN: 04/26/00

MODEL YEAR:

99

DATE CLOSED: 05/02/00

SERIES:

CORVETTE CONV

**SCURCE:** 

PAR

MILEAGE:

7000

CUSTOMER

MIDRESS:

STATE:

Œ

NOS. PROBE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION

GK RESTRICTED

CUSTOMER: ADDODES: MONTH PROPER

CAME MINISTER: 00205986

VIN:

1G1YY32G7X5118883

1999

MATE OFFICE: 2009-04-26

NC TYPE: NC PARISHT:

SERIHS: MILEMIR: CORVETTE CONV 700**0** 

SCHOOLS:

TARE CLOSED: 2000-05-02

00205985

PAR

DELIVERY DATE:

MODEL YEAR:

LARRY H. MITLER CHEVROLET DEALER NAME: DEALER ADDRESS:5650 S STATE ST., MURRAY, UT. 84107, USA

\* 

O REPAIR ATTEMPT (B)

O REPAIR ATTEMPT (8)

O REDAIR ATTEMPT(S)

O REPAIR ATTEMPT (8)

D REPAIR ATTEMPT (8)

STREET, WHEEL

PAGE: 2

OM RESTRICTED

316548

RESTORMENTS

,,

3

INPURATOR: .........................

INCIDENT DATE: 2000-04-24 INCIDENT TIME: 17:00:00

INCIDENT LOCATION: IN PROPE OF HIS BOME AT

DRIVER MAME:

DRIVAR AGE:

DRIVER DISABILITY: K/A

COMMEN DESCRIPTION: STEERING WHEEL LONGSO UP WHILE TURNING INTO DRIVENAY AND HIT HIS OWN DOG AND KILLED IT

ALLEGED DEFECTIVE COMPONENT: STREETING COLUMN LOCKED

DECIDENT RESULT:

POLICE PEPORT: N

ROAD COMMITTON: Dry BODY INJURY: N

ROAD SUBPACE:

MOMENTA OF PROPER: 1

ibjürtes: N

MUMBER OF VEHICLES:

PROPERTY DAMAGE:

MAS VERDICE INSURED: Y INSURANCE COMPANY NAME: PROGRESSIVE INC INSURANCE COMPANY ADDRESS: PO BOX 31557

TAMPA, FL. 33631

AGENT NAME: ROOM ROBERTS

AGENT VHINE NUMBER: 18008887764

MORE EXPORMATION:

MAJNIEGANCE LOCATION: LARRY E MILLER CHEVROLET

CURRENT LOCATION OF VEHICLE:

WAS ANDTHUR VEHICLE INVOLVED: N

MOTIFY NAME:

was vericle imprected, n imprectors have: imprection date;

NULBAGE AT INSPECTION:

WHERE WAS IMPROPTION DONE:

WAS VEHICLE ROAD TESTED: N

ROAD THET DESCRIPTION:

ROAD TEST RESULT:

COMP IMPROTED.

INVESTIGATIVE STROTARY:

PAR STATUS: Accepted

**ARQ**#\* THE CENT CON サイクステナイカラティーナー

SOURCE:

RECURST TYPE:

PARTICULAR REASON:

DEALER BAC:

DELLER HOME: THALER ADDRESS: , .

CONTROL: .

PROME MUMBER:

PRODUCT CODE:

MOJNE TYPE:

MILENGE & MUY-MACK: 0

MERP:

DEPRECIATION:

UPGRADE:

APPERMARENT:

LEASE TERM:

DAMAGE:

OTHER:

BRANCE

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEATER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

TRANSMITTION:

FAX MUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VERICLE DRIVERBLE:

DEC MARRAWTY DATE:

MADA: 0 SALES TAX:

MAKE:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LIMICHT LAW:

VEHICLE DESTINATION:

LIER PATOFF:

TITLE BRAND:

PAGE:

LOCATION:

# GM RESTRICTED

316546

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* THE POST A R R P &

MUNICIPAL OF DESTREES: U

COMMUNITE:

MAKE: ADDRESS: . CITY/STATE: , BOCKS MARKET:

SEATING POSITION: TYPE OF DESIGNATE

TREATED:

PESTRAINT :

IF SO, WHERE

• MUSIKEBS: 0

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

ESTERBAL CASE BURGER:

CITIC MARKE

MISINESS:

ACCEDING:

DESCRIPTION OF DISORDE: MENTALE/LERIST 0

MILEAGE AT PURCHASE: 0

DATE OF ACCIDENT: DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

NOWS CHREEK MANY POSSESSION OF VEHICLE:

PROCESTAGE GOODST.

DATE

10402: COMPANY 1

CONTRCT MUMBER: 1 COMPACT TYPE: CONTRACT PERSONS:

ADDRESS:

THIS: BASE ACTION: C KEY: 000179338 . CAS 05/08/2000 09:03 CABS020M

NEXT: BASE ACTION: KEY: 000179338

ID: T0608

OI TITLE :

O2 FIRST :

CUSTOMER INFORMATION

TYPE: GC

STREET :

03 MI: 04 LAST

OS CITY : SALTLAKE CITY

07 ST: UT 08 KIP

09 H PHONE:

10 B PHONE:

11 COMPANY: COREPOINT FILE \$00205986 NOW BEING HANDLED BY ESIS-SEE NOTES

VEHICLE/DEALER INFORMATION

: 1G1YY32G7X5118883 EMG: 5.7L V8 MFI FLANT: BOWLING GREEN KY

16 DEALER : LARRY H. MILLER CHEVROLET

13 YR/MDL : 1999 YB CORVETTE

14 DEL : 02 19 99 15 MILEAGE; 007000 17 ZN/DLR : 36 012

18 CITY : MURRAY

19 STATE : UT

CDE # DESC

CDE COMMENTS

M41 0 STEERING COLUMN 20 STEERING WHERE LOCKED

TOI O PRODUCT ALLEGAT 21 PRODUCT ALLEGATION

22

23

24

===>

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 BLRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: BASE ACTION: C KEY: 000179338 CAS 05/02/2000 13:11 CABS020M
NEXT: BASE ACTION: I KEY: 000179338 ID: T0608
01 TITLE : CUSTOMER INFORMATION TYPE: GC
02 FIRST : 04 LAST :

STREET : 06 CITY : SALTLAKE CITY 07 ST: UT 08 ZIP :

09 H PHONE: 10 B PRONE:

11 COMPANY: COREPOINT FILE #00205986 NOW BEING RANDLED BY ESIS-SEE NOTES VEHICLE/DEALER INFORMATION

12 VIN : 1G1YY32G7X5118883 ENG: 5.7L V8 MFI PLANT: BOWLING GREEN KY

13 YR/NDL : 1999 YB CORVETTE 14 DEL : 15 MILRAGE: 007000 16 DEALER : LARRY H. MILLER CHEVROLET 17 ZN/DLR : 36 012

18 CITY : MURRAY 19 STATE : UT

CDE 4 DESC COMMENTS

\* M61 0 STEERING COLUMN 20 STEERING WHEEL LOCKED

TU1 0 PRODUCT ALLEGAT 21 PRODUCT ALLEGATION

22 23

24

PF13 BASE PF14 CMTS PF15 AFTRCE PF16 CLOSE PF17 CSESCH PF18 DLRLOC PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL THIS: 'AFTRCL ACTION: C KEY: 000179338 . CAS 05/02/2000 13:12 CAB8200M

NEXT: AFTRCL ACTION: I KEY: 000179338 NEXT: AFTRCL ACTION: I KEY: 000179338 ID: T0608
NAME: SALTLAKE CITY, UT YR/MDL: 1999 YB TYPE: GC

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASE/INQ) PRODUCT CAMPAIGN :
REQUEST AREA : SERV REQUEST SOURCE : H T CAS
CONTACT TYPE : OWNER IN CORR SEQ # : N
MARRANTY : I (IN/OUT/UNK) THIRD PARTIES :
'STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)

DEALER AREA : 02

TRANSFER TO ID : .CASE OPEN DATE : 05 02 00

: 05 02 2001

PART DELAY START:

PART DELAY START:

PART DELAY END :

TRANSFER TO ID :

CASE OPEN DATE : 05 02 00 SCRAP DATE : 05 02 200

ROUTING CODE : CAC CAS LOC: ADV TRANSMIT : N (Y/N)

CORRES TYPE : TRANSMIT DATE : 00

FOLLOW UP DATE : CORP CASE #

FILE RETENTION: 00 POSSIBLE SAFETY: Y (Y/N)
LAST ALTERED ID: T0608 LAST ALTERED DATE: 05 02 00
REJECT CLOSE: N (Y/N) REOPEN CASE: N (Y/N)

PF13 BASE PF14 CMT6 PF15 AFTRCL PF16 CLOSE PF17 CSESON PF18 DIRLOC PF19 CRIS PF20 TELLET PF21 LITLET PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: CLOSE ACTION: I KEY: 000179338 CAS 05/02/2000 13:13 CABS040M NEXT: CLOSE ACTION: I KEY: 000179338 ID: T0608

YR/MDL: 1999 YB TYPE: GC

NAME: SALTLAKE CITY, UT

CASE CLOSING INFORMATION

E RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)

DER CONTACT DATE : 05 02 00 DLR CONCLUSION DATE: 05 02 00

CLOSING DATE : 05 02 00 RESPONSIBLE DEALER :

CUST SATISFIED : Y (Y/N) CLOSE CASE : Y (Y/N)

CO BEVIEW CLOSE : CO REVIEWED : (Y/N) DATE:

CO REVIEWED : (Y/N) DATE:
RGN REVIEWED : (Y/N) DATE: PIGN REVIEW CLOSE: CDE # DESC CDE CONMENTS

M41 0 STEERING COLUMN STEERING WHEEL LOCKED

CRM ADVISED BY ESIS (SHAWN KELLY) THAT CASE HAS

ALREADY GONE TO ESIS FOR HANDLING

TOI O PRODUCT ALLEGAT PRODUCT ALLEGATION

CRM ADVISED BY ESIS, SHAWN KELLY 1-800-888-0164 THAT THEY ARE ALREADY HANDLING CASE, CUSTOMER WAS

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL \*E0436 CASE IS CLOSED \*

THIS: 'CHTS ACTION: I KEY: 000179338 . CAS 05/02/2000 13:13 CARS030M

1

NEXT: CMTS ACTION: I KEY: 000179338

ID: T0608

GENERAL CONKENTS TOTAL CMTS:

TYPE: GC

USER: 70608 DATE: 05/02/00 TIME: 13:11

COMMENT #:

CALLED CUSTOMER FOR INITIAL CONTACT, CRM WAS ADVISED THAT ESIS HAD ALREADY CONTACTED HIM. VEHICLE WAS INVOLVED IN A ACCIDENT IN 8/99 where a dog was run over. Esis representative shawn kelly at 1-800-

888-0164 ASKED CRM THAT THEY WOULD PREFER TO HANDLE CASE AND FOR PAR TO SIMPLY CLOSE CASE AND FORWARD, NO 1241 REQUIRED, CRM ACKNOWLEDGED

AND IS BUILDING LEGACY BILE AT THE REPOYENT W/

CROSS REFERENCE TO COREPOINT FILE # 00205986

HOME: W

PFL3 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DERLOC PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL \*10004 TOP OF DATA DISPLAYED \*10005 BOTTOM OF DATA DISPLAYED \*

#### CHEVROLET MOTOR DIVISION QM RESTRICTED

PAGE:

310924

CASE NUMBER: 00-0179338

VIX:

1G1YY32G7X5118883

DATE OPENED: 05/09/00

MODEL YEAR:

99

DATE CLOSED: 05/12/00

SHRIBS:

YE CORVETTE

BOURCE:

PEOME

HILENCE:

7000

CUSTOMER:

ADDRESS:

HOME PEONE:

STATE:

UT

BUE. PHONE:

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* GEMBEAL CORPLEMES \*\*\*\*\*\*\*\*\*\*\*\*\*

CRE CALLED CUSTOMER FOR INITIAL CONTACT, CRE WAS ADVISED THAT REIS FAD ALREADY COMPACTED MIN. VERLICLE WAS INVOLVED IN A ACCIDENT IN 8/99 MARKE A DOG WAS RUN OVER. RESIS REPRESENTATIVE SHAMS RELLY AT 1-800-884-0164 ABKED CRM YEAR THEY WOULD PREFER TO HANDLE CASE AND FOR PAR TO STRIPLY CLOSE CASE AND FORWARD, NO 1241 REQUIRED, CRN ROSESWILEDGED AND IS BUILDING LEGACY FILE AT MRS. MIMER D. TEXMPSONS RESQUEST W/ CROSS REFERENCE TO COREPOLET FILE + 00205986

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

CDE # DESC

M41 0

COR COMMENTS

STEERING MREEL LOCKED

CASE CLOSED BY SYSTEM

**TO1** 0

PRODUCT ALLEGATION CASE CLOSED BY SYSTEM

#### TECHNICAL ASSISTANCE SYSTEM ЯΒ RESTRICTED

PAGE:

R NUMBER: 5455064

VIN:

1G1YY32G825114205

DATE

03/07/02

MODEL

DATE

SKRIKS

2002 YB

03/07/02 CHEVROLET

004769

SOURCE: CUSTOMER:

B15139

MILEAGE

ADDRESS :

HOME PHONE:

STATE:

PA

BUB. PHONE:

SYMPTOM ABSTRACT---- COLUMN LOCK STEERING CUSTOMER ALLEGES COLUMN

RESOLUTION ABSTRACT- CUSTOMER CONCERN NOT DUPLICATED

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3----UCC-3 DESCRIPTION---

03/07/2002 14:25:40 SBD TEMPLATE - CALDROWE STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

(Y/N) IS THE VEHICLE IN THE DRALERSHIP

(Y/N) IS THE VEHICLE MODIFIED/MON-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\_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

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

(Y/W) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

(Y/N) ARE THERE ANY DIC'S H

Ħ (Y/N) HAVE ANY REPAIRS SEEN MADE OR PARTS REPLACED

03/07/2002 14:25:40 HISTORY - CALDRONE CALLER'S NAME - DAVE

LAUBACH, TECH

CUSTOMER CONCERN - CUSTOMER ALLEGES THAT STEERING COLUMN \*LOCKED\* WELLS DRIVING (ON JAN 16, 2002). DRIVER HAD TO FULL OFF OF THE ROAD AND WAIT 10 MINUTES BEFORE STEERING COLUMN WOULD "UNLOCK" AND VEHICLE MOVE.

DEALER CONDUMTS/DIAGROSIS - TECH NOT ABLE TO DUPLICATE. PERFORMED STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK WITH NO TROUBLE FOUND. DIC'S IN BCM. TECH RETRIEVED HISTORY DIC B1064 FROM LEFT FRONT DOOR MODULE AND RIGHT FRONT DOOR MODULE, BUT ALL SYSTEMS CURRENTLY OFFRATE AS DESIGNED.

#### TAC RECOMMENDATION -

ATTEMPT TO OBTAIN MORE INTO ON CONCERN FROM CUSTOMER. IT IS IMPROBABLE THAT STEERING COLUMN ACTUALLY "LOCKED" WHILE DRIVING.

DO NOT ATTEMPT ANY REPAIRS UNTIL CONCERN CAN BE DUFLICATED AND DIAGROSED. L TAC IF FURTHER ASSISTANCE IS NEEDED.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:

5787749

VIN Number:

1G1YY32G915116432

Date Opened:

8/5/2002

Model Year:

2001

Date Closed:

Series:

Corvette

Dealer Code:

B09255

Mileage:

10661

Address:

MCCLINTON CHEVROLET PARKERSBURG

State:

WV

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK ALLEGED COLUMN LOCK WHILE BACKING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION --- STEERING

LICC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3----

UCC-3 DESCRIPTION---

08/06/2002 11:21:55 SBD TEMPLATE - COLEMAN STRATEGY BASED DIAGNOSTICS

- \_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- \_5\_ 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) JIM WILSON TECH

CUSTOMER CONCERN - STATES THAT THE COLUMN LOCK ENGAGED WHILE BACKING UP.

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

TECH STATES THAT HE HAS NOT BEEN ABLE TO DUPLICATE. TECH IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

TAC SUGGEST POSSIBLE LOCK ACTUATOR PER OTHER RELATED CASES. 08/05/2002 11:21:55 HISTORY - COLEMAN

## TECHNICAL ASSISTANCE SYSTEM

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

Case No:

3412438

VIN Number:

1G1YY32G9W5107964

Date Opened:

8/24/1999

Model Year:

1000

Date Closed:

9/20/1999

Sarias:

Corvette

Dealer Code:

B32196

Mileage:

18579

Address:

RON CURRIERS HILLTOPSOMERSWORTH

State:

NH

Dealer Phone:

SYMPTOM ABSTRACT---- COLUMN LOCK ALLEDGED STEERING COLUMN LOCK RESOLUTION ABSTRACT- CUST COMPLAINT NOT DUPLICATED - ENG. EMISSION

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3----

UCC-3 DESCRIPTION-

08/24/1999 11:14:35 SBD TEMPLATE - MOCERI

#### STRATEGY BASED DIAGNOSTICS

- 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
- Y\_\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- N\_\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- Y\_\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT.
- Y\_\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- Y\_\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- Y\_\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIŞT)
- Y\_\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- N\_\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

08/24/1999 11:14:35 HISTORY - MOCERI

DENNIS STATES THIS CUST ALLEDGED THERE STEERING COLUMN LOCKED WHILE OPERATING THE VEHICLE, CUST HAD IT TOWED IN AND DUR CANNOT DUPLICATE. DENNIS ALSO STATES THE CUST GAVE HIM INFO FROM THE INTERNET FOR THIS CONCERN

KA02-031 / GM22C

ADV DENNIS THERE ARE NO CASES OF THIS HAPPENING WITH THE VEHICLE RUNNING, ADV DENNIS TO CHK CKT 911 FOR A SHORT TO GROUND

Page 2 of 2

#### RESTRICTED

333884

CASE NUMBER: 00389825

VIX:

MODEL YEAR:

MILEAGE:

1G1YY32G9X5122966

DATE OPENED:

05/19/00

05/19/00

1999

DATE CLOSED: SOURCE:

CORVETTE CONV

YES

10800

CUSTOMER:

ADDRESS:

HOME PROME:

STATE:

œ.

DOB. PECKE: DELIVERY DATE:

DESALER MANE:

í

HORTEPOINT CHEVROLET INC

DEC PARENT:

DEBALER ADDRESS: 2175 MANSSEL ROAD, ALPHANDETA, CA, 30004, USA

MO1 Steering General 1 REPAIR ATTEMPT(6)

OFFICE LOCKED

STREETING COLUMN LOCKED UP WHILE DRIVING 

cliet sts teat he was pulling out of parking lot in formato mode when his sky colorof light on on and strucking column locked up. Cust sis teat ver has toked to due. . Cust sis teat r replaced the actuator. Cust size that dlr advid him to call and set uprequest.cust size THAT DLE ADV'D THAT THIS IS CHISCOUR CONCERN FOR VEH. CUST SIS THAT HE HO LONGER FEELS EAFE . COST STE THIS YER IS HIS PAINARY MODE OF TRANSPORTATION.COST SERKS TO ENOW IF THIS IS GOING TO BE AN OMBOING CHROMEN.

TMBRESA DRAGOM/AUSTIN CARS: 0: 327594143 2000-05-19

COMP SYN THAT DER ADV'D THAT CHEV IS LOCKING INTO THIS . COST IS VERY CONCERNED.CRM S/W ery adv. Text, very ste text cort vols adv'd text due each text cortaine cortain cortaine. BUT NEVEX WHILE VEH IN TRAVELING DOWN THE ROAD GRY ADV STS THAT THET HAVE RECVO AN administrator missage from inc asking dur's to notify them if the in travel mode. Sky adv sie that for their experience this has cold happened right after sizes up . Say adv sts that cost and advid their vie has in parking lot and locked right after start up. Sky adv ste that viet was repained testerdat. Sky adv ste teat testy adv'd cost to compact cac FOR DOCUMENTATION OF THIS CONCERN, CHE THROUGHD.

THERMS. DEAGON/ADMIN CARS: 0) .327595337 2000-05-19

CHM ADV'D COST THAT AT THIS TIME NO CAMPAIGNS HAVE BEEN ISSUED. CHM ADV'D GM WILL MOTIFY COST BY MAIL IF MAY CAMPAREN ISSUED. CHA DOC CONCERNS AND ADV'D COST OF REQT. COST TEAMRED, CRM TEAMRED.

TESRESA DRAGON/ADSTIN CARS: 0: 327596007

ROAD SURPACE:

INCIDENT TIME:

ROAD CONDITION:

BODY IMPURY:

DRIVER AGE:

INCIDENT DATE:

INCIDENT LOCATION:

DRIVER MAKE:

DRIVER DISABILITY:

CHOCKER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

MOMBER OF PEOPLE: 0

DAJURIES :

WAS AMOTHER VEHICLE INVOLVED.

MORRISH OF VINIZCIANS:

PROPERTY DAMEGE:

WAS VERTICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY AUDRESS:

IMPRECTORS MAKE: IMPRECIATION DATE:

AGRET MAKE:

AGENT PRIME RUMBER:

MORR IMPORDATION:

INTERNANCE LOCATION:

REMERT LOCATION OF VEHICLE:

OTIFY KAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

MARIE WAS INSPECTION DONE:

WAS VESTICIE ROAD TESTED:

ROAD TEST DESCRIPTION:

NOAD THET RESULT:

COMP INSPECTED:

DEVESTIGATIVE SUMMAY:

PAR SERVIS:

SOURCE:

REQUEST TYPE:

REFURCEASE REASON:

DEALER BAC:

DESILER MARKS

DEBLER ADDRESS: , ,

CONTACT: ,

PROBLE PROBLER.

PRODUCT CODE:

REDUCE TYPE:

TRANSACTION:

FAI MUMBER:

BODY TYPE:

TRIM

TRANSMIRSTON:

VEHICLE DRIVEABLE:

TLEAGE • BUY-BACK: 0 BRC WARRANTY DATE: MERRY: MADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERNARRET: LEASE TERM: DANAGE: OTHER: BRANCH: MAME: ACCOUNT NUMBER: LUTEREST RATE: INTERREST PAID DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAM: DEALER ADMINISTRATION: VERICLE DESTRUCTION: LIEN PATOFF: RELEASE; TITLE BRAND: E REPLACEMENT VIN: NUMBER OF INJURIES: 0 CONDUNTS: LOCATION: MANE: ATEURISE , CITY/STATE: , . MONE MANER: BATTMG POSITION: RESTRAINT TYPE OF IMPORT: TREATED IF SO, WHERE: espectations and a second seco EXTERMAL CASE MEMBER: DATE: TITLE MANES: BUSINBES: t BOSTMESS: 0 DATE OF ACCIDING: ACCIDENT: DESCRIPTION OF DAMAGE: . DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 MITARAGE AT PONCHARM: 0 PUNCHASE/LEASE AB: DORS ORDER HAVE POSTESSION OF VESTCLE: RESOLUTION SCUIRT: 

MANE.

COMPANY

ALEDRESS:

CONTACT NUMBER: COMPACT TIPE:

COMPACT PROME:

PACK.

GM RESTRICTED

333684

CASE NUMBER: 01606016

VIN

10177320975100676

DATE OPENED: 09/18/00

MODEL YEAR:

00

DATE CLOSED: 10/30/00

ABRIES:

CORVETTE CONV

SOURCE:

CUSTOMER:

MILEAGE:

21000

ADDRESS:

HOME PHONE:

STATE:

FL

BUS. PHONE:

GRNERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS:

BOCA RATON

FL

HOME PHONE:

CASE NUMBER: 01606016

1G1YY32G9Y5100676

21000

DATE OPENED: 2000-09-18

Phone

MODEL YEAR: 2000 SERIES:

CORVETTE CONV

CLOSED: 2000-10-30

MILEAGE: DELIVERY DATE:

ORCE: BRC TYPE:

DEALER NAME:

BRC PARRNT:

LOU BACHRODY CHEVROLET INC DEALER ADDRESS: 1801 W ATLANTIC BLVD, , POMPANO

BEACH, FL, 33069, UBA

TO4 General Information O REPAIR ATTEMPT(8)

Other

cust seeking to doc info as rag by cust.

cust states weh has been in diremp 4x with the steering column lock actuator prblm and wishes to doc info 

cust states weh has been into dirhsp 4x for the same proble on steering actuator. cust wld like who to be reparid gust seeking another option. crm to reruh.

cynthia muprhy/austin; 0; 338158188

2000-09-1B

Customer called to see what had come of previous crms research. Crm explained that he needed to contact the dealer to get an update.

DEALER PHON NO 954-971-3000. Paul Geisen sym stated that customer has been in april a nd ment of 2000 with concern. Security light is coming on and light is coming on and stays Ethom was installed prior to this visit. Orm gave sym the request no and asked that call cac and update as to what solution they have come up with to solve customers problem.

was advised all was being done to fix his vehicle and he will get an update as seen as eve gives orm and update

Crm thx. cust. and cust. thx. crm.; 0; 338163610

2000-09-19

CUST STS IS SCARED TO DRIVE VEH IS VERY FRUSTRATED PAYING \$1100/MO FOR VEH CANT DRIVE DUR HAS HAD MOR THAN ENOUGH TIME TO REPAIR VEH
CRM ADVED DLR CLOSED AT THIS TIME WILL CONTACT NEXT AM ANDCONTACT CUST 9/20-9/21 PM
PACIFIC B4 6PM /NOAHCOOKE/PDX; 0; 338256190
2000-09-19

, 0; 338256209

2000-09-20

CRM SPOKE W/SVC STS CUST DOES NOT HAVE LEMON LAW CASE HAS HAD 2 STEERING COLUMN LOCKS REPLACED A THEFT DETERENT LIGHT AND NOW SOMETHING ELSE
HAS FOUND WHAT IS WRONG FIXED AND WOULD LIKE TO REEP VEH UNTIL TOMORROW TO MAKE SURE STS
WILL CALL CUST NEXT AMTO INFORM OF WHAT IS GOING ON/HOAHCOOKE/PDX; 0; 338340927
2000-09-21

CUST CALLED AGAIN. CUST DOESN'T WANT THIS 2,000 CHEVY VETTE ANY MORE. CUST DOESN'T FEEL SAFE DRIVING THE VEH- WHEN VEH HAS SHUT DOWN 4 TIMES WHILE DRIVE. AND, THE STEERING HAS LOCKED UP ONCE. CUST SEEKS TO GET OUT OF THIS LEASE. AND, GET INTO ANOTHER VEH. CRM WILL CONTACT AVM ON THIS MATTER. HAGNERL/PDX; 0; 338417275
2000-09-22

CALLED. HE MANTED TO KNOW THE STATUS OF THE VEH. CRN CALLED CUST. CUST STATED THAT DECEMP REPLACED THE IGNITION SYSTEM. SVC MGR STATED HE BELIEVES THIS FIRED THE PROBLEM, CUST STILL DOESN'T FEEL VEH IS SAFE TO DRIVE IF IT'S GOING TO SHUT DOWN AT ANYTHE. CUST SPOKE W/HIS ATTORNEY. ACCORDING TO HIS ATTORNEY HE HAS 9 CORVETTE CASES OF THE VEH HAVING THIS SHUT DOWN PROBLEM. CUST STILL DOESN'T WANT TO OWN THIS VETTE. CRM LEFT AVM ANOTHER MESSSAGE. CRM REFERRED CUST TO THE BACK OF OWNERS MANUAL. WAGNERL/PDX; 0; 338525418

CUST STATES HE PICKED UP VEH, DROVE IT HOME & PARKED IT IN GARAGE & STILL DOES NOT WANT TO DRIVE IT. CUST STATES FOR SAFETY REASONS \* 4X REPAIR FOR STEERING LOCKUP & SEUTDOWN, HE SEEKS ANOTHER VEH OR AT LEAST TO GET OUT OF LEASE. CRN ADVISED WILL CV VN FORAVN, CARL COOL-K AT 404082-8064 AT 11AM PST CN 9/28. CRM ADVISED WILL UPDATE CUST 9/29 EVE. AWNIE PLORON/PDE; 0; 339018815
2000-09-29

AVM CARL COOK RESPONDED THAT VEH HAS BEEN REPAIRED & AT THIS TIME NO BUYBACK OR REPLACEMENT VEH WILL BE OFFERED.HE ADVISED IF THERE IS A THOROUGH REOCURRING PROBLEM & PROBLEM STILL EXISTS CUST CAN SUBMIT DEFECT NOTICE.ANNIE FLORON/VDX; 0; 339119795 2000-09-29

CRN NOTIFIED CUET OF PREVIOUS MSG.CUST DOES NOT WANT TO DRIVE VEH.ANNIE FLOROW/PDX; 0; 339120437
2000-10-23

CUSTOMER CALLED TO STATE THAT HIS VEHICLE HAS BEEN AT THE DEALER FOR A WEEK. CUSTOMER HAS SUPPLITTED HIS PAPER WORK TO THE STATE FOR THE LEMON LAW. CUSTOMER TALKED TO DEALER THIS STATE OF THE LEGAL DEPT. DEALER ADVISED HINTHAT HE THINKS HAS GOT IT FIXED. CRN ADVISED CUSTOMER THAT SINCE HE HAD FILLED ON THE LENON LAW THAT HIS

MUNICATION WOULD BE WITH THE LEGAL DEPARTMENT FROM THIS POINT FORWARD. CST THX CRM , CRM GAVE CUSTOMER PH NO TO LEGAS DEPARTMENT AND THX CUST.; 0; 341179665

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PEOPLE: 0

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PRODERTY DAMAGE:

VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

MAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUSDIARY:

PAR STATUS:

SOURCE:

TRANSACTION:

RECUEST TYPE

REPURCHASE REASON:

DEALER BAC:

DEALER MAME:

LER ADDRESS: , ,

CONTACT: .

PHONE NUMBER:

FAX NUMBER:

DUCT CODE: BODY TYPE: TRIM ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILBAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRD: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DANAGE: 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: BER OF INJURIES: 0 MENTS: NAMB: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF 80, WHERE: ARRACTORECT AND ACTION OF THE PROPERTY OF THE EXTERNAL CASE NUMBER: DATE: TITLE NAMES: . BUSINESS: 0 BUSINESS DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT DURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE DOSESSION OF VEHICLE: RESOLUTION SOUGHT: 

1

PANY: CONTACT NUMBER:
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

CAME NUMBER: 01878512

VIN:

1G1YY32G9Y5100676

DATE OPENED: 10/12/00

NODEL YEAR:

CORVETTE CONV

SOURCE:

DATE CLOSED: 10/25/00

SKRIKS: MILEAGE

22000

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

FL

BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GK RESTRICTED

COSTONER:

ADDRESS 1

HOME PHONE:

VIN:

19147329975100676

MODEL YEAR:

2000

DATE OPENED: 2000-10-12

SERIES: MILRAGE: CORVETTE CONV 22000

CB:

DATE CLOSED: 2000-10-25

DELIVERY DATE:

TYPE: BRC PARENT: DRALER NAME: LOU BACKRODT CHEVROLET INC DRALER ADDRESS: 1801 W ATLANTIC BLVD, , POMPANO

BEACH, FL, 33069, UEA

CASE NUMBER: 01878512

M01 Steering General

3 REPAIR ATTEMPT(S)

Other

STEERING LOCKS UP

J01 Engine

3 REPAIR ATTEMPT (S)

Hard Start - Cold Engine

NO START

FINAL - FL

LEGAL CORRESPONDENCE. CRM RECRIVED NVDN IN PURSUANT TO FL LENON LAN. CUSTOMER CONCERN IS SECURITY LIGHT STAYS ON ENGINE SHUTS DOWN WHILE DRIVING AND STEERING COLUMN LOCKS MRILE DRIVING. CRM CALLED CUSTOMER NOT AVAILABLE LEFT MESSAGE FOR CALLBACK. DRIRDRE KING/LEGAL CORR/EXT 58183; 0; 340213249 2000-10-13

CUSTOMER CALLED STATING CONCERN STILL PRESENT DORS NOT WANT TO SCHEDULE FINAL REPAIR, HAS A LANYER AND IS SEEKING BUYBACK OR TRADE REPURCHASE. CRM ADVISED WOULD CONTACT AVM FOR DECISION. CRM CALLED AVM KARL COOK TO ADVISE LEFT MESSAGE FOR CALLEACK. DEIRDRE M/LEGAL CORR/EXT 58183; 0; 340306794 00-10-13

CALLED SVC MOR MIKE NOT AVAILABLE SPOKE TO SVC ADVISOR PAUL INSTEAD HE STATES SINCE THE VISIT VEHICLE IS OPERATING TO GM SPECIFICATIONS. 3-27-00 AT 12696 REPLACED BATTERY. 8-5-00 AT 16000 MILES REPLACED STEERING LOCK ACULATOR. 9-11-00 AT 21480 MILES REPLACED ENB MODULE AND STEERING LOCK ACULATOR. 9-18-00 AT 21620 MILES REPLACED IGNITION LOCK CYLINDER. TAC HAS BEEN CONTACTED BUT DO NOT HAVE THE CASE # AT THE MOMENT. DEIRDRE KING/LEGAL CORR/EKT 58183: 0: 340307831 2000-10-16

AVM CARL COOK LEFT MESSAGE STATURG MUST HAVE FINAL REPAIR. CRM CALLED CUSTOMER TO ADVISE MUST HAVE FINAL REPAIR, CUSTOMER STATES HE DOES NOT WANT TO HAVE FINAL REPAIR. DEIRDRE KING/LEGAL CORR/EXT 58183; 0; 340580088 2000-10-23

CUSTOMER CALLED STATING HE TOOK VEHICLE BACK FOR FINAL REPAIR ON MON OCT 16 AND VEHICLE IS STILL AT DEALERSHIP. CUSTOMER SEEKS TRADE REFURCHASE INTO AMOTHER CORVETTS. CUSTOMER STATES HE FEELS UNSAFE. CRM ADVISED WOULD CONTACT AVM FOR DECISION. CRM CALLED AVM CARL COOK TO ADVISE LEFT MESSAGE FOR CALLBACK. DEIRDRE KING/LEGAL CORR/SKT 58183; 0; 341181140 2000-10-24

PRA FORWARDED TO REPURCHASE CRM, CPOURTNEY EROWN EXT # 58729 RELATED CASE #C01606016 EMBILA MOON TAMPA/WORKFLOW: 0: 341263855 2000-10-25

AVM CARL COOK LEFT MRSSAGE STATING HE WILL DO A LEASE BUYOUT AND WILL SEND IN THE PRA PORM. DEIRDRE KING/LEGAL CORR/EXT 58183; 0; 341332587 2000-10-25

CALLED CUSTOMER TO ADVISE AVM HAS APPROVED LEASE BUYOUT, CUSTOMER STATES HE ALBEADY KNOWS BUT THANKS FOR FOLLOWING UP. CRM CLOSING FILE. DRIRDRE KING/LEGAL CORR/EXT 58183; 0; 341336039

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OMMER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PROPIES O

ROAD CONDITION: BODY INJURY

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: MUMBER OF VEHICLES: 0

PERTY DAMAGE:

injuries :

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE IMPORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE: REFURCHASE REASON:

DEALER RAC:

DEALER NAME:

DHALER ADDRESS: , ,

PACT: , PROWE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILMAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

**UPGRADE:** 

APTERMARKET:

LEASE TERM:

DAMAGE: OTHER:

BRANCE:

ACCOUNT NUMBER:

INTERBAT RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

LEGAL TYPE:

INTEREST PAID: DEALER BUYOUT:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

NADA: 0 SALES TAX:

NAME 1

LEMON LAW:

VEHICLE DESTINATION:

LIEW PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

PAGE:

#### GM RESTRICTED

348588

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

DATE:

IF SO, WHERE:

\* BUSINESS: 0

DATE OF ACCIDENT:

PURCHASE/LEASE AS:

DATE OF PURCHASE/LEASE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

Business:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY

FRESS:

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

CASE NUMBER: 02032738

VIN:

1G1YY32G9Y5100676

DATE OPENED: 10/25/00

MODEL YEAR:

00 CORVETTE CONV

DATE CLOSED: 11/14/00

REP

SERIES: MILRAGE:

22000

SCURCE: CUSTOMER:

ADDRESS:

HOME PHONE:

STATE

FL

BUS. PHONE:

MOTORS CORPORATION GENERAL

CHEVROLET DIVISION

RESTRICTED G M

CUSTOMER:

ADDRESS:

BOCA RATON

FL

HOME PHONE:

CASE NUMBER: 02032738

VIN:

2000

1G1YY32G9Y5100676

DATE OPENED: 2000-10-25

REP

MODEL YEAR: SERIES:

CORVETTE CONV

DEALER ADDRESS: 1801 W ATLANTIC BLVD, , POMPANO

E CLOSED: 2000-11-14

MILEAGE:

22000

ORCE: BRC TYPE:

DELIVERY DATE: DEALER NAME:

LOU BACHRODT CHEVROLET INC

BRC PARENT: 01070512

BEACH, FL, 33069, USA

MO1 Steering General

3 REPAIR ATTEMPT(S)

3 REPAIR ATTEMPT(8)

Other

STEERING LOCKS UP

J01 Engine

Hard Start - Cold Engine

NO START

FINAL - FL

CRM RECVD FILE MADE INITIAL CONTACT WITH CUSTOMER. CRM INFORMED CUSTOMER COPY OF CURRENT REGISTRATION WOULD BE MEEDED AND LEASE AGREEMENT.; 0; 341361145 2000-11-14

\*

GM SUPERVISOR AUBREY WASHINGTON AUTHORIZED LEASE REPURCHASE DUE TO NO START CONDITION AND STEERING LOCKUP, VEHICLE MEETS CONSUMER PROTECTION LAW.

BE REPURCHASE:; 0; 343081688

0-11-14

BE REPURCHASE:

LAR BUYOUT: \$ 43,363.17

PAYMENTS: \$ 16,419.60

CAF COST REDUCTION: \$ 2,322.23 TOTAL ADDITIONS: \$ 62,105.00

UEAGE: \$ 9,383.00

TOTAL DEDUCTIONA: \$ 9,383.00 TOTAL REPURCHASE AMT: \$ 52,722.00

DHALER BUYOUT: \$ 43,363.17

TOTAL REPURD TO CUSTOMER: \$ 9.358.83

HINGARY CARACTER CONTROL OF CONTR

AVM CARL COOK MADE DECISION FOR LEASE REFURCHASE DUE TO NO START CONDITION AND STEERING

LOCKUP. PARTICIPATING DEALER LOW BACHRODT CHEVROLET, DEALER CONTACT MIKE BYRNE. CRM CLOSING FILE FOWARDING TO RVDC.; 0; 343081916

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

MARGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

MUMBER OF PROPLET 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS AMOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT MAKE:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

MILHAGE AT IMSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

MAG VEHICLE ROAD TESTED: TEST DESCRIPTION: TEST RESULT:

COMP IMEDECTED:

STIGATIVE SUMMARY:

SOURCE: AVM

TRANSACTION: Straight Repurchase

REQUEST TYPE: Non-Mandated

REFURCHASE REASON: NO START STEERING LOCKS UP

DEALER BAC:

DEALER NAME: LOU BACHRODT CHEVROLET INC

DEALER ADDRESS: , ,

CONTACT: Sales, MIKE BYRNE

PHONE NUMBER: 954-971-3000

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIN

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: N BRC WARRANTY DATE:

MILEAGE & BUY-BACK

NADA :

GALES TAX:

DEPRECIATION: \$ 9,383.00

UDGRADE: NONE AFTERMARKET: NONE LEASE TERM: NONE DANAGE: NONE

OTHER:

MSRP:

NAME:

CUNT NUMBER:

WEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: N

LEGAL TYPE: N LEMON LAW: N

DEALER ADMINISTRATION: N

VEHICLE DESTINATION:

RELEASE N

LIEN PAYOFF: N TITLE BRAND: N

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

MANS:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SHATING POSITION:

TYPE OF INJURY:

RESTRAINT

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

INESS:

• BUSINESS: 0

ACCIDENT: DATE OF ACCIDENT:

PAGE: 4

### GM RESTRICTED

348588

FRIPTION OF DAMAGE: PARCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILRAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOSS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

Name :

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

.